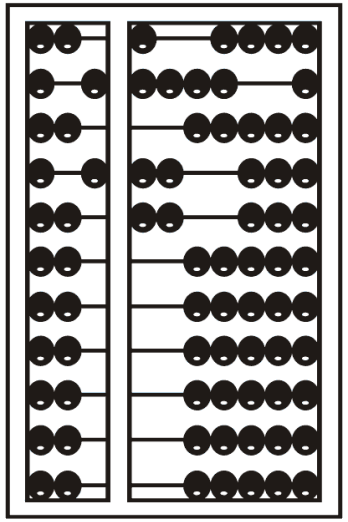
JAMES McGUINNESS & ASSOCIATES INC.
Consultants



Credential Verification

Topics Covered

* **What is Credential Verification**
* **Why do we need Credential Verification**
* **Who can complete the verification process**
  * Who should complete the verification process
* **Verifying Name**
* **Verifying License**
  * If the license information is wrong in CPSE Portal, how do I change it?
* **What if CPSE Portal does not match NYS**
  * If the name does not exactly match NYS because…
* **Name change on NYS Office of the Professions**
* **Verifying your NPI #**
  * What if the information on NPPES doesn't match?
  * If the NPI # is wrong in CPSE Portal, how do I correct it?
* **If a therapist's name is wrong in CPSE Portal, how do I correct it?**

Topics Covered

* **Service Provider Credential Listing Screen - Agency**
* **Credential Verification by therapist:**
  * With login and Without login
* **Credential Verification by agency office staff**
* **When license expires**
* **Credential Verification Approvals**
* **Knowledge Base Articles**
* **Ordering, Prescribing, Referring, Attending OPRA (SLPs ONLY)**
* **Enrolled OPRA Practitioners Search Page**
* **Ordering, Prescribing, Referring, Attending OPRA – Helpful Links / Phone # - eMedNY**
* **McGuinness Team Contact Information**
* **Upcoming Webinars**
* **Follow Up**

What is Credential Verification?

* A simple process to verify that the information about a Licensed Professional *(OT, PT, SLP, OTA, PTA, LMSW, LCSW, etc.)* is correctly entered in CPSE Portal.

* The individual's information that needs to be verified:
  * First Name, Last Name & Signature
  * Profession *(OT, PT, SLP, ….)*,
  * License #,
  * Date of Licensure (original date),
  * Date Registered Through
  * NPI #

Credential Verification

* All providers licensed through the New York State Office of the Professions *(Occupational Therapists, Physical Therapists, Licensed Clinical Social Workers, etc.)* **as well as** non-licensed professionals *(CFY, Limited Permit OT, Limited Permit PT, TSHH, TSSLD)* that work under the direction/supervision of a licensed professional will need to have their credentials verified.

* Verification means that someone (***the therapist and/or agency staff***) will need to review what is on file with the Office of Professions and the NPI Registry to ensure that the information in the Portal is correct and attest that the information is correct.

* McGuinness and Associates will review and approve the verified information.

Why do we need Credential Verification?

* Counties have found too many instances of incorrect information in CPSE Portal. This incorrect information then gets propagated to Medicaid, treatment logs, prescriptions, etc.
  * Examples:
    * Therapist has Supervisor's license # listed instead of their own.
    * Therapist has Agency NPI listed instead of their own.
    * Therapist has typo in license number.
    * Therapist's name was changed, but CPSE Portal was not updated.
    * Therapist is listed as a Licensed Speech and Language Pathologist when they were not licensed (CFY / TSHH / TSSLD).
    * Therapist's license needs to be re-registered.

Who can complete the verification process?

* Any service provider that has a login to the CPSE Portal can verify their own credentials.

* A licensed professional that does not have a login to CPSE Portal *(because their agency uploads data from another system)*, can also verify their own credentials using their NPI and license number.

* An agency can verify the credentials of any service provider that works for them.

Who “should” complete the verification process?

* Ideally, the individual should verify their own credentials.

* However, it is really an agency preference. If the agency feels it is easier for their staff to do it for their therapists, that works. If they want to do it for some therapists but not others, that works too.

Verifying Name

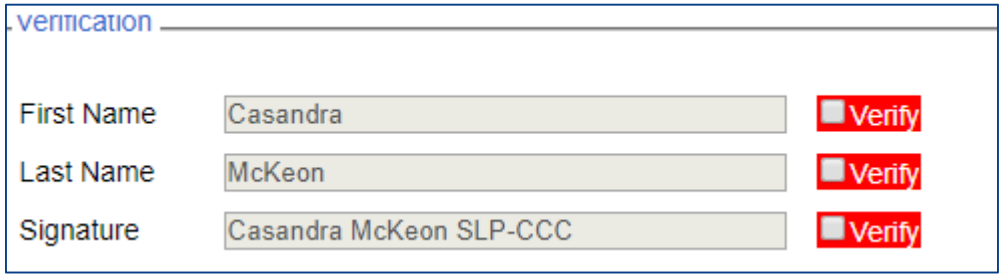
* The screen will show the therapists first name, last name and how their signature should appear.

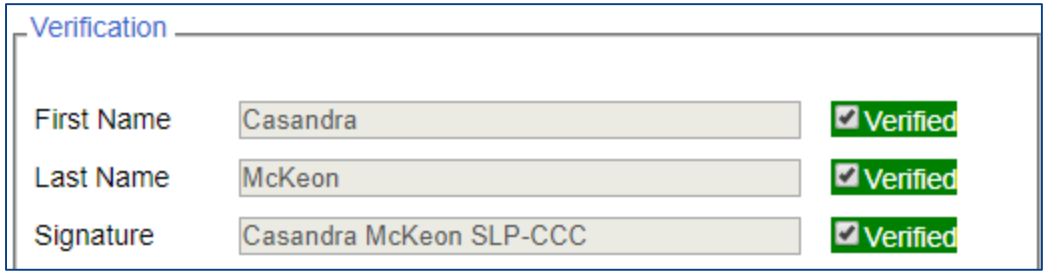
* Verify
  * The first name is their full first name and it is spelled properly.
  * The last name is their full *(hyphenated, etc.)* current *(any name changes)* last name
  * The signature is spelled out exactly as it would appear if the individual signed their professional name, with punctuation, titles, credentials, etc.

