

CPS FAQs

Revised September 2019

INITIAL APPLICATION

1. Is PCB still accepting grandparenting applications?
 - a. No, the time-limited grandparenting process ended on August 31, 2019. Applications that were emailed, faxed or postmarked on that date will be accepted. If applicants are missing any information they will be contacted by PCB and given a deadline to submit the information. If they do not complete the process by the deadline, they will need to complete the process outlined in the application below, including taking the examination.
2. For individuals that complete the 75-hour CPS training after 8/31/19 and need to take the PCB certification test to become certified as a CPS, what happens if an individual fails this test?
 - a. PCB allows for re-testing. Re-test instructions will be sent to anyone who fails the exam. The number of times someone can re-test is unlimited.
3. What if I no longer have a copy of my CPS training certificate from one of the vendors?
 - a. The training vendors maintain records of individuals they have trained. Please contact the vendor through whom you received your training for information about how to obtain a copy of your CPS training certificate.
4. I submitted an application to PCB. How can I check on the status of my application?
 - a. Email info@pacertboard.org.
5. I submitted my completed application to PCB. How long will it take to be reviewed?
 - a. Please allow 5-10 business days for review and processing of your application. You will be notified via email if something is missing from your application. Your application is considered approved if you receive an email to sign up for the examination.

LAPSED CERTIFICATION

1. If a CPS' certification lapses after the grandparenting period is over, must the CPS take or re-take the PCB certification test?
 - a. No, it will not be necessary to retake the PCB certification test in order to renew certification through the PCB, even if a certification has lapsed as long as the recertification occurs within one (1) year of the expiration date.
2. If a CPS' certification through the PCB certification lapses, must the CPS retake the two-week, 75-hour CPS training?
 - a. No, it will not be necessary to retake the CPS training in order to renew certification through the PCB, even if a certification has lapsed.

RECERTIFICATION/RENEWAL

1. How will continuing education/training for recertification/renewal be tracked?
 - a. Employers should continue to keep documentation of completion of required continuing education training in the CPS' personnel file, per DHS-OMHSAS "Provider Handbook for Psychiatric and Partial Hospitalization services, Section VII" requirements. CPSs are also encouraged, but not required, to maintain their own records of completed continuing education training. PCB DOES NOT TRACK EDUCATION FOR PROFESSIONALS.

2. Where can I find the requirements for recertification of my CPS?
 - a. The recertification requirements for the CPS are in the Recertification Application. It is linked on the homepage of PCB's website: www.pacertboard.org.

3. What are considered acceptable forms of continuing education/ training?
 - a. Education/training can be done in person or online.

4. Can the 36 hours of continuing education training required by the PCB be spread out over two years, or does the individual need to complete 18 hours each year?
 - a. In order to renew certification through the PCB, an individual must complete 36 hours CEUs every two years. However, current Peer Support Services guidelines for MA-reimbursable services require that CPS complete a minimum of 18 hours of continuing training each 12-month period.

5. If a CPS has not completed 36 hours of continuing education training by the time his or her PCB certification is due for renewal, can the CPS receive an extension of time to complete the necessary training hours so that PCB certification does not lapse?
 - a. No. A CPS may not receive an extension to complete the 36 hours required continuing education training per two-year period. However, upon completion of the required continuing training hours, a CPS will be able to apply for re-certification through the PCB.

ETHICAL COMPLAINTS/VIOLATIONS

1. If the PCB receives a complaint regarding a CPS certified through the PCB, will the PCB alert the individual's employer so that they know their employee is under investigation?
 - a. Yes.

2. If the PCB issues a citation or revokes an individual's PCB certification due to a violation of the CPS Code of Ethical Conduct, is the CPS' current employer informed?
 - a. Yes.

3. How does an individual receiving services from a PCB-credentialed CPS file a complaint to the PCB?
 - a. To file an ethics complaint against a certified professional or applicant for certification, visit www.pacertboard.org/ethics and download, complete, and submit the Ethical Complaint Form.

REIMBURSEMENT & MEDICAID

1. What CPSs need to become certified through the PCB?
 - a. After August 31, 2019 all CPSs employed in OMHSAS-licensed PSS agencies or providing PSS as part of an ACT team will be required to be PCB certified to bill Medicaid for services rendered or to receive reimbursement through other state funding streams.

2. Does Civil Service CPSs need to become certified through the PCB?
 - a. Yes.

STATUS CHANGES

1. Can a CPS supervisor or administrative professional from within a provider agency contact the PCB to request a change in status for a specific CPS?
 - b. No. Only the CPS can request a change of status for him- or herself. Provider agencies may have their own personnel policies and procedures relating to a staff member's absence or needs due to a physical and/ or behavioral health condition.

RECIPROCITY/TRANSFERRING FROM OTHER STATES

1. What is the process for determining reciprocity for individuals that are trained as a CPS in another state, who wish to provide Medicaid-billable Peer Support Services in Pennsylvania?
 - a. The process for determining reciprocity will be different for each state and based on that state's standards and requirements. In some cases, a CPS certified in another state and that wants to provide PSS in PA may need to take the PA certification test or take the full training by one of PA's approved training vendors.