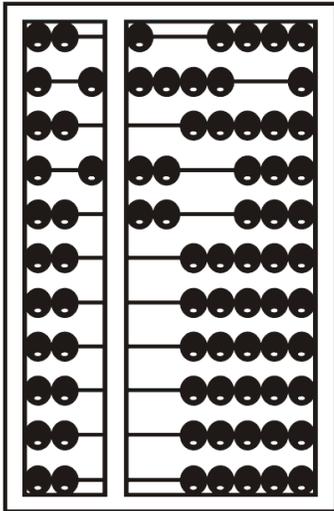


JAMES MCGUINNESS  
& ASSOCIATES INC.  
Consultants



# Digital Speech Recommendation

# SSHSP / PSSHSP

- \* The acronym is Medicaid's abbreviation School Supportive Health Services Program and Preschool Supportive Health Services Program.
- \* The SSHSP guidelines recognize covered services which include OT, PT, ST and Psychological counseling, plus a few others
- \* Most information for SSHSP can be found at <http://www.oms.nysed.gov/medicaid/>
  - \* Provider Policy and Billing Handbook
  - \* Questions and Answers
  - \* Training Materials
  - \* Medicaid Alerts

# Written Orders for SSHSP (Medicaid)

- \* Per the Medicaid Provider Policy and Billing Handbook

*“The written order/written referral (prescription) is the documentation that establishes medical necessity for the related service to be furnished and constitutes medical direction of the ordering professional. In order to bill Medicaid, a written order/written referral from a qualified Medicaid provider is required. Written orders/written referrals must be prospective and must be kept on file. “*

# Required Elements of a Written order

(from Medicaid Provider Policy and Billing Handbook)

1. The time period for which services are being ordered;
2. The service(s) being ordered (including specific frequency or per IEP)
3. Child's name
4. Patient Diagnosis
5. Provider's contact information including address and phone #
6. Ordering practitioner's NPI or license #
7. Signature
8. Date the order was written and signed

# Digital Signatures

- \* Per Medicaid Provider Policy and Billing Handbook
  - \* *“\* Please note that stamped signatures are not allowable. Electronic signatures affixed by someone other than the actual ordering/referring practitioner are also not allowable.”*
- \* From Questions and Answers
  - \* *“electronic signatures are acceptable if adequate security is in place and confidentiality is maintained. The use of an electronic signature has the same validity as a signature affixed by hand. However, providers must be prepared to authenticate or prove that the record was electronically signed by the person authorized to sign the record. Electronic signatures affixed by someone other than the actual practitioner are not allowable. An exception to this rule would apply where the applicable statute or regulation specifically requires a hand-written signature. The provider’s electronic medical record must have control features, such as pass codes, for electronic signatures. “*

# What is a “Digital Speech Order”

- \* It is a written order for Speech Therapy Services that is created on the computer and digital signed, rather than written on paper and signed with a pen
- \* It follows all the requirements of a paper written except that it is signed digitally

# CPSE Portal Electronic Digital Order

## (Reasons to Select the Electronic Digital Order)

### **What are the benefits of preparing a digital order in CPSE Portal vs a hand-written order?**

- ✓ The process is simple with most of the fields pre-filled
- ✓ The electronic digital order, ensures that all the fields are filled in correctly and that you have created a Medicaid-compliant order
- ✓ The resulting digital order does not have to be scanned and uploaded to the Portal saving the SLP and/or their agency the time that it takes to scan, upload and type in the order details

# CPSE Portal Electronic Digital Order

(Reasons to Select the Electronic Digital Order - Continued)

- ✓ You do not need to re-enter Contact information, License / NPI information on every order. Once the ordering practitioner's contact information, License/NPI information are set up in the Portal it will be entered automatically on each digital order,
- ✓ The child's name, date of birth, county, district and agency is prefilled for you
- ✓ Only the prescription date range (*if the default is not used*), the ICD code and electronic signature needs to be entered to each digital order; only two (*or possibly three*) out of the eight criteria. The remaining five elements are entered to each digital order automatically.