Verifying Name

* Review First Name, if correct click “Verify”
* Review Last Name, if correct click “Verify”
* Review Signature, if correct click “Verify”

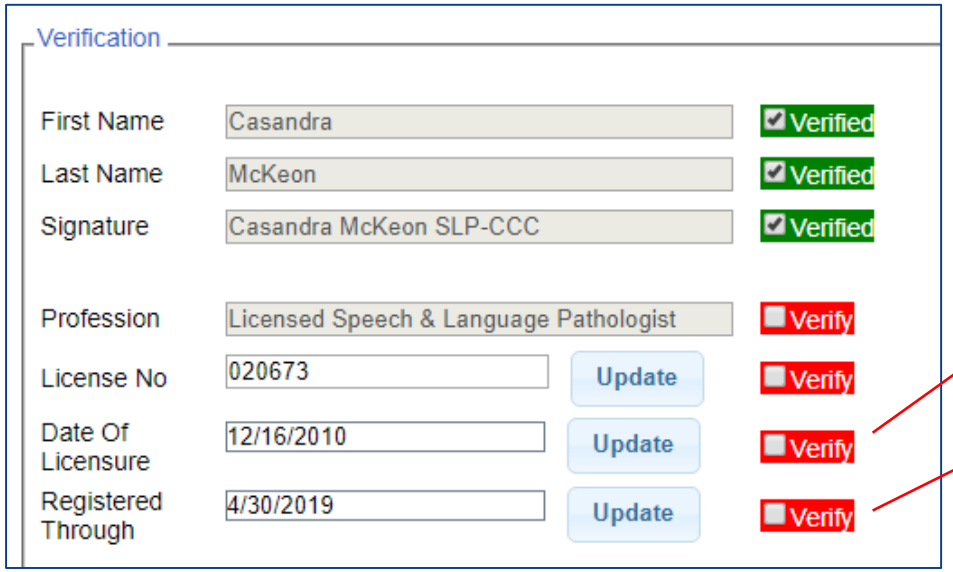
After you click the red “verify” button, the status changes to green and says, “verified.”

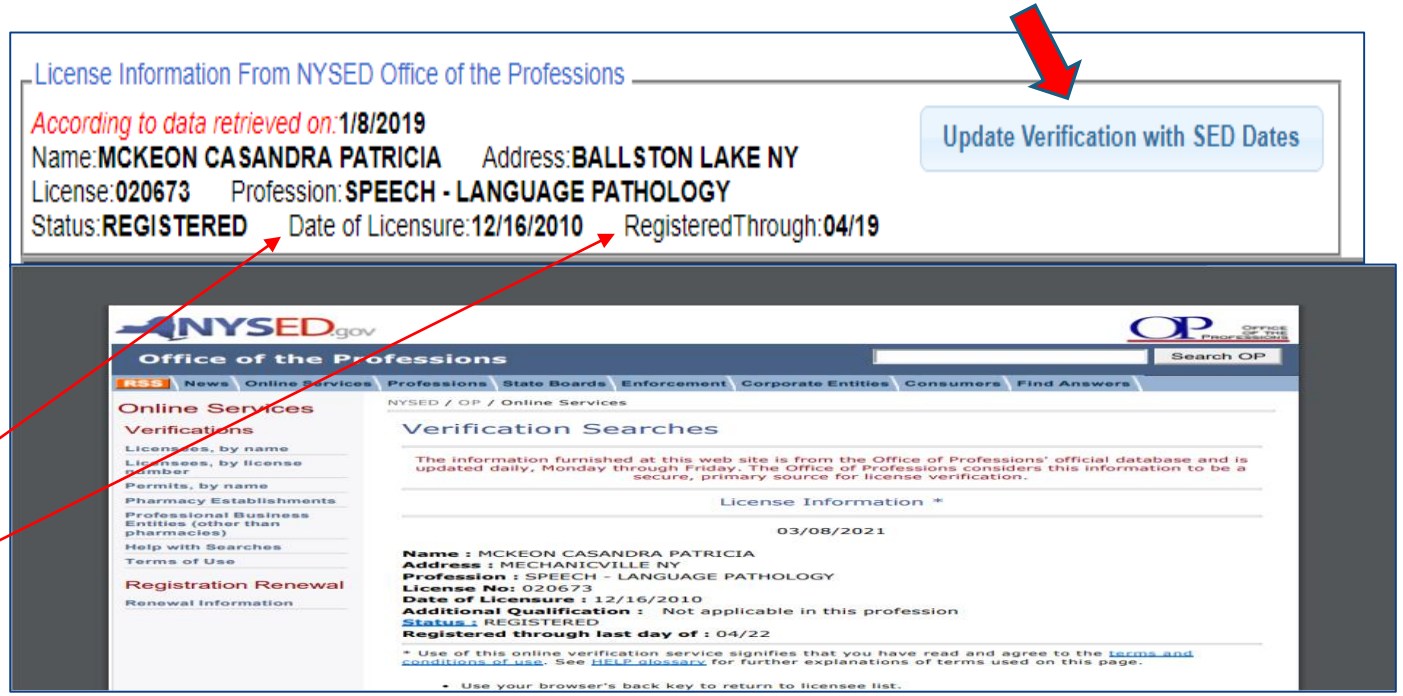




Verifying License

* Compare the CPSE Portal information on left to NYS Office of the Professions on the right to verify it is the same person.
* You can edit/update the License #, date of licensure and registered through date.
* You can also use the "Update Verification with SED Dates" to fill in those fields.





Verifying License

* The verification screen will display the NYS Office Of the Professions online verification page for the license number and profession entered into CPSE Portal. You will verify the following information:
  * Verify that the individual's profession and license # are correct in CPSE Portal by seeing that the NYS verification page shows the information for the same individual.
  * Verify that the Date of Licensure in CPSE Portal is correct by comparing to what NYS has on file.
  * Verify that the "Registered Through" date in CPSE Portal is correct by comparing to what NYS has on file.

If the license information is wrong in CPSE Portal, how do I change it?

* If the profession is wrong *(e.g., OT vs OTA)*, the agency can use the Service Provider Credential Listing process to edit credentials.

* Either the service provider or the agency can edit the license #, date of issue and registered through date on the verification screen.

* The service provider can correct this information under ***My Account > My Profile***.

What if CPSE Portal name does not match NYS?

* The goal of verifications is to verify that the data in CPSE Portal is correct.
* The NYS Office of the Professions displays a person's full name, which may include the middle name.
  * The goal is not to match the first and last name in CPSE Portal to the first last and middle name on the NYS website.
  * The goal is to make sure the first and last name in CPSE Portal are correct and that the license number is correct.
  * The question for verification is not whether they match, but whether the CPSE Portal has the correct information.

If the name does not exactly match NYS because…

* NYS has a middle name, and the CPSE Portal does not….. there is **no issue**.
* Name is spelled incorrectly in CPSE Portal….. **correct it in CPSE Portal before** verifying it is correct.
* Name is spelled incorrectly on the NYS website….. therapist should **contact NYS** to correct the spelling.
* Therapist changed their name and it has not been updated in the CPSE Portal….. **correct it in the CPSE Portal before** verifying it is correct.
* Therapist changed their name and it has not been updated on the NYS website….. therapist should **contact NYS** to have it corrected.

