The CONNECT Blast

Virginia Department of Behavioral Health & Developmental Services

This newsletter will provide updates on the DBHDS CONNECT licensing system and offers tips for using the CONNECT Provider Web Portal.

New Enhancements to CONNECT Provider Portal

❖ There are no new enhancements scheduled this month. We highly recommend continuing to read the CONNECT Blast Newsletter announcing any changes to CONNECT that will impact licensed providers and applicants.

From the CONNECT Help Desk

❖ **A CONNECT Job Aid is** now available on the DBHDS Office of Licensing public website:
  o How Do I Send a Message in the CONNECT Provider Portal?

❖ **Previously Published Job Aids Include:**
  o How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?
  o How Do I Submit a Variance Application in CONNECT?
  o How Do I Submit a Corrective Action Plan (CAP) in CONNECT?
  o How Do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal?
  o How Do I View Licensing Information from the CONNECT Provider Portal Dashboard
  o How Do I Submit a Renewal in the CONNECT Provider Portal?
  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?

❖ **Submitting a Modification in CONNECT**

Modification Type/Menu	When to submit this type of application:
Service Modification	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license.
Location Modification	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service location OR relocate a service requiring a change in physical address from one location to another.

	*If a provider is changing their address (moving their current location to another physical location), the provider will also need to submit an Information Modification to close the current location/address. Note for Sponsored Residential Services: If a provider currently holds a license for a sponsored residential service, they will not submit a location modification to add the location. The sponsored provider will need to follow the [Sponsored Provider Certification Process (November 2021)](#).
Information Modification	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to make general changes to the current license as listed below. The appropriate information modification type must be correctly selected in order for the Office of Licensing to process your request for change. If you do not select the correct information modification type, the Information Modification will be withdrawn by the OL and the provider will be advised to resubmit. The Information Modification submenu allows you to submit information changes for the following reasons: - Provider Name Change (include SCC certificate) - Organizational Structure Change (include organization chart) - Close Provider Organization - Service Description Change - Geographical Area Served Change - Population Served Change (Age, Gender, Disability) - Close Service o Number of Beds or Capacity Change - Demographic Information Change - Building or Home Modification Change o Close Location - Other Modification (Use for changing Main Authorized Contact)

- ❖ **Tips for Resubmitting a Modification**
    - o To resubmit a modification application once all deficiencies are corrected, go to the "Service Modification" page in the Provider Portal or the "Location Modification" page.
    - o Once all deficient requirements have been updated and show a status of pending review, resubmit the application by scrolling to the bottom of the page and click the "Update Service Modification" button or "Update Location Modification" button.
    - o Once this step has been completed, the Modification Specialist assigned to the application will be alerted that corrections have been submitted and will proceed with reviewing the application. **Please note: DO NOT complete this step until all deficiencies are addressed.**

- ❖ **How to reach the Office of Licensing for CONNECT Help and other Support Issues**

Type of Question	Contact	Report an Issue
Questions related to the CONNECT	**CONNECT Help Desk**	Please navigate to the [DBHDS Office of Licensing's webpage](#), and find the **CONNECT**

licensing system or if you are the Main Authorized Contact (MAC) in need of a password reset		**Help Desk** button in order to report an issue or email: licensingconnectinquiry@dbhds.virginia.gov
Questions related to reporting a serious incident	**Office of Licensing Incident Management Unit**	Please contact the Incident Management Unit at: incident_management@dbhds.virginia.gov
Questions related to background checks	**Office of Background Investigation Unit**	Please contact the DBHDS Background Investigations Unit at: malinda.roberts@dbhds.virginia.gov or belinda.turner@dbhds.virginia.gov
Questions related to licensing regulations & policy inquiry	**Office of Licensing Administrative Support**	Please contact the Office of Licensing at: licensingadminsupport@dbhds.virginia.gov
Complaints	**Office of Licensing Legal & Regulatory**	Please use the CONNECT portal to submit a complaint related to a DBHDS licensed provider.
Questions related to the Computerized Human Rights Information System (CHRIS)	**Delta Production**	Please contact a DELTA Security Officer at: deltaprod@dbhds.virginia.gov