# Setup (one time)

- \* Three elements of the written order are the same for all children. These are configured once
  - \* Provider contact information including address and phone #
  - \* Ordering Practitioner name and/or license
  - \* Signature
    - \* Signature Title and Credentials
    - \* PIN

# Provider Contact Information

- \* The provider contact information can be entered on the Billing Provider Profile, which is under the My Account menu
- \* This is done by the billing provider
  - \* If you are a therapist that independently have a vendor contract with the County and bill the County directly, they you are a billing provider
  - \* If you are a therapist employed by an agency, then the agency is the billing provider and they must complete the step

# Provider Contact Information

## Billing Provider Profile

**Provider Info** | **User Information**

**Billing Provider**  
Name

**Billing Address**  
Address 1   
Address 2   
City  State  Zip   
Phone Number

My Account ▾ Know

- Change Password
- User Account Details
- My Profile
- My PIN
- Billing Provider Profile**

# Agency Contact Information Missing

The selected billing provider does not have adequate information entered into CPSE Portal. To create orders under this provider, please ensure that the billing provider has the following fields entered in their profile: Address, City, State, ZIP, and Phone Number. Billing providers can edit this information via My Account->Billing Provider Profile.

## Create Digital Order

[Child Lookup](#)

**Adams, Amy** County: **NASSAU** District: **Amityville** DOB: **6/6/2015**

[Redo Search](#)

[Create recommendation for Speech Services](#)

# Ordering Practitioner Information

- \* The ordering practitioner is the Licensed Speech and Language Pathologist
- \* Their NPI, License and Signature information can be accessed under the My Profile screen which is under the My Account menu
- \* The SLP can set or change their PIN for digital signatures by using the My PIN screen under the My Account menu

# Ordering Practitioner Information

- My Account ▾ Knowledge Base
- Change Password
- User Account Details
- My Credential Verifications
- My Profile
- My PIN

## My Profile

Personal and Professional User Information Favorites ♥

### Information in CPSE Database

Last Name

First Name

NPI

Signature, Title, and Credentials   
(e.g.: Mary Brown, CCC-SLP)

### Licenses / Certifications / Professions [NYS Office of the Professions]

	Description	Credential Type	#	State	NY Profession Code	From	To	Active		
SLP	Licensed Speech & Language Pathologist	License	010654	NY	058	9/15/1998	12/31/2021	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>

### Information from NPPES NPI Registry

[Click here for NPPES website](#)

NPI  This NPI is for an

First Name

Last Name

Credentials

Mailing Address 1

Mailing Address 2

City  State  Zip

# PIN for digital signatures

## PIN Selection

You have already chosen a PIN.

PIN Number:

Username:

Password:

[Change PIN](#)

My Account ▾

Knowledge Base

Change Password

User Account Details

My Credential Verifications

My Profile

My PIN

# CPSE Portal Electronic Digital Order

(Order Must Be Created Prior to the Start of Services)

## From the Medicaid Provider Policy and Billing Handbook

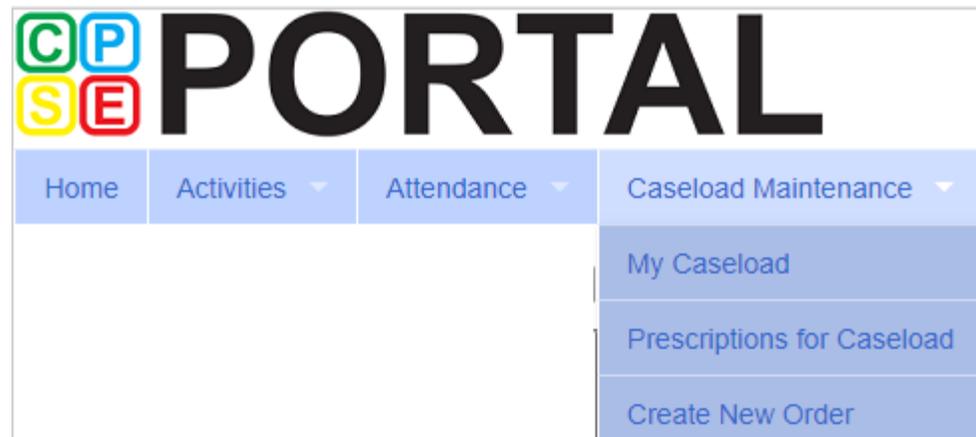
*“It should be noted that the written order/written referral must be in place prior to the initiation of services (prospective\*), including evaluations.”*

This means that the order must be created and signed **before** the first session is provided.

