

eSTACs Amending versus Rescinding

Questions & Answers

Topic/Category	
AMENDING	
Q	Does change in location (wrong location entered) need to be amended or rescinded?
A	You can always AMEND the location, start date & end date. You will never rescind because the location is wrong.
Q	Do I need to amend the IEP start date for a service if a provider was found after the IEP start date? For example, the IEP approved SEIT to begin 9/3/24 but we found SEIT on 10/18/24, does the IEP start date need to be amended to 10/18/24 in this case?
A	No. You can start the SEIT for 10/18/24 or you can start the SEIT on 9/3/24 if the SEIT provider wants to do make-ups. In either case, you do not need to amend the IEP.
Q	What are the instances that a new IEP does not need to be uploaded? Is it only for when a child is discharged from a service? Does the system always indicate when a new IEP needs to be uploaded or not? If it does not show that a new document is needed under the documents tab is it safe to assume a new IEP does not need to be uploaded?
A	In most cases, you are going to need to upload the new IEP. If services are discontinued, or the child moves to another district/county you do not need to upload an IEP. If there is a change in service(s) then you will need to upload the new IEP that matches those changes. When you amend the CB or SEIT/RS placement, the document will not show as missing.
Q	If I am adding a Nurse, I end the previous Center Based and restart a new Center Based with the nurse?
A	You will need to contact your county first. Once the county gives you approval, then you will end date the CB placement and create a new CB Placement with all the details including the nurse with a new start date. You also need to make sure that you select the correct program with RN or LPN.
Q	Sometimes a district needs to change the SEIT provider, but cannot end date because one of the related services may have attendances already entered past that date. What can be done at this point?
A	You can always change the end date of the services. You will only get an error when trying to rescind, but not amend. The service provider will then receive an error stating that the service dates are now outside of the enrollment dates and those dates can be moved over to the new enrollment.
Q	You stated that the IEP date did not need to change if the service starts after the date on the IEP but is it okay for the date not to match when submitting?

A	The dates entered cannot be before or after the dates of the IEP. The dates can be in between the IEP dates, just not before or after.
Q	If a student goes from speech 2x30 individual, to 1x30 individual and 1x30 group in the middle of the year, do I still have to rescind the ST 2x30 or can I just amend and end the 2x30 with a new end date and then add the new with its new start date?
A	You will not rescind. You will end date the ST 2x30, and then create another line for ST 1x30I, & ST 1x30G both with new start dates.
Q	When a SEIT provider changes mid-year, when I go to IEP Placements tab do I click on Amend button, end date and add the new provider on that screen or do I just end date, go back to IEP placement tab and click on 'Add SEIT/RS Placement' button?
A	You will go to the IEP Placements tab, and end date the entire placement. Then you will create a new SEIT/RS placement for the new SEIT provider with a new start date and add all of the RS services (if any) with new start dates also.
Q	I had an overlapping situation. I needed 2 SEITS, one for the SEIT 4x30 weekly, and one for a consult 1x30 month. How should I enter that?
A	You will create a SEIT/RS placement for the 4x30 and mark as a multiple STAC. You will create a second SEIT/RS placement (for different provider) for the consult and mark as a multiple STAC.
Q	What if two SEIT providers are splitting the mandate but both at the same location (ie: 1 SEIT 2x60 and the other SEIT 4x60 both at preschool)?
A	You will create two SEIT/RS placements. One SEIT/RS placement will be for the SEIT provider for 2x60 with the location of Preschool. The second SEIT/RS placement will be for the other SEIT provider for 4x60 with the location of Preschool. This is a dual STAC and both SEIT/RS placements need to be marked as dual STACs as they are running concurrently.
Q	How do you end one SEIT and start another from a different agency after submitting?
A	If SEIT services were provided, then you will end date the SEIT/RS Placement and now create a new SEIT/RS Placement. If the first SEIT provider never serviced the child, then you can rescind the SEIT and start a new SEIT/RS Placement.
Q	What if there are two SEITs - one home and one classroom at the same time?
A	If there are two SEIT providers, then you will need two SEIT/RS placements (one for each provider). Mark both SEIT/RS placements as dual STAC's. One SEIT provider will have the setting of classroom and the other SEIT provider will have the setting of home.
Q	If making a correction such as adding an aide, is there a way around entering an already existing enrollment form/transportation form.
A	Unfortunately, no. Whenever a new CB or SEIT/RS placement is created, you will always need to upload documentation.
Q	Can you amend the frequency of a service or do you have to rescind?