Name change on NYS Office of the Professions

* According to the New York State Office of Professions: *http://www.op.nysed.gov/prof/geninfo.htm*

  *"*Once you are licensed, Education Law requires that you notify the Department of any change in your name or mailing address **within 30 days** of the change. Failure to do so may be considered professional misconduct. It may also delay renewal and result in late fees to renew the registration of a professional license."*

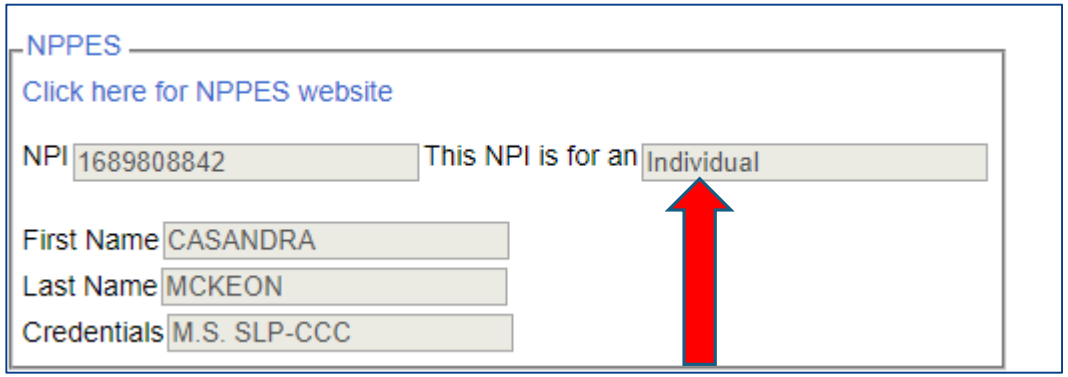
* Complete document in link to change your name with NYSED:
  http://www.op.nysed.gov/documents/anchange.pdf

Verifying your NPI

* The screen will display the individual's information from the NPPES NPI registry.

* You should verify that:
  * The NPPES information is for an **individual** and **not** a corporation.

  * The NPPES information is for the same therapist that you are verifying, thus meaning their NPI is correct.



What if the information on NPPES doesn't match?

* We assume that at this point, you are sure that the name in the CPSE Portal is correct, so…
  * Is the name from NPPES a corporation and not a person? If so, **do not verify** and contact the CPSE Portal Support team with the correct NPI.
  * Is the name from NPPES an entirely different person? If so, **do not verify** and contact the CPSE Portal Support Team with the correct NPI.
  * Is the name from NPPES the same person, but spelled incorrectly or not updated after a name change? If so, **you can verify** that the NPI is the correct NPI for the person, and the therapist should contact NPPES to update their information.
    * *https://npiregistry.cms.hhs.gov/*

If the NPI # is wrong in CPSE Portal, how do I correct it?

* You cannot change your NPI # in the Portal if it is wrong.

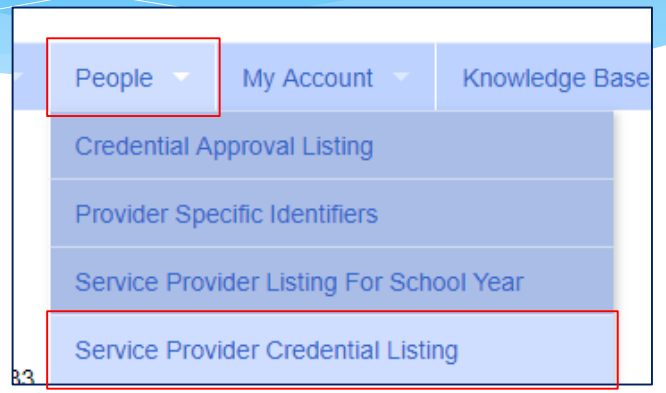
* You must contact CPSE Portal support (support@CPSEPortal.com) with the correct NPI.

If a therapist's name is wrong in CPSE Portal, how do I correct it?

* If the therapist has a login to CPSE Portal…
  * If they only work for your agency, then you the agency can change it.
  * If they work for multiple agencies, the therapist must log in and change it by going to ***My Account -> User Account Details.***
* If the therapist does not have a login to the CPSE Portal, the agency can change it by using the Service Provider Credential Listing screen by going to ***People -> Service Provider Credential Listing .***