\* Medicaid Provider Policy & Billing Handbook (Update 9) -  
[http://www.oms.nysed.gov/medicaid/handbook/sshsp\\_handbook\\_9\\_march\\_21\\_2018\\_final.pdf](http://www.oms.nysed.gov/medicaid/handbook/sshsp_handbook_9_march_21_2018_final.pdf)

# Two ways to get Digital Speech Order

- \* Best Method is to use Prescriptions for Caseload under Caseload Maintenance menu
- \* Can also use Create New Order under Caseload Maintenance menu



# Prescriptions for Caseload

- \* If you are an SLP, then
  - \* Services that do not have a written order recorded in CPSE Portal will show option for “Create Speech Recommendation”
- \* If you are not an SLP, this is not available

## Prescriptions / Written Orders for Caseload

Filter By \_\_\_\_\_

Provider:  Session:

ESID	Last Name	First Name	From Date	To Date	Description	Rx Status	Rx Entry	Rx Image	
RS1819W0013688	BARNES	EARL	9/4/2018	6/26/2019	ST 1x30 Individual	ENTERED	<a href="#">View</a>	<a href="#">View</a>	
RS1819W0013678	BAXTER	DAVIDA	9/4/2018	6/26/2019	ST 2x30 Individual	MISSING	<a href="#">Enter Rx Info</a>	<a href="#">Upload Rx Image</a>	<a href="#">Create Speech Recommendation</a>
RS1819W0013664	BOWMAN	JAIME	9/4/2018	6/26/2019	ST 2x30 Individual	MISSING	<a href="#">Enter Rx Info</a>	<a href="#">Upload Rx Image</a>	<a href="#">Create Speech Recommendation</a>
RS1819W0013696	CORNEJO	MATT	9/4/2018	6/26/2019	ST 2x30 Individual	MISSING	<a href="#">Enter Rx Info</a>	<a href="#">Upload Rx Image</a>	<a href="#">Create Speech Recommendation</a>
RS1819W0013697	CORNEJO	MATT	9/4/2018	6/26/2019	ST1 1x30 Group	MISSING	<a href="#">Enter Rx Info</a>	<a href="#">Upload Rx Image</a>	<a href="#">Create Speech Recommendation</a>
RS1819W0013687	COULTER	LOYD	9/4/2018	6/26/2019	ST1 1x30 Group	MISSING	<a href="#">Enter Rx Info</a>	<a href="#">Upload Rx Image</a>	<a href="#">Create Speech Recommendation</a>
RS1819W0013824	HYATT	ARRON	9/4/2018	6/26/2019	ST 2x30 Individual	MISSING	<a href="#">Enter Rx Info</a>	<a href="#">Upload Rx Image</a>	<a href="#">Create Speech Recommendation</a>



# Creating the Digital Order

## Create Digital Order

**Child Lookup**

**BAXTER, DAVIDA** County: **SCHENECTADY** District: **Schenectady** DOB: **10/8/2014** [Redo Search](#) ← **Fills in automatically.**

**Create recommendation for Speech Services**

**PROGRESSUS THERAPY, LLC** ▼

**Prescription effective date range**

Applies to entire school year **2018 - 2019** ▼ ← **Defaults to "Applies to Entire School Year, but you can select the other options.**

Applies to specific school year / session **2018 - 2019 Winter** ▼

Applies to specific date range

**Reason for Services**

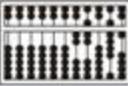
**ICD**

**F80.2 F80** ← **Type in the ICD Code(s).**

**Reason**

[Preview and Sign](#) ← **Click Preview and Sign**

# Preview & Sign Digital Order

**CPSE PORTAL** Hello, sstark . You are currently logged in for **Shannon Stark** (Logout)  JAMES MCGUINNESS & ASSOCIATES CONSULTANTS

Home Activities Attendance Caseload Maintenance Lookup Reports My Account Knowledge Base

## Speech Recommendation for Services

A Speech and Language referral for services is recommended in accordance with the request by the Committee on Preschool Special Education. Services, when provided, will be in accordance with the Individualized Education Program designed by the Committee.

