

Session Notes and Attendance	
<u>Question</u>	<u>Answer</u>
Do we need to indicate why the session was missed in the session note or just "missed session?"	Ulster county is requiring you to print out your attendance sheet and write the reason for each missed session or school closure at the bottom of the page. You can also enter the reason into your session notes.
Do we document Missed sessions for school holidays?	Ulster county is asking you to document every missed session, including school holidays. On the attendance, school closures will show up as "C," just specify whether it was a school holiday, snow day, etc.
Are the teachers themselves able to print out their attendance to make the required notations of absences, etc.?	The teachers can print out blank attendance sheets, but they cannot print out completed ones to add their notes to.
How do I delete a session note that has an erroneous date on it? There is no option for delete at the bottom of the session note, only "cancel."	If the session note was previously signed, it would have to be first unsigned. Once it's unsigned you can delete the session note in the weekly attendance calendar.
Some students are listed multiple times for session logs. How can we delete extra entries with errors?	If there are extra session note entered those can be deleted in the weekly attendance calendar as long as the sessions aren't signed.
Group Sessions	
<u>Question</u>	<u>Answer</u>
I have kids in group that I can't bill for when one of the group mate isn't present. The program won't let me process the note	The child that isn't present would have to be entered as a separate entry on the weekly attendance calendar.
How do we document a group session if it's a group of one?	If you have a group of one, you need to click the box that says "Not Medicaid eligible."
How do we document a group session if one child is missing?	The child that was missing would be entered as a separate session and on the group session you would indicate the child was absent.
How do I write a session note for a student receiving group who does not have an appropriate group mate for one of his sessions (i.e. school aged child partnered with preschool child?)	In the weekly attendance calendar there is a drop down which allows you to select how many children are in the group. You would only include the children that are on the Portal.

Co-Signing Notes	
<u>Question</u>	<u>Answer</u>
Does the supervising clinician need to add a note to the session notes?	It is required that a supervising clinician co-sign, but adding a note is optional.
When I tried to co-sign, I was unable to click the box. Does that mean it wasn't assigned correctly?	That may mean you are not listed correctly in the Portal. If you are part of an agency, have an agency admin make sure you are in the Portal as a service provider and a supervising provider. The supervising provider status allows for co-signing.
Unmatched Children and Enrollments	
<u>Question</u>	<u>Answer</u>
Am I understanding correctly that the unmatched child has to be matched twice? Once for the CB and then again for the CBRS? Thank you.	The child is matched once, however each enrollment has to be matched separately. You would first match the CB enrollment and then any CBRS enrollments that are unmatched.
I have a kid I tried to match using this process and it still comes up as unmatched.	Matching is a two-step process. Step 1 is matching the child. Step 2 is matching the enrollments. They both have to be done in order for the matching process to be completed. You can send a ticket to the portal if you need help matching.
Prescriptions	
<u>Question</u>	<u>Answer</u>
Can you un-sign Digital Orders to delete due to error?	You can't un-sign a digital order and they cannot be deleted. You will have to upload a replacement prescription.
For OT/PT, doctors are filling out prescriptions. What if it says the ICD-10 code is not Medicaid eligible?	You will need to obtain a new prescription with a Medicaid eligible ICD-10 code.
Parent Signature Logs	
<u>Question</u>	<u>Answer</u>
Is there a way for a therapist to have all her students on one page so each does not have to be printed and signed individually?	There is not a way to have all their students on one page, but you can select multiple children's parent signature logs to print at once in Caseload Maintenance > My Caseload.
Does Ulster want parent signature pages for CB children?	No, Ulster does not want parent signature logs for CB children.

Other Questions	
<u>Question</u>	<u>Answer</u>
If we get a STAC should we send that to the county?	Yes, if you receive a STAC, send it to the county so they can add the child's information into the Portal.
How do we contact the CPSE Portal support team if we have a question?	You can email the support team at support@cpseportal.com .