Agency
Service Provider Credential Listing screen

Go to ***People -> Service Provider Credential Listing***



Service Providers Listing with Credentials

Filters

County: All Counties ▾ Provider: ACHIEVEMENTS ▾ Retrieve

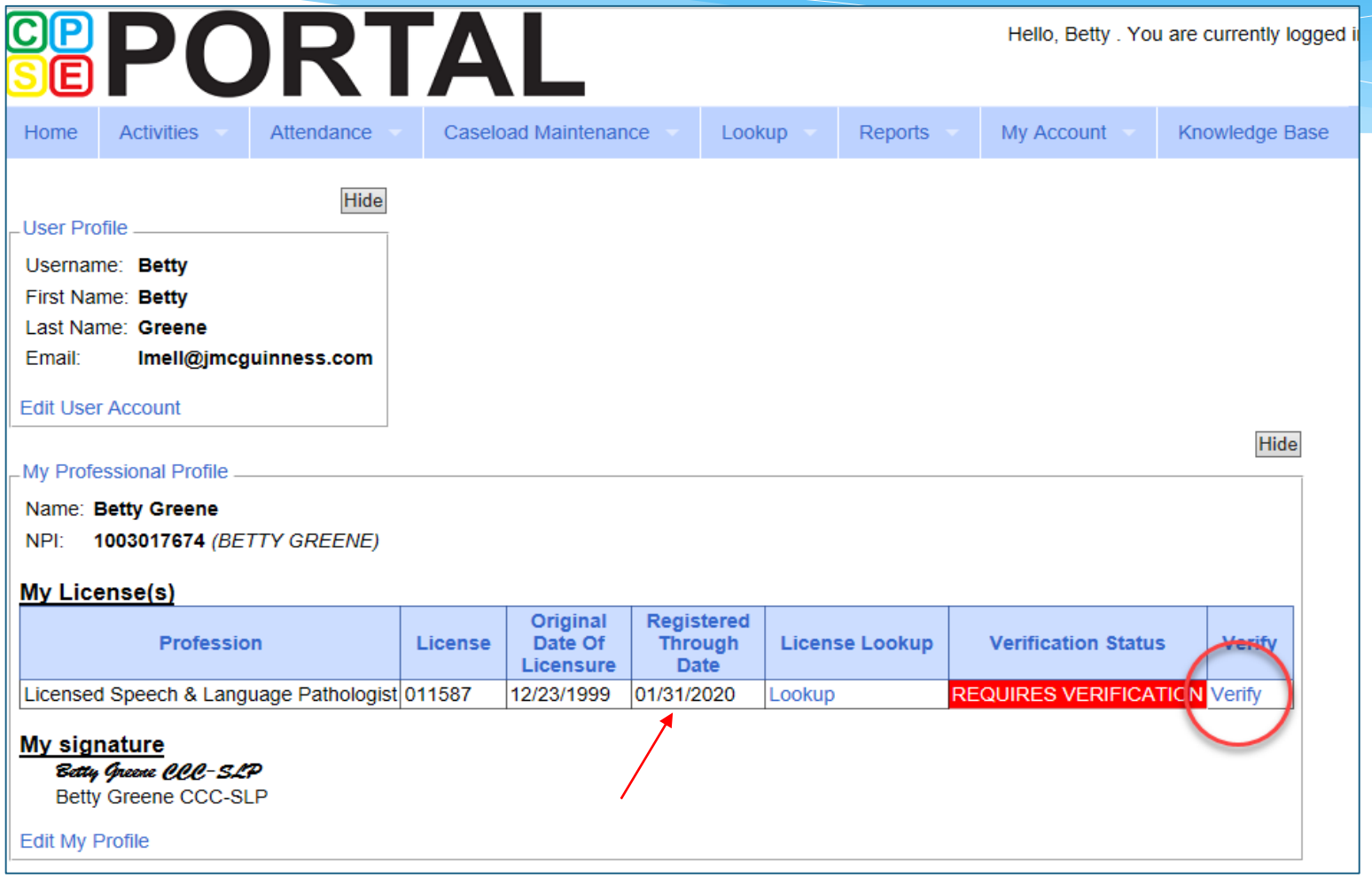
Active on: 1/8/2019

Last Name	First Name	NPI	NPI Status	NPI Registry Name	Profession	License	Original Issue Date	Registered Through Date	Cert #	Username	
AHMED	ROSEANN				Special Education Teacher						Edit
AYERS	EARLENE	1427508852		MISZKO, PANOREA	Special Education Teacher						Edit
BEASLEY	MELIDA	1346571726		MILLER, SHARON	Licensed Speech & Language Pathologist						Edit
Benner	MaryRose	1023261047		BENNER, MARY ROSE	Licensed Occupational Therapist						Edit
BLACKWELL	DOMINIQUE	1992939078		GRANT, BREANNA	Licensed Clinical Social Worker						Edit
BRADFORD	FAY	1982946422		SANSEVERE, MARY JANE	Special Education Teacher						View
BRENNAN	MARISA	1528203916		BOUCHARD-NICHOLS, MARLIS	Licensed Occupational Therapist						Edit

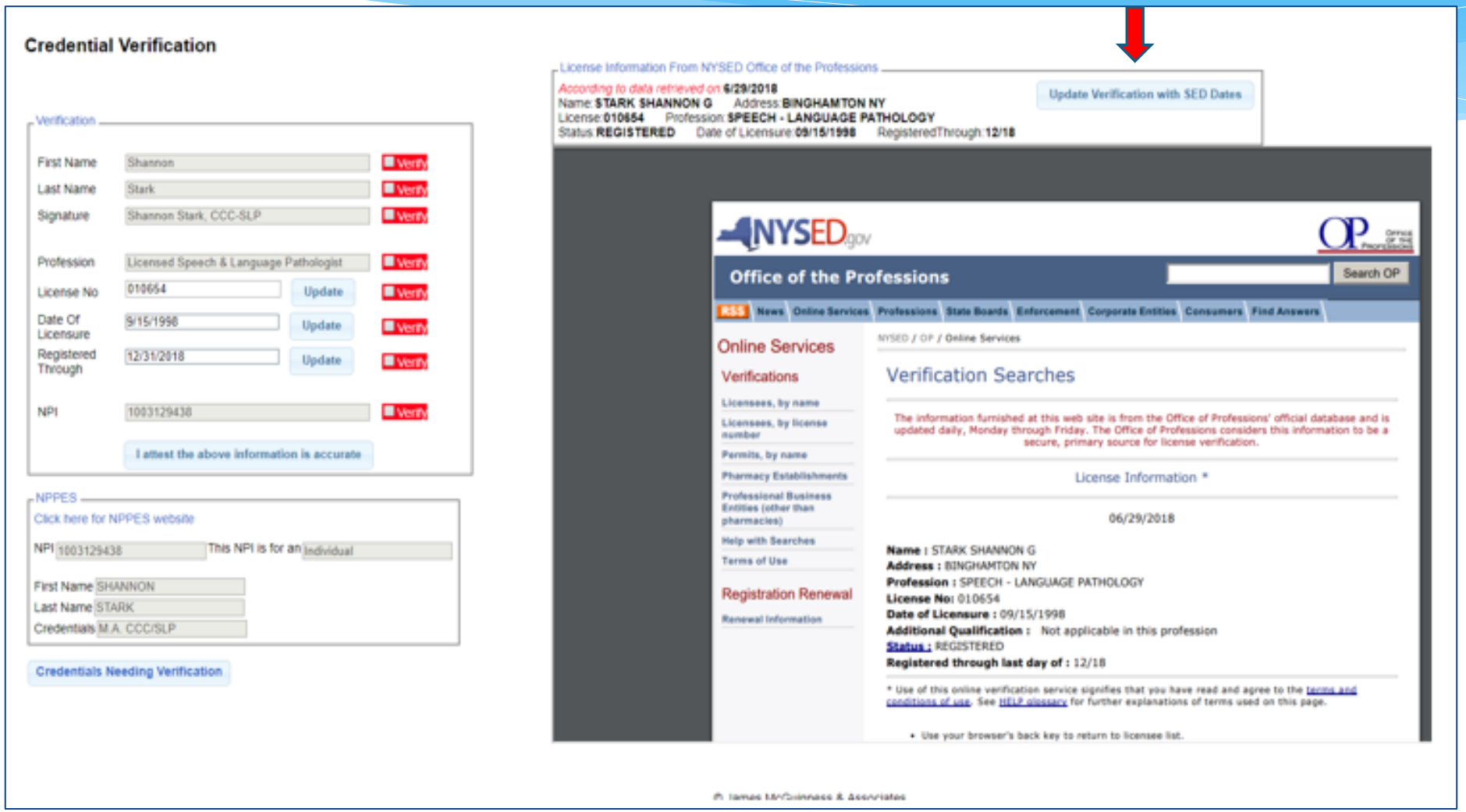
Agency can change ones that say "Edit"