**Name:** BARNES, EARL  
**DOB:** 2/24/2014  
**Provider:** PROGRESSUS THERAPY, LLC  
**District:** Schenectady  
**County:** SCHENECTADY  
**Period Covered:** 7/1/2018 To 6/30/2019

### Reason for Services

ICD Code(s)				
<table border="1"><thead><tr><th>ICD Code</th><th>ICD Description</th></tr></thead><tbody><tr><td>F80.0</td><td>Phonological disorder</td></tr></tbody></table>	ICD Code	ICD Description	F80.0	Phonological disorder
ICD Code	ICD Description			
F80.0	Phonological disorder			

### Provider Contact Information

**Name:** PROGRESSUS THERAPY, LLC  
**Phone Number:** 8885551111  
**Address 1:** 123 Main Street  
**Address 2:**  
**City:** Albany **State:** NY **Zip:** 12345

### Licensed Speech and Language Pathologist Information

**Name:** Stark, Shannon  
**NPI:** 1003129438  
**License:** 010654

### Digital Signature

**Signature:** Shannon Stark, M.A. CCC/SLP **Date:** 1/14/2019

**Review for accuracy**

**If everything accurate, click "Digitally Sign"**

© James McGuinness & Associates

By entering my pin I am signing this recommendation for speech services

Signature: Shannon Stark, M.A. CCC/SLP

NPI: 1003129438

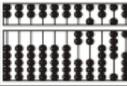
Date: 1/14/2019

Pin:

**Enter PIN**

**Click "I Agree"**

# Required elements of a Written Order

**CPSE PORTAL** Hello, sstark . You are currently logged in for **Shannon Stark** (Logout)  JAMES MCGINNIS & ASSOCIATES CONSULTANTS

Home Activities Attendance Caseload Maintenance Lookup Reports My Account Knowledge Base

### Speech Recommendation for Services

A Speech and Language referral for services is recommended in accordance with the request by the Committee on Preschool Special Education. Services, when provided, will be in accordance with the Individualized Education Program designed by the Committee.

**Name:** BARNES, EARL **3**  
**DOB:** 2/24/2014  
**Provider:** PROGRESSUS THERAPY, LLC  
**District:** Schenectady  
**County:** SCHENECTADY  
**Period Covered:** 7/1/2018 To 6/30/2019 **1**

Reason for Services

**ICD Code(s):**

ICD Code	ICD Description
F80.0	Phonological disorder

**4**

Provider Contact Information

**Name:** PROGRESSUS THERAPY, LLC **5**  
**Phone Number:** 8885551111  
**Address 1:** 123 Main Street  
**Address 2:**  
**City:** Albany **State:** NY **Zip:** 12345

Licensed Speech and Language Pathologist Information

**Name:** Stark, Shannon  
**NPI:** 1003129438 **6**  
**License:** 010654

Digital Signature

**Signature:** Shannon Stark, M.A. CCC/SLP **Date:** 1/14/2019 **7 & 8**

1. The time period for which services are being ordered;
2. The service(s) being ordered (including specific frequency or per IEP)
3. Child's name
4. Patient Diagnosis
5. Provider's contact information including address and phone #
6. Ordering practitioner's NPI or license #
7. Signature
8. Date the order was written and signed

# Downloadable / Printable copy

If you are not successful in creating your digital speech recommendation, look at where the information is pulling from (as noted in red) and try to determine if anything needs to be entered.

## Items to Check:

- **Create Digital Order Screen**
  - ✓ Data Entered by SLP
- **My Account>Billing Provider Profile**
  - ✓ Address/Phone #
- **My Account>My Profile**
  - ✓ Name, NPI, License
  - ✓ Signature & Credentials
  - ✓ Digital Signature Set-up

The Signature fills from the “My Profile Screen (My Account>My Profile). If your signature credentials are not filled in, the order cannot be created.

Period Covered: 201819 School Year ( Jul 01, 2018 to Jun 30, 2019 )

### Speech Recommendation for Services

A Speech and Language referral for services is recommended in accordance with the request by the Committee on Preschool Special Education.

