

# KNOWLEDGE BASE ARTICLES

Portal Invitations – Multiple User Template Upload:

<http://support.cpseportal.com/kb/a66/service-provider-user-template-to-import-therapists-and-users.aspx?KBSearchID=16175>

Credential verification by individual with login:

<http://support.cpseportal.com/kb/a150/credential-verification-providers.aspx?KBSearchID=16524>

Credential verification by agency office staff:

<http://support.cpseportal.com/kb/a149/credential-verification-agencies.aspx?KBSearchID=16524>

Cannot Submit Voucher: Problem of “Not Co-Signed”:

<http://support.cpseportal.com/kb/a230/cannot-submit-voucher-problem-of-not-co-signed.aspx?KBSearchID=17202>

Creating and Submitting a Voucher:

<http://support.cpseportal.com/kb/a62/creating-and-submitting-a-voucher.aspx?KBSearchID=17204>

Why doesn't attendance appear to be put on a voucher?

<http://support.cpseportal.com/kb/a92/why-doesnt-attendance-appear-to-be-put-on-a-voucher.aspx?KBSearchID=17204>

Missing a Full Diagnosis (ICD) Code

<http://support.cpseportal.com/kb/a339/missing-a-full-diagnosis-icd-code.aspx?KBSearchID=25519>

How to Tell What is Missing from My Session

<http://support.cpseportal.com/kb/a460/how-to-tell-what-is-missing-from-my-session.aspx?KBSearchID=25519>

Therapist Cannot Unsign a Session

<http://support.cpseportal.com/kb/a405/therapist-cannot-unsign-a-session.aspx?KBSearchID=25519>

How to Unsubmit a Voucher

<http://support.cpseportal.com/kb/a445/how-to-unsubmit-a-voucher.aspx?KBSearchID=25519>

Attendance Denied? How to Remove in Order to Correct and Re-Bill:

<http://support.cpseportal.com/kb/a81/attendance-denied-how-to-remove-in-order-to-correct-and-re-bill.aspx?KBSearchID=17204>

How to Submit a Ticket to the CPSE Portal:

<http://support.cpseportal.com/kb/a188/how-to-submit-a-ticket-to-the-cpse-portal.aspx?KBSearchID=17204>