Agency cannot change ones that say "View", therapist must logn to change

Credential Verification by therapist with login



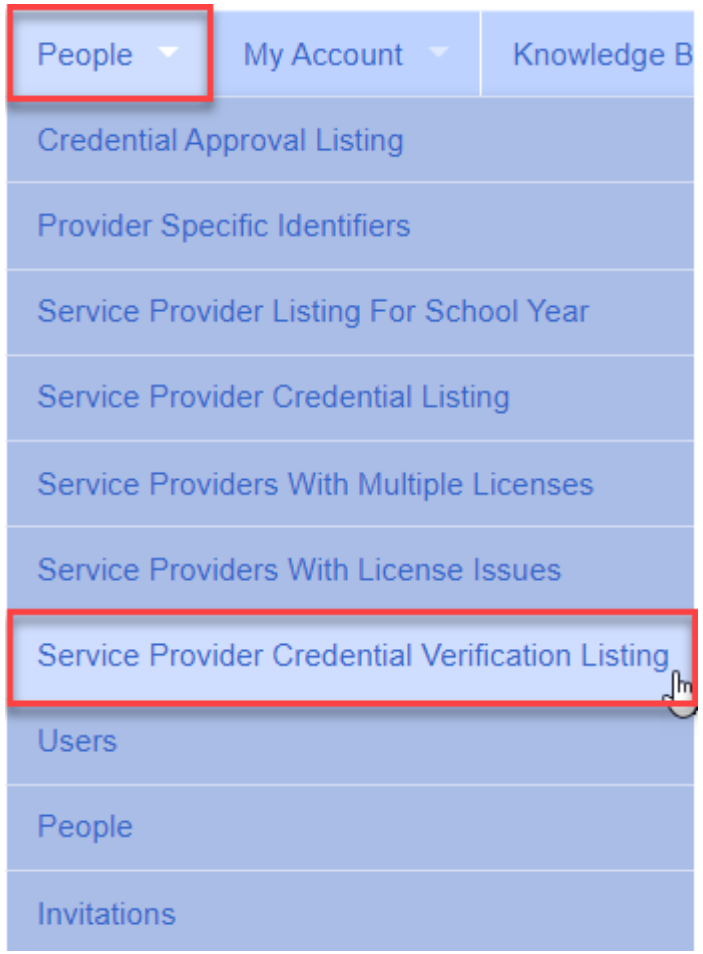
Credential Verification by therapist with login



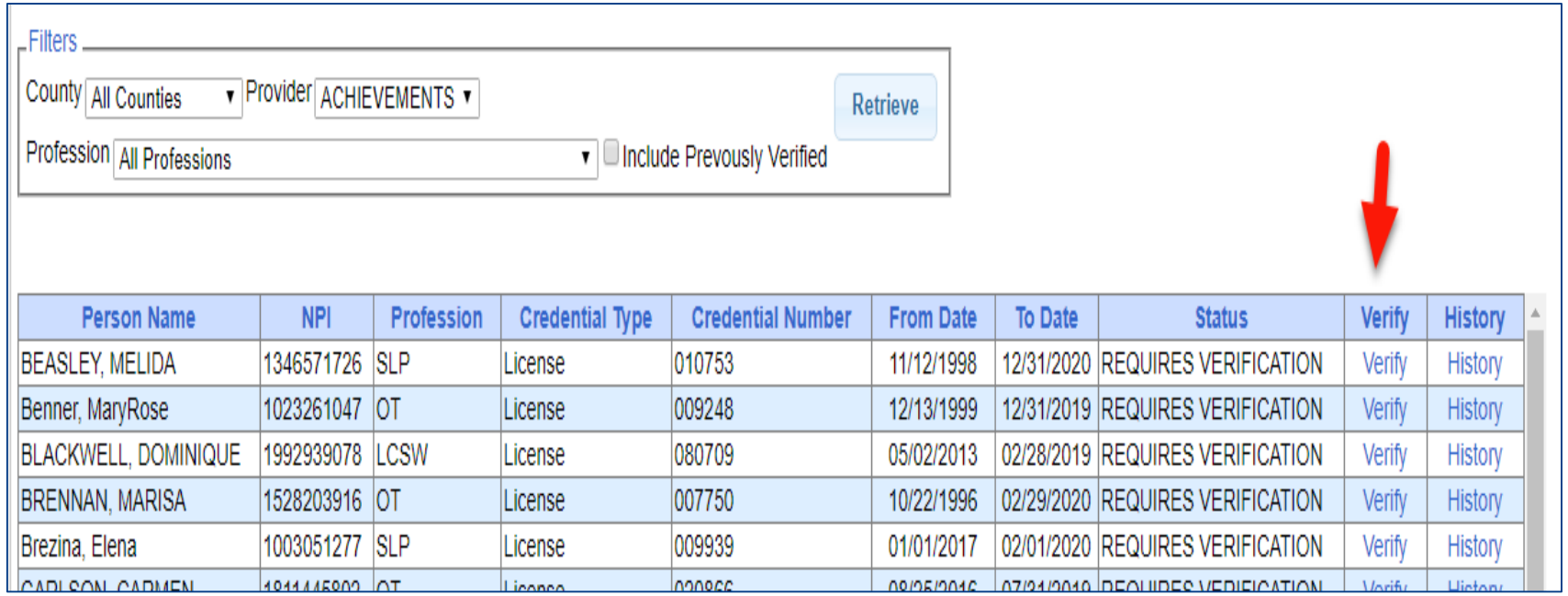
Credential Verification by therapist without login

https://www.cpseportal.com/NonCPSEUserCredentialVerification/EnterCredentials.aspx

Credential Verification by agency office staff



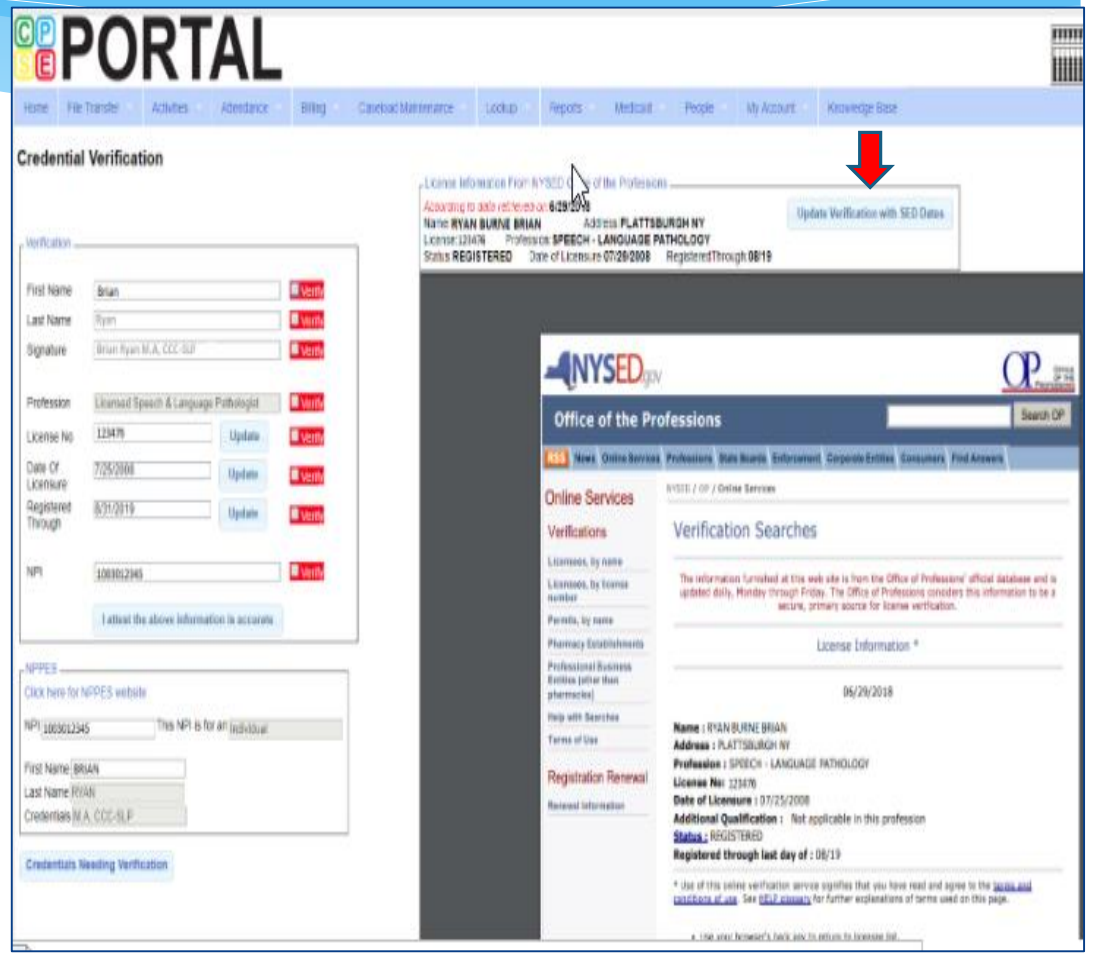
Go to ***People -> Service Provider Credential Listing***



