

CPSE PORTAL INTRODUCTION AND INITIAL SET-UP
May 7, 2024

Questions & Answers

Topic/Category	
WEBINARS	
Q	Should providers register for trainings even if they cannot attend? How do providers get the recordings and power points?
A	Yes. Agencies & providers should register for the webinars even if they cannot attend. At the end of the week or beginning of the following week, McGuinness will send out an email containing a link. This link will contain the webinar, the slide show of the webinar, the Questions & Answers asked, and any Knowledge Base articles given out during the webinar.
AGENCIES	
Q	As an agency, we have access to the portal from a County that is already working with the portal. Will I use the same user name, etc. for an additional County?
A	Yes. You will use the same user name and password.
Q	The NPI area under billing provider profile is grayed out and there is a red error message that NPI was not found.
A	The NPI are will always be greyed out, as this area the information that is being pulled from the NPPES Registry. If you have a BEDS Code, then that code is what the County is most likely using. You can send an email to our help desk for further investigation at Support@CPSEPortal.com .
Q	I'm a school district but we are an approved provider through our County as well. Do I act as an "agency"?
A	Yes. For Portal purposes, you will be considered an agency.
AGENCY SERVICE PROVIDERS	
Q	What if I did not receive my invitation?
A	If you are an agency service provider, then please contact the agency that you work for.
Q	I currently have a user name from a different agency that we used a couple of years ago. Will we have to create a different profile for the current company that we will be doing the billing for?
A	Your current agency should be able to invite you and your agency should link to your Portal account. If there are any problems, then please contact our help desk at Support@CPSEPortal.com .
MISCELLANEOUS	
Q	Can the parent sign Parent Signature Logs in the Portal digitally?
A	No. At this time that is not an option.