



COMMONWEALTH of VIRGINIA

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MEMORANDUM

To: All DBHDS Licensed Providers

From: Jae Benz, Director, Office of Licensing

Date: August 21, 2019

Re: New Licensing System Coming

We are pleased to announce that by mid-year 2020, the DBHDS Office of Licensing will implement a new, state-wide Licensure Information System called **CONNECT**. A new, exciting feature of this upgraded technology will be the **Provider Web Portal**. The **Provider Web Portal** will allow providers to electronically submit all required paperwork such as an initial application for a new provider, license renewal applications, service modifications and variances. The system is automated with specific workflow processes which will expedite and streamline the licensing processes. The portal promises to be simple to use, easy to access, and will allow providers instant access to data stored by the Office of Licensing.

Some of the key features we think you will enjoy are the following:

- Transparency of data and communication with Office of Licensing staff
- Real-time information exchange
- 24/7 Account Access – self-service and paperless
- Automated notifications of license renewals and other time-sensitive transactions
- Uploading provider documentation electronically online with immediate alerts to Office of Licensing staff
- Communication center - capacity to track questions and answers
- Ability for owners to add or take off authorized users
- Only a web browser and a live internet connection needed to connect

This announcement will be the first of several communications in the coming year to prepare you for this system change. We will also be sending additional correspondence to all providers related to data validation in order to ensure the effective transition to a new system. Of course, provider training and support will be available to support the system transition and to educate providers on how to use the new CONNECT Provider Web Portal.

For questions regarding the change, providers are encouraged to monitor the DBHDS [Office of Licensing website](#) for additional announcements or contact us at the main office number.

Sincerely,

Jae Benz
Director, Office of Licensing
DBHDS