

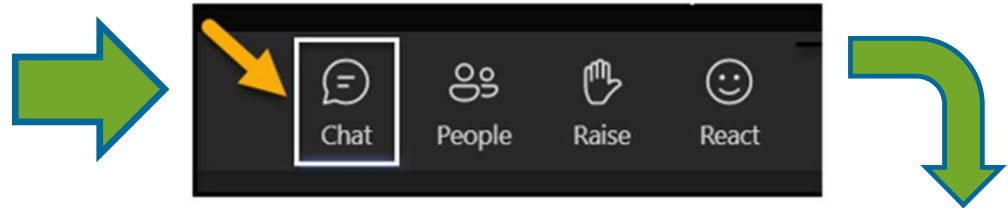
CONNECT Password Management and Variance Applications June 2024

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Office of Licensing



Use the Chat feature to access the link for the 'Q&A' session.

Training video and PowerPoint presentation will be posted on the Office of Licensing website.



Thank you for participating in the Q&A portion of today's CONNECT Training!

Please enter your questions below. Answers will be posted along with today's presentation on the Office of Licensing Website.

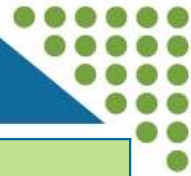
1. What questions do you have about today's CONNECT Training?

Enter your answer

Today's demonstration will include:

1. Log-in Process
2. Forgot Password
3. Change Login Information
4. Requesting a Variance via Portal Message
5. Receiving Variance Request Email for DBHDS
6. Locating Variance Application
7. Provider Variance Request Form
8. Tips & Reminders
9. Additional Resources





12VAC35-105-120. Variances (General Regs)

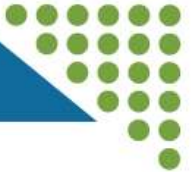
The commissioner may grant a variance to a specific regulation if he determines that such a variance will not jeopardize the health, safety, or welfare of individuals. A provider shall submit a request for such variance in writing to the commissioner. The request shall demonstrate that complying with the regulation would be a hardship unique to the provider and that the variance will not jeopardize the health, safety, or welfare of individuals. The department may limit the length of time a variance will be effective. The provider shall not implement a variance until it has been approved in writing by the commissioner.

12VAC35-46-150. Variances (CRF Regs)

"Variance" means temporary or permanent waiver of compliance with a regulation or portion of a regulation, or permission to meet the intent of the regulation by a method other than that specified in the regulation, when the department, in its sole discretion, determines (i) enforcement will create an undue hardship and (ii) resident care will not be adversely affected.

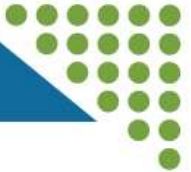
- A. Any request for a variance shall be submitted in writing to the department and shall include:
1. Justification why enforcement of the regulation would create an undue hardship;
 2. How the facility can comply with the intent of the regulation; and
 3. Justification why resident care would not be adversely affected if the variance was granted.
- B. A variance shall not be implemented prior to approval of the department.





Live Demonstration





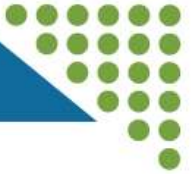
Tips & Reminders

1. Add the following email addresses to your "Safe Senders" list:

noreply-connect@dbhds.virginia.gov
smtprelay@gl solutions.com

2. Variances must be approved prior to changes to service that would violate Licensing Regulations.

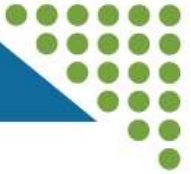




Additional Resources

1. For a review of the Provider Portal Dashboard:
<https://www.youtube.com/watch?v=Wftcu9J3OLo>
2. For all other CONNECT User Resources:
<https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/>





Questions?

Remember to enter questions into the Form available in the Webinar Chat.