Person Name	NPI	Profession	Credential Type	Credential Number	From Date	To Date	Status	Verify	History
BEASLEY, MELIDA	1346571726	SLP	License	010753	11/12/1998	12/31/2020	REQUIRES VERIFICATION	Verify	History
Benner, MaryRose	1023261047	OT	License	009248	12/13/1999	12/31/2019	REQUIRES VERIFICATION	Verify	History
BLACKWELL, DOMINIQUE	1992939078	LCSW	License	080709	05/02/2013	02/28/2019	REQUIRES VERIFICATION	Verify	History
BRENNAN, MARISA	1528203916	OT	License	007750	10/22/1996	02/29/2020	REQUIRES VERIFICATION	Verify	History
Brezina, Elena	1003051277	SLP	License	009939	01/01/2017	02/01/2020	REQUIRES VERIFICATION	Verify	History

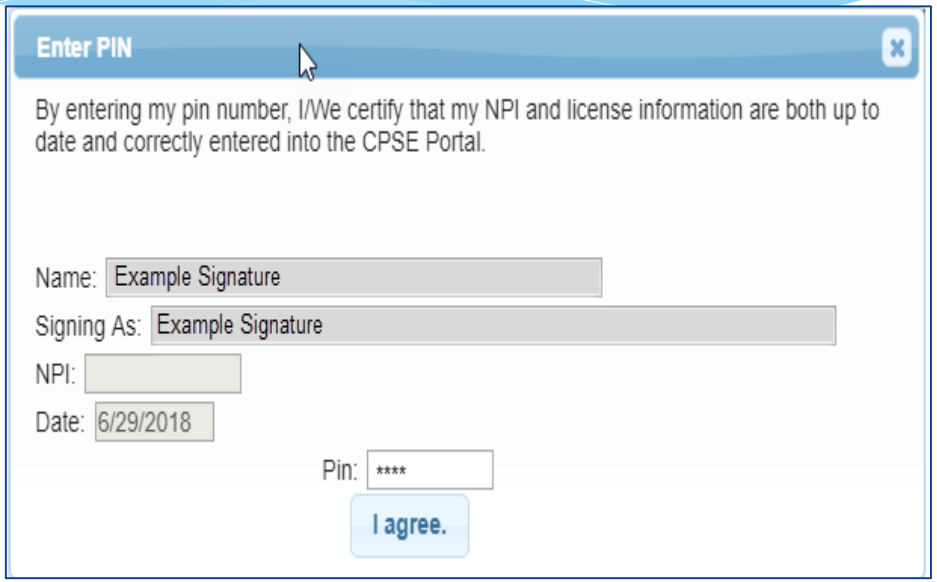
Credential Verification by agency office staff

* The verification screen has three main sections:
  * The list of information from the service providers profile (name, NPI, license, etc.) that needs to be verified and attested that it is correct (upper left)
  * The information for their license as it appears on the NYS Office of the Professions website (right hand side)
  * The information from the National NPI Registry for their NPI (bottom left)
* Be sure to compare the **two exactly**, as you will be attesting that the information in the Portal is accurate.



Credential Verification by agency office staff

* Once you have confirmed that all of the data is accurate and all of the “verify” boxes are checked, click “I attest.”
* The prompt to enter your pin will then pop up. Your name and signature will auto-populate based upon your profile on CPSE Portal.
  * Enter pin and select “I agree.”
* You will then see the confirmation underneath the verification.