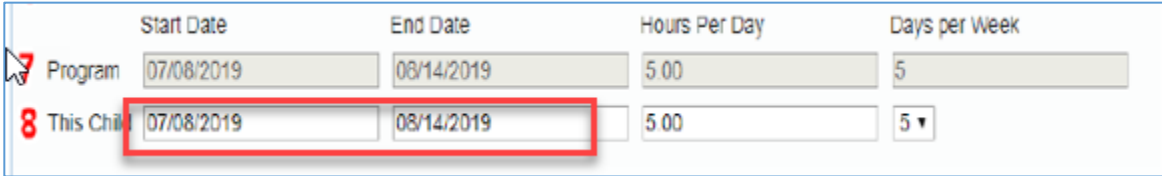
A	If the frequency was entered wrong, then you must rescind. If the frequency changed, then you will end date the original frequency and start another service with a new start date and the new frequency.
Q	When a Center Base program is ended, will the status update show "Ended" or will it always say "Amended" under status?
A	The status will show "Amended" until you sign & submit. Then the status will show "Submitted".
Q	If two students share the same SEIT provider, do you enter the SEIT individually for both students?
A	Yes, each student will need a SEIT/RS placement.
Q	Will transportation be affected if you amend the placement?
A	No, transportation should be fine.
Q	I tried to amend a date on a STAC 5 and I received an error that says "Invalid Date: Eval Date must be within the selected school year's start and end dates. Month and year of Eval Date cannot be changed for submitted evaluations" - how can I fix this?
A	You can only amend a STAC-5 and change the date if the date change is within the same month. If the date is wrong and is for a different month or year, then you must rescind that one evaluation discipline and create a new STAC-5 for that evaluation discipline with the correct date.
Q	How do I change a child's name? Ex. adopted and new last name.
A	First notify your county. Then you will edit the child and change the child's last name on their demographics page. You should also upload the adoption papers in eSTACs.
Q	If we end the SEIT and then add a new one, are you saying all the RS must end with the first SEIT and then be reentered with the new SEIT? If yes, will this affect attendance logs by provider?
A	Yes, that is correct. All services will be end dated and you will need to add all the related services on the new SEIT/RS placement with a new start date. In the Portal, the provider can move attendances over to the new enrollment
RESCINDING	
Q	If I rescind something and I need to add something to correct it, do I have to wait to add the update after the County does something with "Rescind pending"?
A	No. Once you rescind the service you can create the new service. If you have a rescind pending, then you did not sign & submit the placement.
Q	If you submitted 2 speech individual and it should be 1 individual and 1 group do you rescind the speech and put individual and group in separately or do you amend?


