



# COMMONWEALTH of VIRGINIA

ALISON G. LAND, FACHE  
COMMISSIONER

DEPARTMENT OF  
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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## MEMORANDUM

**To:** DBHDS Licensed Providers  
**From:** Jae Benz, Director, Office of Licensing  
**Date:** October 15, 2021  
**Re:** Provider Portal Training and Help Desk Post Go-Live

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Dear Stakeholders:

As recently announced in the [October 6, 2021 memo](#), the DBHDS Office of Licensing will be conducting training on the CONNECT Provider Portal. The training will be open for access to all licensed providers, as the new licensing system goes live on November 3, 2021. It is imperative that key members of your organization attend the required training. The training will teach providers how to gain access to the CONNECT Provider Portal in order to conduct all future business and to ensure all future deadlines are met such as returning corrective action plans, submitting service modifications and renewal applications as well as communicating directly with your licensing specialist.

**Please read below to find out more about who should attend and how to register.**

Sessions scheduled: (Note the same information will be provided at each training event)

**Thursday, November 4, 2021**                      **2:00 pm – 3:30 pm**

[https://dbhds-virginia.zoomgov.com/webinar/register/WN\\_JL\\_kR4uOQBecTuX1EyfWLQ](https://dbhds-virginia.zoomgov.com/webinar/register/WN_JL_kR4uOQBecTuX1EyfWLQ)

**Tuesday, November 9, 2021**                      **2:00 pm – 3:30 pm**

[https://dbhds-virginia.zoomgov.com/webinar/register/WN\\_4hASmG3mTwmCjWQlEvaTBA](https://dbhds-virginia.zoomgov.com/webinar/register/WN_4hASmG3mTwmCjWQlEvaTBA)

**Wednesday, November 10, 2021      2:00 pm – 3:30 pm**

[https://dbhds-virginia.zoomgov.com/webinar/register/WN\\_-8-fYzHnRSe7F7MglmBLJQ](https://dbhds-virginia.zoomgov.com/webinar/register/WN_-8-fYzHnRSe7F7MglmBLJQ)

**Who Should Attend:** Owners or staff responsible for conducting business with the DBHDS Office of Licensing and members of your organization who you identify as main authorized contacts.

**How to Participate:** Click on the link next to the session you would like to attend. After registering, you will receive a confirmation email with additional information related to the training. Participants must download the Zoom app prior to the start time as the training cannot be accessed through a web browser.

**Information needed to register:**

Participant name;

Participant job title;

Participant email address;

Full provider name as printed on license; and

Provider organizational number (ex. 0145)

\*\*You are able to register for more than one training. The PowerPoint presentation will be sent out to providers after the training concludes via constant contact. It will also be posted on the Office of Licensing website for all to access the information shortly after the presentations.

## Help Desk

**Help Desk:** We have set up a phone number for the Go Live Help Desk. Please note: Until November 3, 2021, the phone line will play a message and then disconnect any caller.

**Help Desk Phone Number:** 804-215-2190

**Operational Hours:** Weekdays November 3, 2021 – December 17, 2021 **7AM ET - 6PM ET**

Weekends November 6, 7, 11, 14, 2021 **10AM ET - 4PM ET**

When you dial this number, you will receive an automated greeting that contains instructions for callers. The caller will be routed to the appropriate person depending on the Help Desk topic chosen from the menu. Please remember this number will not be active until November 3, 2021.

A provider must attend a training before they are able to call into the Help Desk. The Provider Portal Training will go over how a provider is able to access the new CONNECT licensing information system. Once a provider is registered to access CONNECT, and there are issues concerning the account, or there are connectivity issues, please call the Help Desk for assistance.

### CHRIS System Temporarily Offline

As part of the data conversion process to the new licensing system, the Computerized Human Rights Information System (CHRIS) will be offline for a short period of time. It will be down on Thursday, October 28, 2021 from 5 p.m. until Friday, October 29, 2021 at 8 a.m. The time period stated above will affect CHRIS access and the ability to submit serious incidents and allegations of abuse or Human Rights complaints into CHRIS.

**Office of Licensing Reporting Requirements:** Providers must submit any incidents occurring during the above time-frame as soon as possible once the CHRIS system is back up in order to remain in compliance with the 24 hour reporting requirements and expectations outlined in 12VAC35-46-1070.C and 12VAC35-105-160.D.2.

**Office of Human Rights Reporting Requirements:** In order to maintain compliance with Human Rights reporting time-frames, providers should contact their regional advocate as soon as possible if they cannot enter allegations of abuse or Human Rights complaints into CHRIS, for any reason.

### Office of Licensing Communications via Constant Contact

If you have not already done so, please click on this link to sign up to receive important emails from the Office of Licensing: <https://bit.ly/2ZpumCx>