The CONNECT Blast

Virginia Department of
Behavioral Health &
Developmental Services

Office of Licensing
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This newsletter will provide updates on the DBHDS CONNECT licensing system and offer tips for using the CONNECT Provider Web Portal.

New Enhancements to CONNECT Provider Portal

❖ You may have noticed that the CONNECT Provider Portal Dashboard has been enhanced to provide more timely information. Please visit the new job aid "**How do I View Licensing Information from the CONNECT Provider Portal Dashboard?"** to learn how to view licensing information from the dashboard. In general, the enhanced dashboard provides:
  - o Status confirmation of renewals and modifications submitted successfully;
  - o The Main Authorized User responsible for adding and resetting passwords for the provider organization; and
  - o Additional information as to why certain menu options may not be available.

From the CONNECT Help Desk

❖ **New CONNECT Job Aids are** now available on the DBHDS Office of Licensing public website:
  - o How do I View Licensing Information from the CONNECT Provider Portal Dashboard?
  - o How do I Submit a Renewal from the CONNECT Provider Portal?

❖ **Previously Published Job Aids include:**
  - o How Do I Register for the CONNECT Provider Portal to Begin the Initial Application Process?
  - o How Do I Determine which Modification Application to Submit in CONNECT when a Change Needs to Be Made?

❖ **Renewals**
  - o CONNECT monitors the provider's license renewal expiration dates. 90 days prior to a license expiring, CONNECT will send the Main Authorized Contact ("MAC") an email that the license(s) are ready for renewal. When the Authorized Contact logs into CONNECT, a renewal letter from the Office of Licensing can be found in the Communication Center.
  - o For licenses requiring renewal, there is a **"Renew Button"** on the dashboard to begin the renewal process. The process requires an Authorized Contact to check the box next to the license(s) being renewed and upload proof that the provider is active with the State Corporation Commission (SCC). Once the SCC document is uploaded, and only after the document is uploaded, will the CONNECT "**Submit**" button appear. The provider will need to select "**Submit."**

- o The portal dashboard will indicate "**Submitted**" under Status of License to confirm that the renewal request has been received by the Office of Licensing. If further information is required, the assigned licensing specialist will contact the provider directly.   As a reminder, renewal applications must be submitted prior to the expiration of the license.

❖ **Printing Licenses**
- o As a reminder, 12VAC35-105-140 states "The current license or a copy shall be prominently displayed for public inspection in all service locations." The CONNECT Provider Portal Dashboard has a menu option to print the provider's license and addendum. As a license is renewed, it is important to update the publicly displayed license and retain the previous license in electronic or paper copy for your records.

❖ **Online Account and Password Resets**
- o The Office of Licensing's CONNECT Help Desk has responded to over 129 Login/password reset issues for authorized contacts since October 1, 2022. The Help Desk, on average, resolves 60-70 CONNECT issues weekly that include Login/password resets along with other CONNECT user issues reported by providers. Please be mindful that password resets take time as they are required to be validated through security protocols.
- o When online accounts are not set up properly and passwords need to be reset, this may delay the provider's ability to meet deadlines and other requests from the Office of Licensing.
  - ▪ Each authorized user should have a unique email account to use CONNECT. Authorized users may not share email accounts.
  - ▪ An authorized user can reset their own password if the user has set up their security questions. From the CONNECT Portal login page, the authorized user will need to select the **Forgot Password** link.
  - ▪ When resetting the password, the authorized user will need to make sure they are selecting **Forgot Password** and not **Registration**.
  - ▪ The authorized user must follow the web page steps when resetting their password and know their provider ID.
  - ▪ An authorized user can also use the expired password to have CONNECT send them a new password.
  - ▪ CONNECT notifies the authorized user when their password is about to expire, and users are encouraged to update their password before it expires.
  - ▪ CONNECT password reset emails will go to a SPAM folder until the user identifies this email address as a contact and not as SPAM.
  - ▪ If the authorized user is still unable to reset their password, they should contact the MAC for the provider organization, who can reset their password.
- o Per security protocols, the DBHDS Office of Licensing Help Desk is only authorized to reset the password for the MAC. All additional users will be referred to their organization's MAC for password reset requests. Tickets submitted on behalf of the MAC will be resolved by contacting the MAC.

❖ **How to reach the CONNECT Help Desk**
- o The DBHDS CONNECT Help Desk Issue Box is monitored by the Help Desk Team Monday-Friday from 8:30am-5pm.

- To report an issue, please navigate to the [Office of Licensing website](#), and find the **"Report an Issue"** button under the **CONNECT Help Desk tab**. Tickets should include: Authorized Contact's Name, Provider ID, Service License (if applicable), Provider Name (optional), Best Contact Phone Number and a description of the issue that is occurring. It is also helpful to submit a screenshot/picture of the CONNECT error on the page which will expedite the resolution.
- If you have questions related to Licensing Regulations or a policy inquiry, please send a message to your licensing specialist through the CONNECT Portal Message Center. For new applicants, you can send questions through the CONNECT Portal Message Center or by email to the general Office of Licensing Admin team at licensingadminsupport@dbhds.virginia.gov.