A	If you enter 2 ST IND and it should be ST 1 IND & ST 1 GRP, then you will rescind the ST 2 IND. You will then add the ST 1 IND & then add another line and add the ST 1 GRP. Individual and group services cannot be combined. The service providers need to enter individual services on one enrollment and group services on another enrollment.
Q	Would you just amend a single service in the CB placement if it was wrong instead of rescinding it if it has not started yet?
A	If your service is wrong (i.e. wrong frequency), you cannot Amend. You must rescind the service and enter the service correctly. The only items that can always be amended are the start date, end date and location.
Q	The system requires the student to attend for a minimum of 6 days in order for us to amend a kid who never started - is there a way around this for a kid who never started?
A	If the child never started or is never going to start, then you can rescind the entire CB or SEIT/RS Placement. Once the child starts and receives services, then you can end date the placement after 3 days.
Q	What happens when attendances have been added by agency, but now we need to rescind?
A	If there are attendances on the placement, then the agency will need to create an unmatched enrollment, and move those attendances over to the unmatched. Then you will be able to rescind. You can also contact the eSTACs help desk and we can see what we can do on our end.
Q	What if you entered speech 1x30 individual instead of 2x30 individual? I can't rescind it because they have provided the one time already. What do I do?
A	If there are attendances on the placement, then the agency will need to create an unmatched enrollment, and move those attendances over to the unmatched. Then you will be able to rescind. You can also contact the eSTACs help desk and we can see what we can do on our end.
Q	What do we do when an agency requests us to make corrections or amendments for a student but attendance had already been entered for a student?
A	If there are attendances on the placement, then the agency will need to create an unmatched enrollment, and move those attendances over to the unmatched. Then you will be able to rescind. You can also contact the eSTACs help desk and we can see what we can do on our end.
Q	What if after ESY the student leaves the district, do we rescind?
A	If the child was not serviced over the summer, then you can rescind the ESY services.
Q	Is there a chance that the Portal will one day allow us to not rescind an entire STAC-1 just because the SEIT provider needed to be changed?
A	No. This is needed for SED, as SEIT providers have their own rates from SED. Therefore, SED will always require a new STAC.

MISCELLANEOUS

Q	How do I know which program to choose for Center Based program?
A	If there are multiple programs for the agency and you are unsure, then contact the agency and they will direct you as to what program the child is going into.
Q	We do not obtain prescriptions.
A	If your district does not obtain prescriptions or you do not have a Center Based program or do Related Services, then you do not need to generate prescriptions. This is just an added feature if needed.
Q	When is someone from the district responsible for entering school year dates? Is that if your school district has a classroom that is part of the eSTAC system?
A	Districts can update their school district dates by going to eSTACs -> Maintenance -> Default Session Dates for District . These dates will populate for Related Services only. If your district has a Center Based program, then you the district can log into your Portal account and update your Center Based program dates by going to eSTACs -> Maintenance -> Verify CB Program Dates . You must be under your Portal username and not your district username to update the CB dates. These dates will populate for your CB programs.
Q	Is the Service Location tab a mandatory tab to complete?
A	No this tab is currently not mandatory.
Q	Is there a selection to input the new school district if the child is transferring?
A	You can go to the child's demographics page and enter the information on the bottom of this screen.
Q	Could you remind districts to sign & submit after amend/rescind?
A	Please remember to sign/submit after rescinding or amending your CB or SEITRS Placements.
Q	Can a school district have more than one person registered with eSTAC to sign the STAC-1 and STAC-5s?
A	Yes, the district can have as many staff as needed. The chairperson would need to complete and sign a District Designation form and send it to estacs@cpseportal.com . McGuinness will then give the staff listed on the form the necessary permissions.
Q	After I submit a related service, is there a delay before the agency sees it. Sometimes agencies tell me they don't see the child
A	Yes, there is a delay. Now the county will need to synchronize the information into their Preschool program and send to the Portal for the provider to see.
Q	For Orange County: when you have a RN or PLN.

