



COMMONWEALTH of VIRGINIA

NELSON SMITH
COMMISSIONER

DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

Post Office Box 1797
Richmond, Virginia 23218-1797

Telephone (804) 786-3921
Fax (804) 371-6638
www.dbhds.virginia.gov

December 16, 2022

Dear Applicants in Review Process:

If you have signed up to receive communication from the Office of Licensing via [Constant Contact](#) you should have received a memo announcing changes to the Office Licensing's revised Initial Application Review Process in support of DBHDS' North Star transformational plan.

Beginning in the new year, the Office of Licensing will be limiting its initial application review of priority applications to the application attachments mandated by the *Code of Virginia & Licensing Regulations*. As the review specialist will not be approving all of the applicant's policies prior to licensure, applicants will be required to submit an attestation with their application confirming that all submitted policies and procedures comply with the Licensing Regulations.

There will be some applications already in review, where a deficiency letter has been issued, but based on the removal of some of the previous requirements, there may be fewer deficiencies. In this case, the CONNECT system will automatically pull the application back from the applicant portal to the Office of Licensing. The review specialist will revise the deficiency letter accordingly and the applicant will not need to take any action until they are notified again.

On December 21, 2022, applicants are encouraged to go to their Initial Service Provider Application from the CONNECT Provider Portal Dashboard to check the status of the requirements. If a requirement has a status of "deficient", then the application is still in the applicant's queue and revisions will still need to be uploaded. If the requirements only have a status of "completed", "reviewed" or "pending review", then the application has been moved to the review specialist's queue. For these cases, the review specialist will review the application to determine if additional items are needed, or if the application is ready to be assigned to a licensing specialist. The applicant will receive correspondence from the review specialist regarding next steps once the review is completed.

Applicants that were in the review process prior to the initial CONNECT Go-Live in November 2021, will continue to submit revisions by mail and receive correspondences from their review specialist via email.

This is a very large change for the Office of Licensing and its information system. While there may be a few challenges during the first month of transition, we ask for your patience as we all navigate this exciting new process, which will result in the overall goal of streamlining the new applicant process.

If you have not signed up for [Constant Contact](#) communications from the Office of Licensing, please do so, as it is the key to remaining up-to-date with important changes in the Office of Licensing, including any regulatory amendments.

We look forward to working with you on this new process, beginning in the new year.

Sincerely,

A handwritten signature in cursive script that reads "Jae Benz".

Jae Benz
Director, Office of Licensing