

The CONNECT Blast



Virginia Department of
Behavioral Health &
Developmental Services

Office of Licensing
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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

- ❖ The CONNECT Message Center has been updated to now allow a provider organization to communicate with DBHDS staff who work in the Office of Licensing, Office of Human Rights and the Background Investigations Unit.

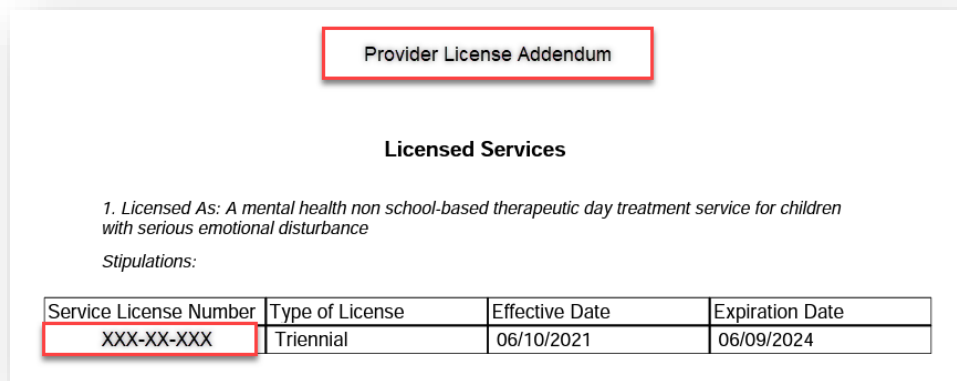
From the CONNECT Help Desk

- ❖ **A CONNECT Job Aid is now available on the DBHDS Office of Licensing public website:**
 - [How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?](#)
- ❖ **CONNECT Provider Training Videos are always available from the CONNECT Portal Dashboard. For applicants beginning the application process, you will now find Initial Application Videos available from the DBHDS Office of Licensing public website:**
 - [How Do I Initiate a New Application?](#)
 - [How Do I Submit My Requirements?](#)
- ❖ **Previously Published Job Aids include:**
 - [How Do I Submit a Variance Application in CONNECT?](#)
 - [How Do I Submit a Corrective Action Plan \(CAP\) in CONNECT?](#)
 - [How Do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal?](#)
 - [How Do I View Licensing Information from the CONNECT Provider Portal Dashboard](#)
 - [How Do I Submit a Renewal 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?](#)
- ❖ **CONNECT – Reset Expiring Passwords**
 - Did you know that every 90 days a CONNECT User must reset their password? When a password is about to expire, an expiring password notification appears on the dashboard alerting the provider. The provider can reset their password *prior to expiration* from the CONNECT Provider Portal dashboard using the **Change Login Information** menu link.

For more information, please review the job aid, [How do I Reset My Password CONNECT When It Is Expiring or Has Expired?](#)

❖ **What is the CONNECT Provider ID and how can I locate the Provider ID for my organization?**

- When submitting an issue to the CONNECT Help Desk or to reset your password, you will need your Provider ID. An easy way to identify your Provider ID is to view your license addendum. The first three to four-digit number listed under the Service License Number is the provider’s license number (Provider ID) which is unique to each provider organization. The numbers following the Provider ID are the two-digit service ID and three-digit program ID which may be helpful to provide when submitting a service specific issue to the helpdesk.



❖ **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 DBHDS Office of Licensing's webpage , and find the CONNECT Help Desk button in order to report an issue or email: licensingconnectinquiry@dbhds.virginia.gov
Questions related to reporting a serious incident	Office of Licensing Incident Management Unit	Please contact the Incident Management Unit at: incident_management@dbhds.virginia.gov
Questions related to background checks	Office of Background Investigation Unit	Please contact the DBHDS Background Investigations Unit at: malinda.roberts@dbhds.virginia.gov or belinda.turner@dbhds.virginia.gov

Questions related to licensing regulations & policy inquiry	Office of Licensing Administrative Support	Please contact the Office of Licensing at: licensingadminsupport@dbhds.virginia.gov
Complaints	Office of Licensing Legal & Regulatory	Please use the CONNECT portal 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: deltaprod@dbhds.virginia.gov