A	Districts will need to complete the nurse request form and upload it into eSTACs. Then contact the county.
Q	What if the provider has not updated their program dates? We are finding that we have to change the start dates.
A	The CB providers are sent numerous emails asking them to verify their CB program dates. You should contact the agency and ask them to verify their CB dates in eSTACs.
Q	I am not sure if this is possible but is there a way to get notifications if we forget to submit something, like an email if you don't submit after 24 hours or something?
A	At this time, there is not a notification. You can, however, go to eSTACs -> Reports -> Unsubmitted Evaluations or Unsubmitted Placements to see a list of students who have not been submitted.
Q	If you have two or more fee-for-services related services with the same agency (ex: OT and PT both provided by the same agency), do you still add a coordinator?
A	If the IEP states service coordination, then yes. If there is no service coordination, then you will need to check the box stating that there is no service coordination. This will be for the SEIT/RS placement with no SEIT services and 2 or more service providers.
Q	Should a student and evaluations be entered before the IEP meeting and the services get added or should we wait until after the meeting to add the student?
A	Once there are evaluations you can create the student and add the STAC-5. You do not need to wait for the services.
Q	What happens if a child doesn't qualify for services after the evaluation?
A	You will create the child and the STAC-5. You will not be entering services.
Q	What about when students received ESY services the IEP date is from July to June. Does this affect the dates in the portal?
A	You will create a summer placement for the dates of 7-1-24 through 8-31-24 and a winter placement for the dates of 9-1-24 through 6-30-25.
Q	If you have a child that is classified when an evaluation is completed, do you declassify based upon the most recent evaluation? Do you mark the STAC 5 as student with a disability or non-disabled? The student is considered classified at the time the evaluation was completed and will only be considered declassified after the IEP has been finalized.
A	If you mark the child as a student with a disability and then the child doesn't qualify for services, you can go in and change to non-disabled at any time.
Q	Should STAC 5s not be submitted until CPSE meetings are held and determinations are made?
A	You do not need to wait as you can change student with a disability to non-disabled at any time.

Q	What happens when a student transfers to your district, however, they are already placed in a center based program? The student registered in our district later than the start date in the portal. Do we keep the date the start date at the center based program?
A	Under the Program dates, you will enter the start date for the child in your district. If the child transfers to your district on 7/20, then in the example below, you will change the start date to 7/20. 
Q	Where can we submit a help desk ticket?
A	You will email eSTACs@CPSEPortal.com .
Q	Is the School District or Evaluating Agency uploading the Medicaid consent in the portal?
A	Each county decides if the district needs to upload consents. Only school districts can upload a consent into eSTACs, as providers and/or evaluators do not have access to upload in eSTACs. Your evaluators/providers can certainly help you obtain those consents and the district can upload.
Q	Is the Foster Care County the County the student is living in or the county where the case worker is from?
A	Any questions regarding Foster Care should be directed to your county.
Q	How do we get the District Designation of Digital Signatories Form for eSTACs?
A	You will email eSTACs@CPSEPortal.com .
Q	Do all Justification letters need to be uploaded to eSTACs?
A	Yes if required.
Q	If a child has been evaluated, but his initial meeting hasn't been held, we can't submit a STAC so the agency can't be paid?
A	You can enter your STAC-5 into eSTACs and submit to the county. Then the evaluators will be paid.
Q	Transportation forms are sent to the county, should they be uploaded to the portal as well?
A	If your county requires them to be uploaded then yes.
Q	Should we be uploading the Medicaid consent to the portal if it is signed by a parent?
A	You can upload an Unable to Obtain consent. You should then send the parents a consent and ask them to sign & date the consent. Once you receive the Medicaid consent back, you should then upload the consent into eSTACs.

Q	If a student withdrew from their previous school on October 7 and registered at the new school on October 23, but the parents continued sending the child to school during that period, can you confirm which school is responsible for the student during that gap?
A	You should contact the county to discuss. This is between both districts and the county.
Q	Are we still able to use multiple locations as a location type?
A	All location types are county specific. For example, some counties use flexible setting and some do not.
Q	How do you know if a provider has entered notes for a service?
A	When you try to rescind, you will receive an error telling you that there are attendances entered.
Q	Why do we need to upload Medicaid consent forms before submitting evals/services but there is no obligation to upload health exams/immunization records?
A	Each county determines what documents they want uploaded into eSTACs.
Q	What is a co-treat service? Two different providers for the same services?
A	Co-treats are two different services who are treating the child at the same time. For example, ST 1x30 and PT 1x30. Both the SLP and the PT will meet on the same date and time and co-treat child.
Q	Under the Service Locations tab, home can be entered under Other for Related Services?
A	Home should be entered under Residence as shown below. 
Q	When do you click the box for compensatory services?
A	In most cases, compensatory services will be delivered over the summer. This is when a child did not receive their services due to no staffing or other reasons. Your IEP needs to state that the child will receive compensatory services during a specific time frame. The service(s) will need to be listed under the Special Alerts or in the Meeting Information section.