

CPSE PORTAL INTRODUCTION AND INITIAL SET-UP

April 28, 2025

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, service providers, and Independent 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. The new County will link to your existing counties.
Q	We were told ESY STAC would need to be generated in the Portal for July. Doesn't that mean that providers will need to submit their billing before August?
A	Yes. Providers will need to submit their voucher / bill at the end of each month.
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.
Q	How does the Portal work for school districts that already have an account but provides related services, SEIS or run a program?
A	You will have one login for eSTACs as the district user. You will now create another login to the Portal to assign therapists, create vouchers etc.
Q	Are we able to bill more than once a month or do we have to wait until the end of the month to bill?
A	You should bill the county at the end of each month.
Q	For supervisors, are you referring to a therapist supervising a PTA, COTA or a department supervisor?
A	This is for any supervisor who will be co-signing session notes / treatment logs.
Q	How do we know who in the agency will receive the email from the County?
A	This will be the person who is the contact with the County. You can contact the County if needed.

Q	Will we know when a provider accepts the invitation?
A	You can go to People -> Users and view the list of users. This will show you who accepted the invite.
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 I 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 .
INDEPENDENT PROVIDERS	
Q	Billing provider name would also be the independent providers name if self-employed?
A	Yes this will be your name.
Q	Is an Independent's tax ID # their social security #? I wouldn't be comfortable having that on every bill I send.
A	This information will not populate to your voucher.