

# CONNECT Blast



Office of Licensing  
December 2023

This newsletter will provide information and reminders related to the Office of Licensing and updates on the DBHDS CONNECT licensing system.

## New Enhancements to CONNECT Provider Portal

- ❖ **In October 2023, providers and stakeholders were notified through a Constant Contact of changes to the Provider Portal Dashboard.**
  - One of the biggest changes is the ability for providers to manage their own Authorized Contacts, including identifying their Main Authorized Contact (MAC). If a new Main Authorized Contact is identified, it will replace the original Main Authorized Contact within 24 hours. Each provider must have someone designated as the Main Authorized Contact (MAC). If the MAC leaves an organization, the provider is responsible for identifying their new MAC. In CONNECT, a provider is able to manage their own contacts and it is the provider's responsibility to ensure that 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.
  - Users in CONNECT can be assigned to more than one Provider organization using the same log-in credentials. It is important that if a user already has log-in credentials for one provider and wishes to begin a new organization that they **do not** "Create a New Account" on the main Provider Portal log-in screen. The Provider should log-in using existing credentials and then choose "Create a New Provider Organization."
  - Corrective Action Plans are also available for review/response using the blue menu on the left of the Provider Portal Dashboard screen.
  - Updated training videos are being developed to show the Provider Portal Dashboard changes.
  - For more information related to these changes, please review this video: [Provider Portal Dashboard Changes Overview](#)
- ❖ **In January 2024 the Office of Licensing will be launching the OL & CONNECT Spotlight which will replace the CONNECT Blast. This revamped newsletter will be published at least quarterly by the Office of Licensing. It will include CONNECT related updates in addition to tips and reminders from the Office of Licensing. Stay tuned!**

## Reminders from the Office of Licensing

- ❖ **There has been a notable increase in DBHDS licensed providers not submitting their Corrective Action Plan (CAP) by the due date. Providers that do not submit or implement an adequate corrective action plan may be subject to progressive action including reduction of license status, denial, or revocation of a license in accordance**

with 12VAC35-105-110.7.

- Regulation **12VAC35-105-170. Corrective action plan states:**

*D. The provider shall submit a corrective action plan to the department within 15 business days of the issuance of the licensing report. One extension may be granted by the department when requested prior to the due date, but extensions shall not exceed an additional 10 business days. An immediate corrective action plan shall be required if the department determines that the violations pose a danger to individuals receiving the service.*

*E. Upon receipt of the corrective action plan, the department shall review the plan and determine whether the plan is approved or not approved. The provider has an additional 10 business days to submit a revised corrective action plan after receiving a notice that the department has not approved the revised plan. If the submitted revised corrective action plan is not approved, the provider shall follow the dispute resolution process identified in this section.*

- For more information related to Corrective Action Plans, please review guidance document [LIC 19: Corrective Action Plans \(CAPs\)](#) (August 2020) which can also be found on the [Office of Licensing](#) homepage.

- ❖ **DBHDS licensed providers are required to maintain office hours. When adding a new service or adding a location to an existing service, the provider needs to ensure that office hours are entered in CONNECT. If office hours need to change, the provider must submit an Information Modification via CONNECT so that the licensing specialist can process this request. If office hours are not maintained, a licensing specialist may be unable to complete a review which may result in a citation or other progressive action.**

- **12VAC35-105-70. Onsite reviews.**

*A. The department shall conduct an announced or unannounced onsite review of all new providers and services to determine compliance with this chapter.*

*B. The department shall conduct unannounced onsite reviews of licensed providers and each service at any time and at least annually to determine compliance with these regulations. The annual unannounced onsite reviews shall be focused on preventing specific risks to individuals, including an evaluation of the physical facilities in which the services are provided.*

*C. The department may conduct announced and unannounced onsite reviews at any time as part of the investigations of complaints or incidents to determine if there is a violation of this chapter.*

- **12VAC35-105-160. Reviews by the department; requests for information; required reporting states:**

*A. The provider shall permit representatives from the department to conduct reviews to:*

- 1. Verify application information;*
- 2. Assure compliance with this chapter; and*
- 3. Investigate complaints.*

*F. The provider shall make available and, when requested, submit reports and information that the department requires to establish compliance with these regulations and applicable statutes.*

- ❖ **CONNECT 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. The Office of Licensing encourages providers to check their Correspondence Inbox at least daily to ensure that notifications are not missed.

## 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 Manage My Background Check Contacts in the CONNECT Provider Portal?](#)
- [How Do I Use the Forgot Password Link?](#)
- [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?](#)

❖ **CONNECT Provider Training Videos** are always available from the CONNECT Portal Dashboard and on the Office of Licensing website under [CONNECT User Resources](#).

Modification Type/Menu	When to submit this type of application:
<b>Add New Service</b>	<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/license.</p> <p>This menu option is found at the top of the list of Active Licenses on the Provider Portal Dashboard.</p>
<b>View/Add New Location</b>	<p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add an additional location to an existing service OR relocate a service requiring a change in physical address from one location to another.</p> <p><b>*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 (see below).</b></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 <a href="#">Sponsored Provider Certification Process (November 2021)</a>.</p> <p>This menu option is found to the right of each service listed under Active Licenses</p>
<b>Information Modification</b>	<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</p>

	<p>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"> <li>○ Provider Name Change (include SCC certificate)</li> <li>○ Organizational Structure Change (include organization chart)</li> <li>○ Close Provider Organization</li> <li>○ Service Description Change</li> <li>○ Geographical Area Served Change</li> <li>○ Population Served Change (Age, Gender, Disability)</li> <li>○ Close Service o Number of Beds or Capacity Change</li> <li>○ Demographic Information Change</li> <li>○ Building or Home Modification Change</li> <li>○ Close Location</li> <li>○ Other Modification (Use for changing Main Authorized Contact)</li> </ul> <p>This menu option is found to the left of the Provider Portal Dashboard screen in the blue menu box.</p>
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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	<b>CONNECT Help Desk</b>	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	<b>Office of Licensing Incident Management Unit</b>	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	<b>Office of Background Investigation Unit</b>	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	<b>Office of Licensing Administrative Support</b>	Please contact the Office of Licensing at: <a href="mailto:licensingadminsupport@dbhds.virginia.gov">licensingadminsupport@dbhds.virginia.gov</a>
Complaints	<b>Office of Licensing Legal &amp; Regulatory</b>	Please use the <a href="#">CONNECT portal</a> to submit a complaint related to a DBHDS licensed provider.

<b>Questions related to the Computerized Human Rights Information System (CHRIS)</b>	<b>Delta Production</b>	Please contact a DELTA Security Officer at: <a href="mailto:deltaprod@dbhds.virginia.gov">deltaprod@dbhds.virginia.gov</a>
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