Services, when provided, will be in accordance with the Individualized Education Program designed by the Committee.

<b>Student Name</b>	BARNES, EARL
<b>Date of Birth</b>	02/24/2014
<b>Agency/Provider</b>	PROGRESSUS THERAPY, LLC
<b>CPSE District</b>	Schenectady
<b>County</b>	SCHENECTADY

ICD Code(s) F80.0: Phonological disorder

Reason for Services \_\_\_\_\_

Agency/Provider Contact information

<b>Name:</b>	PROGRESSUS THERAPY, LLC
<b>Address 1:</b>	123 Main Street
<b>Address 2:</b>	
<b>City, State, Zip:</b>	Albany, NY, 12345
<b>Phone:</b>	8885551111

Licensed Speech and Language Pathologist information

<b>Name:</b>	Stark, Shannon
<b>NPI:</b>	1003129438
<b>License:</b>	010654

Digitally signed by:

Shannon Stark, M.A. CCC/SLP	01/14/2019
Name	Date

This block of information fills in automatically when you click on the “Create Speech Recommendation” link.

This fills from the “Create Digital Order” Screen. This is a field that is entered by the SLP.

This block of information fills in from the Billing Provider Screen (My Account>Billing Provider Profile). If this is not filled in, the order cannot be created.

This block of information fills in from the My Profile Screen (My Account>My Profile). If this is not filled in, the order cannot be created.

The date fills in automatically when created.

# How does this work when County doesn't create enrollment until after service starts?

- \* Billing providers have the ability to create “Unmatched” children and enrollments
- \* Unmatched children and enrollments are placeholders. They exist so that you can create a temporary records while waiting for the County to enter the official ones
- \* With an Unmatched child and/or enrollment, you can record treatment logs, create digital orders, attach prescriptions, etc.
- \* You just can't bill for an unmatched enrollment
- \* When the County creates the official record, the billing provider “matches” the temporary record to the County created official one. The matching process moves all the written orders, treatment logs, etc. to the County created official record and then deletes the temporary record

# How do I know if a digital speech recommendation has been completed?

- There are two ways to run a report to check the status of what has been entered and/or missing .
  - **Medicaid>Missing Documents>Missing Scripts**  
This report will show what is missing.
  - **Caseload Maintenance>Prescriptions for Caseload**  
This report will show the status for each child on your caseload.  
(Missing, Verified, Entered, Invalidated/Reason)

# Troubleshooting

I filled in all the fields to generate the digital speech recommendation and entered my Pin #, but could not complete the process. Why?

- ❑ There is a one-time set-up (for both the billing provider and the therapist) that fills in some of the “required” components of the digital speech recommendation. Have both profiles been completed?
  - ❖ **ONE FOR THE BILLING PROVIDER (My Account>Billing Provider Profile)**, complete address and phone number including area code, and,
  - ❖ **ONE FOR THE ORDERING PRACTITIONER (My Account>My Profile)** including:
    - ✓ The ordering practitioner’s name
    - ✓ NPI and license numbers
    - ✓ Signature, title and credentials
    - ✓ Pin # (for the digital signature)
- ❑ Did you enter an **ICD Code**? (This is a required field. The order will not be completed without an ICD Code.)
- ❑ Did you click “**Preview and Sign**” to preview and digitally sign the completed order? (This is a required field. The order will not be completed without a digital signature.)

# Questions?

- ❑ This presentation will be recorded and the PowerPoint presentation will be uploaded to the Knowledge Base in the Portal for future reference.
  - Search for help in our Knowledge Base: <http://support.cpseportal.com/Main/Default.aspx>
  - Email: [support@CPSEPortal.com](mailto:support@CPSEPortal.com)
  
- ❑ Medicaid References:
  - Provider Policy & Billing Handbook - <http://www.oms.nysed.gov/medicaid/handbook/>
  - Questions & Answers –[http://www.oms.nysed.gov/medicaid/q\\_and\\_a/q\\_and\\_a\\_combined\\_revised\\_12\\_9\\_16.pdf](http://www.oms.nysed.gov/medicaid/q_and_a/q_and_a_combined_revised_12_9_16.pdf)