

CPSE Portal Case Management for Independent Providers

September 15th & September 20, 2023

Questions & Answers

Topic/Category	
UNMATCHED ENROLLMENTS	
Q	Is this something that we will need to do for each student we service, or does the county typically do this for us?
A	The county will upload the enrollments once they are ready. If there is an issue, then you will create an unmatched enrollment to enter your session notes / attendances on.
Q	What are the dates for winter/summer?
A	The summer and winter dates are different for each county and school district.
Q	How about Coordination of Services? Would that be under Related services too?
A	Yes. Coordination will be listed in the dropdown.
Q	Each county will have one caseload for me? If I have children in two counties, separate caseloads with you?
A	All of the children will be listed under one caseload in the Portal, but the county is denoted on the enrollments.
Q	If the from and to dates do not match the county, do you need to change the dates?
A	You can check with the County first to see if the dates are correct. If your dates are wrong, then you can edit the start/end dates.
PRESCRIPTIONS	
Q	When can we complete the digital order? After the first session?
A	Yes, unless you did the evaluation for the child or have previously serviced the child.
Q	For our signature, do we download a picture of our signature, or how do we sign?
A	When completing the digital order, the final step will be entering your PIN which contains your digital signature.
Q	The digital signature is ok for Medicaid?
A	Yes.
Q	Can digital orders be created before an unmatched child information is inputted?

A	No, you must create an unmatched enrollment first or create a digital order on the county enrollment.
MISCELLANEOUS	
Q	Is the software for CPSE Portal compatible with both Mac/iPad computers and IBM tablets?
A	Yes.