

CPSE Portal Credential Verification

September 12, 2023

Questions & Answers

Topic/Category	
NPI #	
Q	Does a speech therapist need an NPI number? I work under the supervision of a SLP.
A	No , since you do not have a license with the Office of Professions, you do not need an NPI #.
Q	Do Physical Therapy Assistants and Occupational Therapy Assistants have to have NPI numbers as they are under direction of someone?
A	Yes , they do need an NPI # since they have a license with the Office of Professions.
Q	What if the address is wrong for the NPI number at NPPES? Can I go to NPPES and correct it?
A	Yes , you can update your address with NPPES.
Q	My NPI number is not correct. How do I change it?
A	Please send an email to Support@CPSEPortal.com , and include your name and your correct NPI #. We will correct this on our end.
Q	I have NPI with Early Intervention do I need another for Pre K?
A	No , your NPI # will be the same for EI, Pre K & school age students.
Q	So Special Ed does not have a license #, as we have certification number.
A	Correct, so a SEIT / Teacher will not be entering their certification #. They will only be verifying their NPI # (if they have one) and their name.
OPRA	
Q	Does the agency need to be registered with Medicaid or just the providers?
A	Just the SLP providers since they can sign their own prescriptions.
Q	Does a licensed clinical social worker need to be connected to OPRA?
A	No , they do not.

CREDENTIALS	
Q	If I am already using the portal for another county do I have to verify again?
A	Yes , you may be required to verify your credentials as not each County uses Credential Verification.
Q	Why would a therapy provider be listed as having a limited permit?
A	This could be a therapist who is licensed in another state and has moved to NY. They will need to be on a limited permit until they receive a NYS license. This could also be an OTA/PTA who is now becoming a licensed OT/PT. They will need to be on a limited permit until they receive their new license.
Q	I am a provider without an account, when I try to log in, I can only see my username and password option, no option for NPI.
A	Please use the following link to log in: https://www.cpseportal.com/NonCPSEUserCredentialVerification/EnterCredentials.aspx
Q	I am currently registered and verified on CPSE Portal through an agency that I am no longer working for. How do I change this? This was for a different county, and now I will be working for another county as an independent provider.
A	We will look into this for you, but if there is any outstanding billing that the agency has not completed, you must remain with that agency until all sessions are billed for.
MISCELLANEOUS	
Q	Can an agency have more than one agency administrator in this program?
A	Yes . The agency can have more than one administrator and basic users.