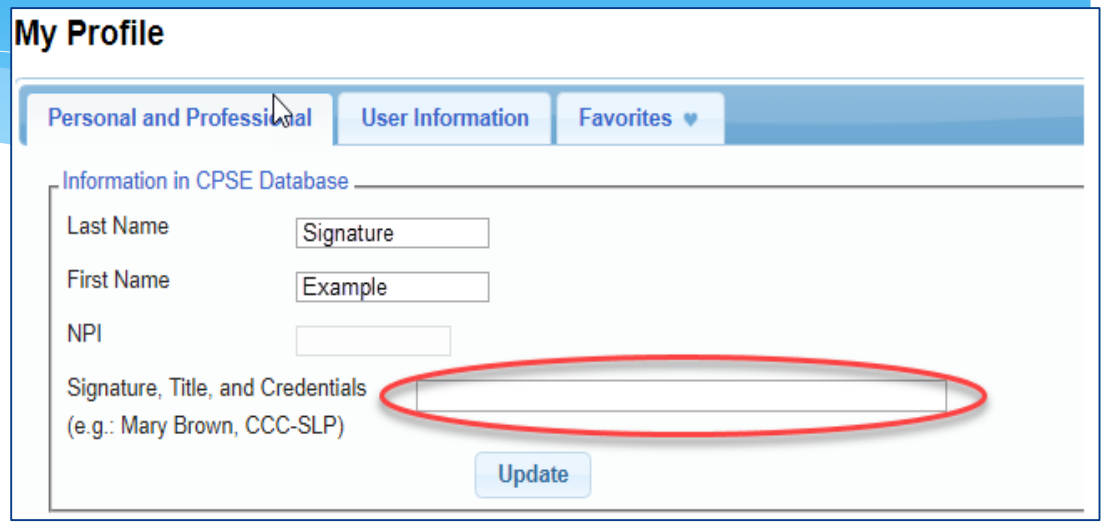


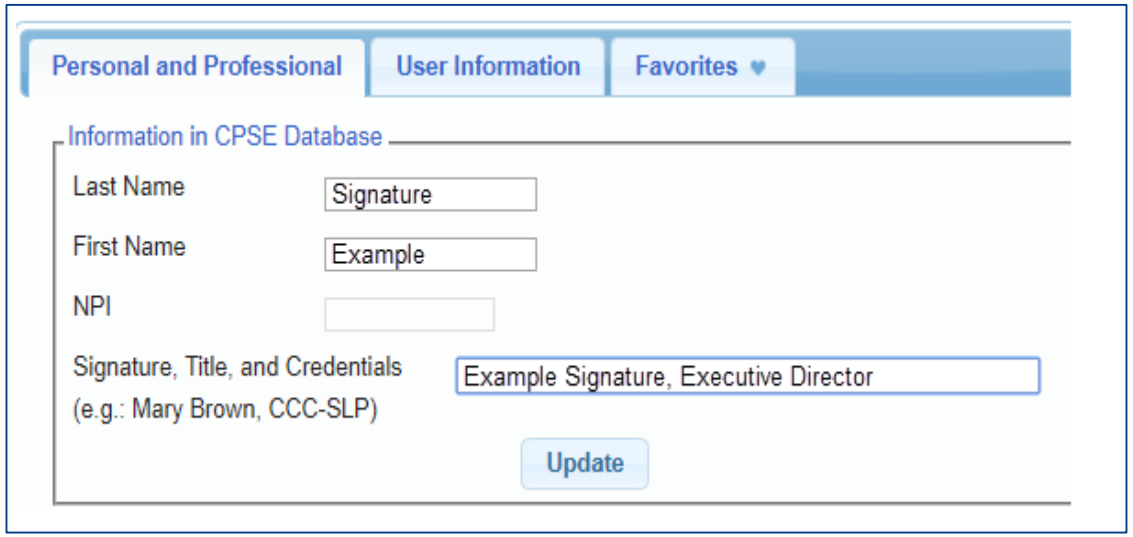
Credential Verification by agency office staff

* If you get this message:

> ⚠ Your profile does not have a signature. Please edit your profile and enter your signature.

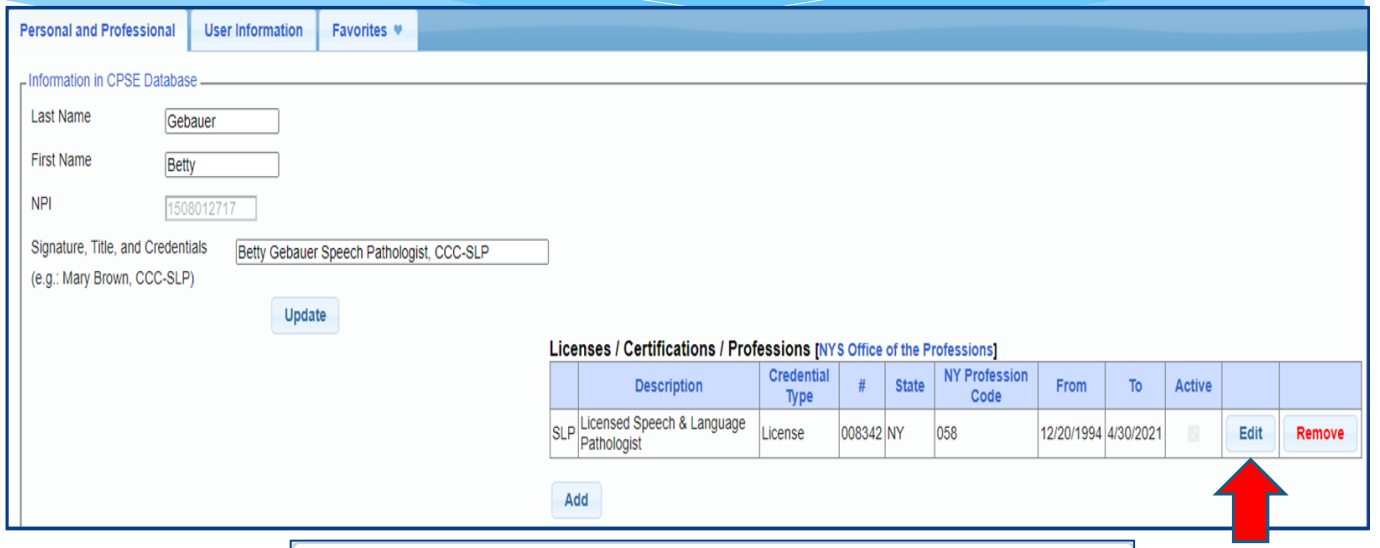
* This means, that you do not have your Signature Title and Credentials filled out. This does NOT have to do with the service provider you are verifying, but rather, the agency admin.
* You will need to go to your profile and add this in.

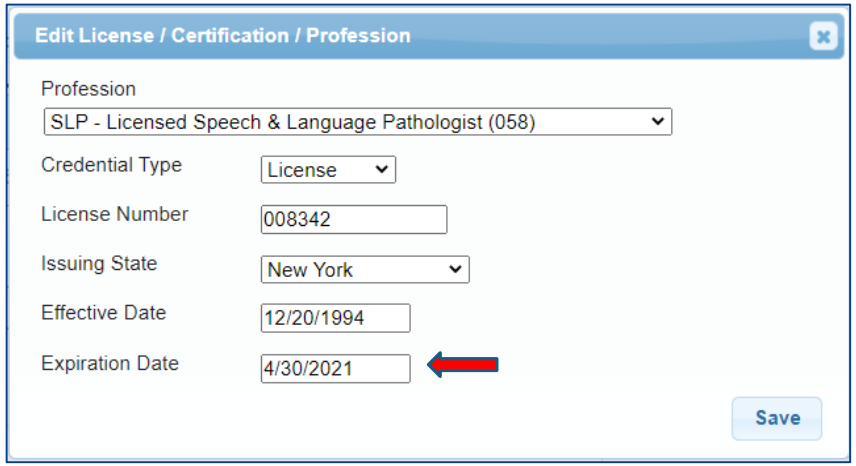




When license expires

* Go to ***My Account > My Profile***.
* Under the Personal and Professional tab you will choose the Edit button.
* You will then receive the Edit License / Certification / Profession pop up box.
* You will enter your new license expiration date.
* You will **NOT** change the license Effective Date, as this date will remain your original license start date.





Credential Verification Approvals

* McGuinness & Associates will be approving all Rockland County credential verifications.

* If there is a issue with your credentials during the approval process, the therapist & the billing administrator for the agency will receive an email from the CPSE Portal.
  * The email will explain what is wrong, and in most cases you will be given a conditional approval with a time frame to correct the issue.

* If credentials are not corrected, you **WILL NOT** be able to bill for said therapist. This also applies to independent providers.

