

CPSE Portal Center Based (CB) Agency Case Management

May 20, 2025

Questions & Answers

Topic/Category	
UNMATCHED CHILDREN/ENROLLMENTS	
Q	You must match the unmatched children and their unmatched enrollments separately? Two steps, not 1?
A	YES. You will match the Unmatched Child first, and then match all of the Unmatched Enrollments.
Q	Will it match if the dates to and from you entered does not match what the County inputted?
A	You will review the IEP to verify the dates that you have entered. If your dates are wrong, you will go to Caseload Maintenance - > Add/Edit Unmatched Enrollments , and Edit the child and change the dates to match the IEP. If the dates are wrong on the County enrollment, then contact the district to amend the dates on their end.
CLASSROOMS	
Q	Do you have to add the teacher aides and teaching assistants to the classroom if they are not doing attendance?
A	NO. You will only need to add them to the classroom if they are taking attendance.
Q	How do you assign the Teacher to the CB?
A	You will only need to assign the teacher to the classroom not the Center Based (CB) enrollment.
Q	Do we create summer and 10 month classrooms, or are they combined?
A	You will create your summer classrooms, and then you will need to create your winter classrooms each year.
Q	Do I create separate attendance for classrooms and then 1:1 Aide attendance for those students in that classroom?
A	If your child has an Aide enrollment, there will be 2 enrollments that will need to be added to the classroom. One will be the CB enrollment, and one will be the Aide enrollment. When entering attendance, you will need to enter attendance on both enrollments.
CLASSROOM SCHEDULE	
Q	Does the classroom schedule carryover to therapists entering information for the closed days as well?
A	NO. The classroom schedule is only for classrooms, not therapists.
CLASSROOM ATTENDANCE	
Q	How do you change attendance that is incorrect after you signed it?

A	You will go to Attendance -> Digital Signature -> Unsign Classroom Attendance , and choose what attendances need to be unsigned. Only the teacher / Aide / or Agency Billing Admin that signed the attendance can unsign the attendance.
	MISCELLANEOUS
Q	If we take the provider off of the enrollment before services are billed, will we be able to bill for that provider's services at the end of the month?
A	You should leave the provider on the enrollment until all notes are entered, signed and billed. If you remove the provider prior to billing, and there are errors, you will need to add the provider back onto the enrollment for corrections.
Q	Which counties are full service, and what is "full service"?
A	Full Service Medicaid is the term used for the counties that McGuinness verifies their Medicaid documents and does their Medicaid billing. The current FSM counties are Columbia, Dutchess, Herkimer, Jefferson, Livingston, Nassau, Niagara, Orange, Rockland, Sullivan, Ulster and Westchester.