



CONNECT Provider Portal - How do I Job Aid

How do I View Licensing Information from the CONNECT Provider Portal Dashboard?

The following guide will help you understand the licensing information displayed on the CONNECT Provider Portal Dashboard:

Provider Portal Dashboard

Provider Name & Provider ID. The first 3-4 digits of the provider ID is the provider's organizational license.

Any Provider - 9999 [Button: Logout]

Welcome to the Virginia Department of Behavioral Health and Developmental Services Provider Portal.

[Button: View Wait List]

If your organization will be undergoing a change in ownership, please click [here](#) to submit a notification to the Office of Licensing. **Note: this is not the change of ownership application, it is an alert to the Office of Licensing so they know of the upcoming change.**

Your Password will Expire in 18 Days, if you wish to change it now, click the **"Change Login Information"** link below.

Communication Center:
The communication center allows you to correspond with the DBHDS Office of Licensing and manage your organization's contacts and access to this Provider Portal.

[Correspondence Inbox](#) ②

[Messaging](#) ②

[Login Requests](#) ②

Menu:
You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.
If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time – Please hover over the question mark next to each menu option for more details.

Correspondence Inbox is where Authorized contacts can view communications from the Office of Licensing.

Messaging should be used by providers to communicate with their Licensing Specialist or Policy Review Specialist.

Login Requests is where the MAC will check for portal access requests since there may be users waiting for login access to CONNECT.



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The Menu will provide information as to why some CONNECT portal options may be unavailable for your agency.

The Menu options available are determined by the provider's eligibility such as their license type and status.

Menu:

You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

If a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time – Please hover over the question mark next to each menu option for more details.

The Manage Authorized Contacts menu option below allows authorized contacts with "All Access" to submit requests to grant access to the Provider Portal. Once the request is approved, the user can access the Provider Portal. Please contact the organization's Main Authorized Contact to make changes to your access level.

NOTE: Licenses on a License Status Letter or a Conditional License Type are not eligible for modifications. If an emergency change is required, please send a message to your Licensing Specialist using the Message Center above.

When navigating between screens on the CONNECT Provider Portal, always use the Back and Next buttons on the screen. Do not use the back button on the browser.

If you need assistance navigating the processes available to you or the organization, please contact the organization's Main Authorized Contact before contacting the DBHDS Office of Licensing for assistance.

- > [Manage Authorized Contacts](#)
- > [Initial Provider Application](#)
- > [Children's Residential Provider Application](#)
- > [Background Checks](#)
- > [Service Modification](#)
- > [Location Modification](#)
- > [Information Modification](#)
- > [Information Modification – Children's Residential](#)
- > [License Renewal](#)
- > [Corrective Action Plans](#)
- > [Print License](#)
- > [Change Login Information](#)



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Pending Applications will display initial or modification applications that are in a status of "Pending Submission," which will include a "Continue" button until the provider submits the completed application in the portal.

The Active Licenses table displays the provider's active licenses and the status of each. A "Renew" button will appear 90 days from expiration of the license. Once the renewal is submitted, the status of the license is updated.

Pending Applications:

Type	Application Number	Description	Status
Children's Residential Provider Application	9999-14-001	14-001 -- Level C MH Children Residential Service	Pending Submission Continue

Pending Modifications:

Type	File Number	Description	Status
Service Modification	9999-01-003	01-003 -- MH/SA Group Home Service	Pending Submission Continue
Location Modification	000189	9999-01-001 -- DD Group Home Service	Submitted
Information Modification	000451	Close Location Demographic Information	Submitted

Active Licenses:

Type	License Number	Service	Period	Status of License
Service License -- Triennial	9999-01-001	01-001 -- DD Group Home Service	9/1/2019 -- 8/31/2022	License Status Letter - Renewal Submitted
Service License -- Triennial	9999-02-001	02-001 -- SA Intensive Outpatient Service	9/1/2019 -- 8/31/2022	Active
Service License -- Triennial	9999-07-006	07-006 -- Outpatient Service/Crisis Stabilization	9/1/2019 -- 8/31/2022	Submitted
Service License -- First Conditional	9999-03-001	03-001 -- Mental Health Community Supports Service	5/18/2022 -- 11/17/2022	Active Renew View/Add Location



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Owners/Officers/ Members are identified along with Authorized Contacts. The provider's mailing and physical address for the organization is also displayed.

Owners/Officers/Members:						
Name	Type	Address	Phone Number	Email	Percentage Owned	
Tanae M. Wright	Owner	123 Test Rd	555-555-1234	owner@provider.com	100	

Authorized Contacts:						
Name	Title	Address	Phone Number	Email	Provider Portal Access	
Tanae M. Wright	Owner – Main Authorized Contact	123 Test Rd	555-555-1234	owner@provider.com	Yes	
Logan B. Kerr	Director	655 N. 1 st Street	555-555-9878	contact@email.com	Pending Approval	

Mailing Address:	Physical Address:
P. O. Box 235 Floyd, VA 24091 (555) 555-1234 wallresidences@outlook.com	122 Eco Village Trail SE Floyd, VA 24091 (555) 666-7777

Training Links display provider portal videos for user learning. Additional trainings will be offered to providers as they become available.

Training Links:
CONNECT Provider Portal Training: Online Orientation and Training
Initial Applicant Training: TBD
Additional Provider Training: TBD