**CPSE Portal Case Management for Independent Providers**

7/20/2022 & 7/21/2022

**Questions & Answers**

| | Topic/Category |
|---|---|
| | |
| | **Unmatched Enrollments** |
| **Q** | Is this something that we will need to do for each student we service, or does the county typically do this for us? |
| **A** | The county will upload the enrollments once they are ready. If there is an issue, then you will create an unmatched enrollment to enter your session notes / attendances on. |
| | |
| **Q** | What are the dates for winter/summer? |
| **A** | The summer and winter dates are different for each county and school district. |
| | |
| **Q** | If the from and to dates do not match the county, do you need to change the dates? |
| **A** | You can check with the County first to see if the dates are correct. If your dates are wrong, then you can edit the start/end dates. |
| | **Prescriptions** |
| **Q** | When can we complete the script? After the first session? |
| **A** | Yes, unless you did the evaluation for the child or have previously serviced the child. |
| | |
| **Q** | For our signature, do we download a picture of our signature, or how do we sign? |
| **A** | When completing the digital order, the final step will be entering your PIN which contains your digital signature. |
| | |
| **Q** | The digital signature is ok for Medicaid? |
| **A** | Yes. |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |