



COMMONWEALTH of VIRGINIA

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COMMISSIONER

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MEMORANDUM

To: DBHDS Licensed Providers

From: Jae Benz, Director, Office of Licensing

Cc: Veronica Davis, Associate Director for State Licensure Operations
Mackenzie Glassco, Associate Director of Quality & Compliance
Angelica Howard, Associate Director of Administrative & Specialized Units

Date: March 12, 2024

Re: Validating Data in CONNECT

Purpose: The purpose of this memo is to inform providers that the Office of Licensing (OL) is in the process of validating data in CONNECT. As part of the validation process, a provider's Main Authorized Contact (MAC) may be contacted by OL's Quality Improvement Review Specialist (QIRS) who will be working with the provider to verify the accuracy of locations listed on the license.

As a reminder, providers can access their license and license addendum by selecting "Print License" from the blue menu box on their Provider Dashboard. Providers should always review their license and license addendum:

- 1) Prior to submitting a 'Renewal' in CONNECT. At the time of renewal, the provider will need to determine if any services or locations need to be closed and if so, the provider must submit an 'Information Modification' in CONNECT for each modification type;
- 2) Once the license has been renewed, the license and addendum must be reviewed for accuracy; and
- 3) Whenever a change is made to the license (i.e.: Adding/closing a service(s), adding/closing a location(s), change in bed capacity, etc.) the license and addendum must be reviewed for accuracy.

The Rules and Regulations for Licensing Providers by the Department of Behavioral Health and Developmental Services ("Licensing Regulations") states, *12VAC35-105-60. Modification. C. A change requiring a modification of the license shall not be implemented prior to approval by the commissioner. The department may send the provider a letter approving implementation of the modification pending the issuance of the modified license.* Prior to making a change to a license, the provider must submit a 'Service Modification', 'Location Modification' or 'Information Modification' in CONNECT with all the corresponding requirements. When adding a sponsored residential location, the provider is required to

follow the [Sponsored Provider Certification Process](#) (November 2021) and submit the [Sponsor Certification Form](#).

If it is determined that an unlicensed service is being provided, a service is being provided in an unlicensed location, or a change was implemented prior to approval, then the Office of Licensing will take appropriate action. If you have any questions related to the content of this memorandum, please do not hesitate to reach out directly to your licensing specialist.