



COMMONWEALTH of VIRGINIA

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COMMISSIONER

DEPARTMENT OF
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MEMORANDUM


To: DBHDS Licensed Providers
From: Jae Benz, Director, DBHDS Office of Licensing
Date: April 1, 2022
Re: New CONNECT Provider Portal Help Desk Protocols

Dear Stakeholders:

Effective Monday, April 4, 2022, the DBHDS Office of Licensing will transition the current CONNECT Help Desk support process to a more efficient CONNECT Help Desk ticketing process. We will request providers requiring CONNECT system support to navigate to our [DBHDS Office of Licensing website](#) and locate the “**CONNECT Help Desk.**”


Office of Licensing

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 **OUR MISSION:** To be the regulatory authority for DBHDS licensed service delivery system through effective oversight.
OUR VISION: The Office of Licensing will provide consistent, responsive, and reliable regulatory oversight to DBHDS licensed providers by supporting high quality services to meet the diverse needs of its clients.

CONNECT Provider Portal Resources and Information

Click below for help using the CONNECT Provider Portal or to report an issue.

 [CONNECT Help Desk](#)

There you will find detailed instructions for submitting a ticket as follows:

- Click the “**CONNECT Help Desk**” Button.
- Click the “**Report an Issue**” Button (this button will open your client email with the email address, subject line, and a template of the information required to open and resolve your issue).
- Enter the issue that is occurring and attach screenshots if possible.
- Send the email.
- You will receive an email return receipt indicating your issue has been received.

DBHDS CONNECT Help Desk specialists will be monitoring the email inbox for your issues Monday through Friday 8:30 am to 5 pm. Issues will be prioritized and you can expect a response within two (2) business days. For “Level One” issues such as account resets, you can expect a return call from a Help Desk Specialist within two (2) business days. Other tickets with issues that cannot be resolved within that timeline will be escalated to “Level Two” requiring consultation with our GLS hosting vendor for further troubleshooting and resolution. You will receive an email notifying you of the escalation and the ticket number for follow-up.

The DBHDS Office of Licensing is also looking at other ways to ensure providers are supported, which includes updating the current CONNECT training materials available on the public licensing page; offering additional CONNECT Portal training on Service Modifications; and other tools that will support providers in using CONNECT. Thank you for your patience and partnership.

Please note: Effective with this change, the CONNECT Provider Help Desk phone line will play a message directing callers to the DBHDS Office of Licensing website and then disconnect.

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