

# The CONNECT Blast



Virginia Department of  
Behavioral Health &  
Developmental Services

Office of Licensing  
January 2023

This newsletter will provide updates on the DBHDS CONNECT licensing system and offers tips for using the CONNECT Provider Web Portal.

## New Enhancements to CONNECT Provider Portal

- ❖ To all DBHDS licensed providers and applicants, Happy New Year from the DBHDS Office of Licensing!
- ❖ DBHDS Office of Licensing Stakeholders and Applicants in Review were notified in December 2022 regarding recent changes to the Licensing Initial Application Review Process. Please refer to the DBHDS Office of Licensing's [Changes to the Licensing Initial Application Review Process Memo](#) and [Initial Applications in Review Upcoming Changes Memo](#) for more information. The Office of Licensing's CONNECT Provider Web Portal has been upgraded to support this new streamlined approach.

## From the CONNECT Help Desk

- ❖ **A CONNECT Job Aid is now available on the DBHDS Office of Licensing public website:**
  - [How Do I Submit a Corrective Action Plan \(CAP\) in CONNECT?](#)
  - [How Do I Submit a Variance Application in CONNECT?](#)
- ❖ **Previously Published Job Aids include:**
  - [How Do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal?](#)
  - [How Do I Register for the CONNECT Provider Portal to Begin the Initial Application Process?](#)
  - [How Do I Determine which Modification Application to Submit in CONNECT when a Change Needs to Be Made?](#)
  - [How Do I View Licensing Information from the CONNECT Provider Portal Dashboard?](#)
  - [How Do I Submit a Renewal from the CONNECT Provider Portal?](#)
- ❖ **How do I Submit a Corrective Action Plan (CAP) in CONNECT?**
  - When a licensing report is issued by the Office of Licensing following an inspection or an investigation, the provider's Main Authorized Contact (MAC) will receive an email notification. This email will include an attached letter that contains important information for how to complete the Corrective Action Plan (CAP). To respond to a licensing report, the provider will need to log into the provider portal and choose the Corrective Action

Plans options from the Menu. All inspections and investigations completed for an organization will display one of the following statuses:

Status	Explanation
Complete-No Violations	An inspection or investigation that did not result in citations will display a “No Violation” CAP and the provider does not need to provide a response. Providers with this status will have a link to view the CAP.
Pending	The inspection or investigation is in progress.
Issued	An inspection or investigation has resulted in citations requiring a Corrective Action Plan and the provider is required to submit a response for each regulatory violation. A CAP will be in this status if it is reissued to a provider due to being partially accepted or not accepted.
Returned	A provider’s Corrective Action Plan has been submitted to the department and responses will be reviewed by the licensing specialist to determine if the CAP is approved or not approved. When in this status, it can no longer be viewed by the provider.
Approved	Inspections or investigations that resulted in citations and have approved corrective action plans. Providers with this status will have a link to view the CAP.

- The Job Aid, [How Do I Submit a Corrective Action Plan \(CAP\) in CONNECT?](#) provides step-by-step instructions for providers to complete a corrective action plan.

❖ **How do I Submit a Variance Application in CONNECT?**

- The steps to initiate and submit a Variance Application for a Children’s Residential or Non-Children’s Residential licensed service are as follows:

**Step 1:** The provider contacts their assigned licensing specialist through a CONNECT portal communication to initiate the variance request.

**Step 2:** The licensing specialist creates the Variance Request in CONNECT.

**Step 3:** The provider receives the Variance Information Request email advising them to log into the CONNECT Provider Portal.

**Step 4:** Once in the portal, the provider locates the link to the Variance Request Application. The provider will need to complete each of the required sections then submit the Variance Request.

**Step 5:** After the Variance Request is submitted by the provider, the variance will be reviewed by the Office of Licensing and additional information may be requested.

**Step 6:** Once the variance request has gone through the appropriate review process and a decision made, the provider's Main Authorized Contact (MAC) will receive a Variance Request Decision email to alert the provider that a decision letter is ready for review in the CONNECT Provider Portal.

- The Job Aid, [How Do I Submit a Variance Application in CONNECT?](#), provides step-by-step instructions to providers to complete a Variance Application.

❖ **How to reach the Office of Licensing for CONNECT Help and other Support Issues**

Type of Question	Contact	Report an Issue
Questions related to the CONNECT licensing system or if you are the Main Authorized Contact (MAC) in need of a password reset	CONNECT Help Desk	Please navigate to the <a href="#">DBHDS Office of Licensing's webpage</a> , and find the <b>CONNECT Help Desk</b> button in order to report an issue or email: <a href="mailto:licensingconnectinquiry@dbhds.virginia.gov">licensingconnectinquiry@dbhds.virginia.gov</a>
Questions related to reporting a serious incident	Office of Licensing Incident Management Unit	Please contact the Incident Management Unit at: <a href="mailto:incident_management@dbhds.virginia.gov">incident_management@dbhds.virginia.gov</a>
Questions related to background checks	Office of Background Investigation Unit	Please contact the DBHDS Background Investigations Unit at: <a href="mailto:malinda.roberts@dbhds.virginia.gov">malinda.roberts@dbhds.virginia.gov</a> or <a href="mailto:belinda.turner@dbhds.virginia.gov">belinda.turner@dbhds.virginia.gov</a>
Questions related to licensing regulations & policy inquiry	Office of Licensing Administrative Support	Please contact the Office of Licensing at: <a href="mailto:licensingadminsupport@dbhds.virginia.gov">licensingadminsupport@dbhds.virginia.gov</a>
Complaints	Office of Licensing Legal & Regulatory	Please use the <a href="#">CONNECT portal</a> to submit a complaint related to a DBHDS licensed provider.
Questions related to the Computerized Human Rights Information System (CHRIS)	Delta Production	Please contact a DELTA Security Officer at production at: <a href="mailto:deltaprod@dbhds.virginia.gov">deltaprod@dbhds.virginia.gov</a>