Knowledge Base Articles

* Credential verification by individual with login
  * http://support.cpseportal.com/kb/a150/credential-verification-providers.aspx?KBSearchID=16524
* Credential verification by individual without login
  * http://support.cpseportal.com/kb/a151/credential-verification-no-cpse-portal-login.aspx?KBSearchID=16524
* Credential verification by agency office staff
  * http://support.cpseportal.com/kb/a149/credential-verification-agencies.aspx?KBSearchID=16524

ORDERING, PRESCRIBING, REFERRING, ATTENDING (for SLPs Only)

- In order for Medicaid to pay on a claim, the ordering/referring provider must be enrolled with Medicaid as an Ordering, Prescribing, Referring or Attending (OPRA) provider. *(If you are a "servicing provider" only – not ordering/referring, OPRA enrollment is not required.)*

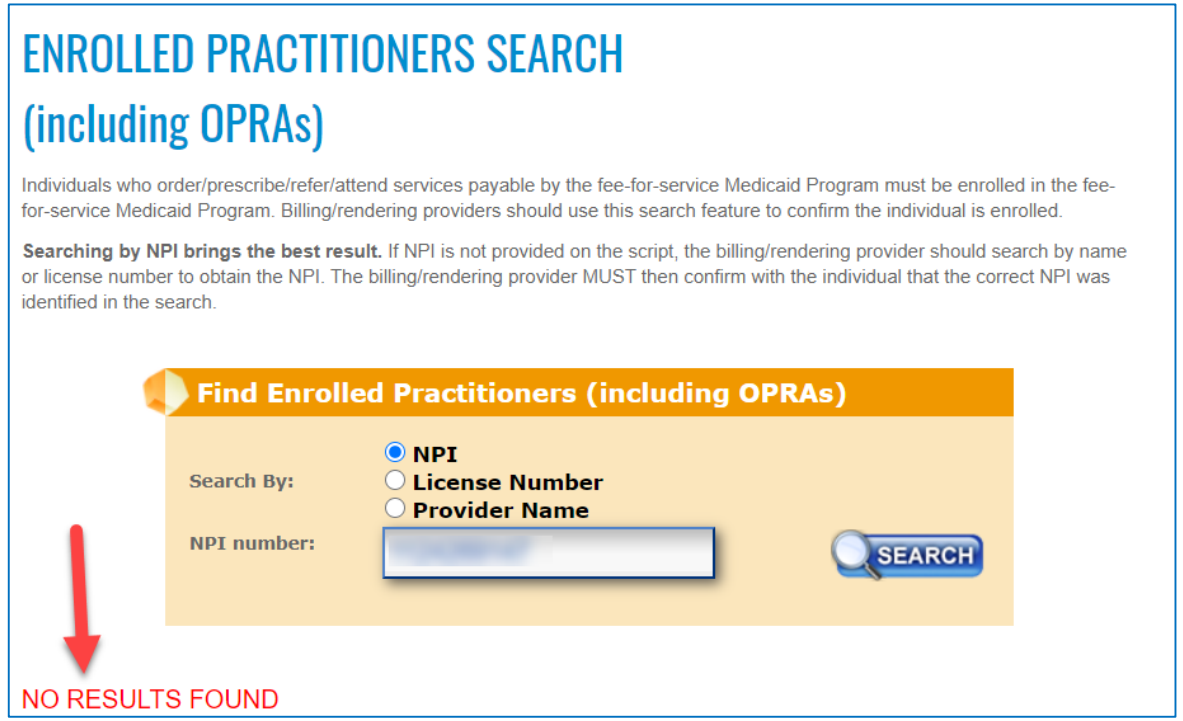
- Most counties require that their SLPs *(who are recommending/ordering)* be OPRA enrolled so the services they provide will be Medicaid reimbursable.

- How do you know if you are enrolled? The link below will allow you to search eMedNY to determine your eligibility.

  Enrolled Practitioner's Search Page: (to check your enrollment status):
  https://www.emedny.org/info/opra.aspx

Enrolled Practitioner's Search
(Including OPRAs)

* Enter your NPI>Click Search
* If not enrolled, you will see, "**NO RESULTS FOUND.**"
* If enrolled, you will see your information and, "**1 match found**"



Ordering, Prescribing, Referring, Attending – OPRA Helpful Links / Phone # - eMedNY

- **eMedNY Call Center Phone Number: 1-800-373-9000**

- **Provider Enrollment & Maintenance Screen:**
  New Enrollment • Revalidation • Reinstatement/Reactivation
  https://www.emedny.org/info/ProviderEnrollment/ther/index.aspx

- **Revalidation Information:** (Enrolled – Required to Revalidate)
  https://www.emedny.org/info/ProviderEnrollment/revalidation/index.aspx

- **Enrolled Practitioner's Search Page:** (to check your enrollment status):
  https://www.emedny.org/info/opra.aspx

- **Link to Frequently Asked Questions (FAQs):**
  https://www.emedny.org/info/ProviderEnrollment/ProviderMaintForms/Core_OPRA_FAQs.pdf

- **Link to Change your Address**
  https://www.emedny.org/info/ProviderEnrollment/changeaddress.aspx

McGuinness Medicaid Team

If you have questions, please contact:

Deborah Frank, McGuinness Medicaid Specialist –
dfrank@mcguinness.com – 518-393-3635 Ext. #41

Kelly Knowles, McGuinness Medicaid/Portal/e-STAC's CRM –
kknowles@mcguinness.com – 518-393-3635 Ext. #28

Upcoming Webinars

* **Digital Speech Recommendations (for SLPs)** – (9/28/21) (Target Audience – SLPs)
  * • 10:00 AM – https://attendee.gotowebinar.com/register/3990640486982033934
  * • 2:00 PM – https://attendee.gotowebinar.com/register/1458467407237173006
  * This webinar will cover the following topics:
  * • Benefits of Using the Digital Speech Recommendation – Side-by-side Comparison (Digital vs. Paper)
  * • Required Elements of a Written Order
  * • One-Time Set-up
  * • How to Create the Digital Speech Recommendation
  * • Troubleshooting the Digital Speech Recommendation Process
  * • Reports
  * • Unmatched Children & Enrollments

Upcoming Webinars

* **Medicaid-Compliant Written Orders** – (9/30/21) – (Target Audience – Everyone)
  * • 10:00 AM – https://attendee.gotowebinar.com/register/7798097521365718798
  * • 2:00 PM – https://attendee.gotowebinar.com/register/1709904825788819216
  * This webinar will cover the following topics:
  * • Required elements of a Medicaid Written Order,
  * • What you should be checking to ensure a verified order,
  * • The valid vs. invalid way to express the eight required items on your prescription,
  * • When a new order is required,
  * • How to make corrections on Medicaid documentation,
  * • Electronic/digital signatures and attestations,
  * • Links that will assist you with Medicaid compliance.
  * • Benefits of using the Digital Speech Recommendation,
  * • A side-by-side comparison of the digital option verses the handwritten paper option.

Follow-Up

* This presentation will be recorded and the PowerPoint presentation will be uploaded to the Portal Knowledge Base for future reference.

* **Helpful Knowledge Base Articles:**
  * **For individual verification**
    http://support.cpseportal.com/kb/a150/credential-verification-providers.aspx
  * **For Agencies**
    http://support.cpseportal.com/kb/a149/credential-verification-agencies.aspx
  * **For Providers with NO CPSE Portal Login**
    http://support.cpseportal.com/kb/a151/credential-verification-no-cpse-portal-login.aspx

* **OPRA Information:** http://support.cpseportal.com/kb/a255/opra-enrollment-information-website.aspx
* Search for help in our **Knowledge Base**: http://support.cpseportal.com/main/default.aspx
* Email the **CPSE Portal Support Team**: support@CPSEPortal.com