

The CONNECT Blast



Virginia Department of
Behavioral Health &
Developmental Services

Office of Licensing
May 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

- ❖ There are no new enhancements to the provider portal dashboard. We highly recommend continuing to read the CONNECT Blast Newsletter announcing any changes to CONNECT that will impact licensed providers and applicants.

From the CONNECT Help Desk

- ❖ **All CONNECT Job Aids are** available on the DBHDS Office of Licensing public website. Below are links to the most recent published job aids:
 - [How Do I Add a Service in the CONNECT Provider Portal?](#)
 - [How Do I Send a Message in the CONNECT Provider Portal Job Aid?](#)
 - [How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?](#)
 - [How Do I Submit a Variance Application in CONNECT?](#)
 - [How Do I Submit a Corrective Action Plan \(CAP\) in CONNECT?](#)
- ❖ **CONNECT Provider Training Videos** are always available from the CONNECT Portal Dashboard and on the [Office of Licensing](#) website under **CONNECT User Resources**.
- ❖ **Provider Expectations**

DBHDS rolled out the new web-based licensing system (CONNECT) in November 2021. The Provider Portal Dashboard provides access to initial applicant and licensed provider information online and allows direct communication with the Office of Licensing. Only authorized users can complete licensing tasks online which includes submitting initial applications, renewal applications, modification applications and Corrective Action Plans. The new system allows providers better access to many features including the ability to review, in real-time, confirmation of a submitted application as well as any requirements that may have been marked deficient. With these new processes it is expected that providers check their CONNECT Dashboard regularly. If there are any questions related to the Provider Dashboard the initial applicant or licensed provider can reach out to their Licensing Specialist or the CONNECT Help Desk for assistance.

Below are some reminders and expectations for applicants and providers using the CONNECT system:

- **Messaging** – Messaging, also referred to as Portal Messaging, is located within the Communication Center. Prior to CONNECT, applicants and providers would communicate with their Licensing Specialist through email. With CONNECT, all applicants and providers are expected to communicate with the Office of Licensing through Portal Messaging. It is important that applicants/providers communicate using CONNECT because it provides a documented record of all communications between the Office of Licensing and the applicant/provider. Failure to use Portal Messaging for communication may result in delays in replying to the request.
- **Correspondence Inbox** – The Correspondence Inbox within the Communication Center is located on the Provider Portal Dashboard. Many notifications are sent to the provider's Main Authorized Contact (MAC). However, all authorized users can see communications that have been sent and received through the Correspondence Inbox within the Communication Center. It is important that authorized users check the Correspondence Inbox regularly. Specifically, those authorized users who may not be the Main Authorized Contact, but function as the MAC's designee and serve a critical role within the provider organization when it comes to processing tasks.
- **Managed Authorized Contacts** – The provider must have someone designated as the Main Authorized Contact (MAC). If the MAC leaves an organization, the provider is responsible for proactively submitting an Information Modification to request a change to their MAC. Failure to submit an Information Modification may result in delays with processing requests as verification by the MAC may be required. In CONNECT, a provider is able manage their own contacts and it is the provider's responsibility to ensure that their designated staff have access to the CONNECT Portal Dashboard. A provider must manage their contacts and keep current who should and should not have access to CONNECT.
- **Active Licenses** – In CONNECT licensed providers have ability to print their license at any time. This includes the Wall Certificate License and License Addendum. Providers are expected to review their own licenses for accuracy. If any errors are discovered, the provider should contact their assigned Licensing Specialist immediately via the CONNECT Provider Portal.
- **License Renewals** – In accordance with 12VAC35-105-40, all providers that are not currently licensed are required to apply for a license using the application designated by the commissioner and submit all required documentation. Additionally, a provider shall confirm their intent to renew the license prior to the expiration date of the license and notify the department in advance of any changes in service or location. Currently, the Office of Licensing requires providers to submit this information through CONNECT.

CONNECT sends a renewal notification to the Main Authorize Contact 90 days prior to the expiration of the license. However, all authorized users can view the renewal notice in the Correspondence Inbox within the Communication Center of the Provider Portal Dashboard. Licensed providers must submit their renewal application through CONNECT. Failure to submit all renewal requirements prior to the expiration of the license will result in the service, and possibly the organization, being closed. If a service or organization is closed for failure to submit a renewal application, then the organization will need to reapply for a license

following the modification or initial application process. An organization that does not hold an active license may not bill for services.

- **Corrective Action Plans** – Providers are notified through the Correspondence Inbox within the Communication Center when there is a Licensing Report for review. Providers are responsible for submitting their Corrective Action Plan (CAP) by the due date. All CAP extensions must be requested via CONNECT.

- **Modifications** – Providers are required to submit all modifications in CONNECT. A modification may address the characteristics of individuals served (disability, age, or gender), the services offered, the locations where services are provided, existing stipulations, or the maximum number of individuals served under the provider license. When submitting a modification, all requirements must be met in order to submit the application. If ALL requirements are not met, then the signature line and attestation will not appear on the application. Once the modification application is submitted, the status on the dashboard will change from “Pending Submission” to “Submitted.” It is the providers responsibility to submit modifications at least 45 days in advance of the proposed modification.

| Modification Type/Menu | When to submit this type of application: |
|---------------------------------|--|
| Service Modification | This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license. |
| Location Modification | <p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service location OR relocate a service requiring a change in physical address from one location to another.</p> <p><i>*If a provider is changing their address (moving their current location to another physical location), the provider will also need to submit an Information Modification to close the current location/address.</i></p> <p>Note for Sponsored Residential Services: If a provider currently holds a license for a sponsored residential service, they will not submit a location modification to add the location. The sponsored provider will need to follow the Sponsored Provider Certification Process (November 2021).</p> |
| Information Modification | <p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to make general changes to the current license as listed below. The appropriate information modification type must be correctly selected in order for the Office of Licensing to process your request for change. If you do not select the correct information modification type, the Information Modification will be withdrawn by the OL and the provider will be advised to resubmit.</p> <p>The Information Modification submenu allows you to submit information changes for the following reasons:</p> |

| | |
|--|--|
| | <ul style="list-style-type: none"> ○ Provider Name Change (include SCC certificate) ○ Organizational Structure Change (include organization chart) ○ Close Provider Organization ○ Service Description Change ○ Geographical Area Served Change ○ Population Served Change (Age, Gender, Disability) ○ Close Service o Number of Beds or Capacity Change ○ Demographic Information Change ○ Building or Home Modification Change ○ Close Location ○ Other Modification (Use for changing Main Authorized Contact) |
|--|--|

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

| 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: deltaprod@dbhds.virginia.gov |