



# COMMONWEALTH of VIRGINIA

ALISON G. LAND, FACHE  
COMMISSIONER

## DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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### MEMORANDUM

**To:** All DBHDS Licensed Providers

**From:** Jae Benz, Director, Office of Licensing

**Date:** July 22, 2020

**Re:** Service Modifications

**Purpose:** The purpose of this memo is to inform licensed providers that the Office of Licensing has resumed processing service modifications that require an onsite inspection effective **July 13, 2020**.

#### Overview:

On March 12, 2020, Governor Northam issued [Executive Order 51](#) declaring a state of emergency in Virginia related to the COVID-19 public health crisis. As a result of Governor Northam's executive order and the pending public health crisis, the Office of Licensing put into place [emergency protocols](#) to govern the operations of the Office of Licensing during the COVID-19 emergency period. Under the emergency protocols, OL temporarily suspended the acceptance of service modifications that required an on-site inspection per the Office of Licensing Protocols. Suspended service modifications included modifications to add new residential, inpatient, center-based, and opioid treatment services or locations, unless the need to add the service or located was directly tied to the COVID-19 emergency.

While the Governor has not lifted the state of emergency in Virginia, all regions within the Commonwealth have entered [Phase III](#) of the Governor's reopening plan. As the Commonwealth has now entered Phase III, DBHDS resumed processing service modifications that require an onsite inspection on July 13, 2020. All service modifications are being processed in order of the Commonwealth's need for the additional service or location, with services required in response to the COVID-19 pandemic listed as the highest priority.

Due to the continued threat of COVID-19, licensing staff will be conducting the majority of service modification inspections remotely, unless it is determined that an on-site inspection is required. Remote service modification inspections will include a desk review of documents

submitted by the provider as well as a video conference to confirm compliance with physical plant requirements. Prior to conducting the remote inspection, licensing staff will reach out to the provider to request any additional documents they may need for review and to set up a time to hold the video conference. In order to maintain privacy, licensing field staff will confirm with the provider prior to the scheduled video conference that all HIPAA related documents have been put away and will not be in the video. In addition, details related to specific individuals and other PHI information **will not be discussed** during the video conference. If, the Office of Licensing determines that a virtual inspection is not sufficient to process a particular service modification, an on-site inspection will be conducting in accordance with the Office of Licensing safety protocols.

If you have any additional questions related to the contents of this memo, please reach out directly to your licensing specialist. If further assistance is needed after speaking with your licensing specialist, please contact your regional manager. Contact information for all licensing staff can be located [here](#).

Sincerely,

*Jae Benz*

Jae Benz  
Director  
DBHDS Office of Licensing