

Developmental Disability (DD) Waivers Prospective Provider Toolkit



Virginia Department of Behavioral Health
& Developmental Services (DBHDS)

A life of possibilities for all Virginians

Office of Provider Network Supports
Division of Developmental Services
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Note: At any point during the process of becoming a DD Waiver provider, please feel free to contact your Provider Team Community Resource Consultant (CRC) for assistance.



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Dear Prospective Provider:

Thank you for your interest in becoming a provider of Developmental Disability (DD) Waiver services. This informational packet includes valuable resources to assist you in determining your level of expertise and identifying the resources needed for completing the process.

Included in this packet:

- Making an Informed Choice in Becoming a Developmental Disability (DD) Waiver Service Provider.
- Information that identifies various tasks that need completion to become a DD Waiver provider.
- A contact list of DBHDS Community Resource Consultants available in each region to answer questions regarding the DD Waivers, as well as provide technical assistance and development opportunities.
- A short description of all the services available under the DD Waivers.
- How to create an Administrative Account for the Waiver Management System (WaMS), the vehicle by which providers of DD waiver services submit requests for authorization of their services for individuals they intend to support with Medicaid waiver funding.
- A list of links to various resources.

DBHDS has a webpage entitled My Life, My Community (<https://dbhds.virginia.gov/developmental-services/my-life-my-community-waiver>). Please refer to this page often in order to keep up with news and information regarding our DD waiver programs. In the meantime, we encourage you to contact your regional Provider Team Community Resource Consultant if you require further guidance about your new endeavor, and we look forward to our work together in the future. Link to Provider Development Webpage: [Provider Development / Virginia Department of Behavioral Health and Developmental Services](#)

Eric Williams
Director, Provider Development



Making an Informed Choice in

Becoming a Provider of Developmental Disability (DD) Waiver Services

Before you begin the process of becoming a provider of services for people with developmental disabilities, please take time to think carefully about why you are choosing this path. We want to help you navigate your way to making an informed decision about the journey of becoming a provider of services.

- ❖ Are you interested in and believe you can support individuals in ways that work for them to have the life they want to live?
- ❖ Are you doing this because you like working with people and have heard that you can make a decent living by being a provider?
- ❖ Are you embarking on this venture to be of support to others?
- ❖ Do you fully understand all the requirements to become a provider...
 - The need for start-up funds,
 - Department of Behavioral Health and Developmental Services [DBHDS] Licensing regulations,
 - Human Rights regulations,
 - Department of Medical Assistance Services [DMAS] waiver regulations,
 - Home and Community Based Settings [HCBS] regulations,
 - Bookkeeping,
 - Payroll,
 - DMAS Provider Participation Agreements,
 - DMAS billing requirements,
 - Individual choice of provider processes,
 - DD Waiver services descriptions, requirements, rates,
 - Virginia's Person Centered Individual Support Planning processes,
 - Waiver Management System [WaMS], and
 - Eligibility for Jump Start funding?(Note – this is not an all inclusive list. You are responsible for know all of the Virginia requirements for businesses.)
- ❖ Have you supported individuals with developmental disabilities previously?
- ❖ Do you enjoy helping others to have positive control of their own lives and to live as they wanted?

Person-centeredness

If you are a person who understands that we are all different and need to be supported in the ways that work specifically for each individual then you will have a good foundation. It takes someone who sees how

we are each more alike than we are different in what we need in our lives; we all want to go to the places we want to go, do the things we want to do, have the people in our lives we like, have the jobs we want, and be happy and fulfilled. If you are someone who appreciates everyone for the person they are and the differences we each bring, and are willing to learn how to support someone in the way that works for that person, you are on the right path.

Reimbursement

It is important that you become familiar with the rate structure for the DD Waivers and the financial limitations of providing services. It is critical that people wishing to become providers of Waiver services understand that this is not a guaranteed source of income. Income depends on people using your services, so, as people are entitled to choose providers and may switch at any time, your income is not necessarily constant or consistent.

Also, your income may take some time in arriving if you experience delays in individuals choosing you to be their provider of supports. A final challenge faced by some providers is the possibility of paying back funds following a Medicaid audit in which the provider is found not to have complied with regulatory requirements.

As a provider it is essential that you are vested in supporting individuals regardless of delays in or retractions of cash flow. We want to make certain that we are providing you with the information you may need in order for you to make an informed decision that will work for you regarding this new endeavor you are considering and help you be successful if you choose to become a provider of services to individuals with developmental disabilities.

Becoming licensed versus working for a licensed provider

You will also need to decide if you want to become a licensed provider of services or if you want to provide services through another agency. Providing services through another agency means contacting a licensed provider in your area and asking if they are looking for new staff or affiliates to join them. You would then become an employee or contract with them to provide services under their already approved license following the guidelines they have established to meet DBHDS and DMAS requirements. You can find a list of names of licensed providers on the DBHDS web site under Office of Licensing Provider Listing.

[VADBHDS / Virginia Department of Behavioral Health and Developmental Services \(glsuite.us\)](http://glsuite.us)

To be a provider in Virginia you will need to have:

- Knowledge of and background in supporting people with intellectual /developmental disability;
- A demonstrated ability to manage a business and supervise staff; and
- Competencies in or qualified staff to provide all areas of support that you plan to offer (e.g., you may need a Registered Nurse to oversee certain medical supports, physical therapy training to accomplish physical transferring; insulin medication training if supporting people with diabetes, etc.).
- Out of state companies must have a physical address in Virginia in order to enroll with DMAS.

P.O. Boxes will not meet this requirement.

Other important information to keep in mind:

- ◆ Individuals are supported by friends, family, and support coordinators (SC) /case managers (CM) in finding the best possible matches for their needed supports, with consideration of their likes, dislikes, and things that are important to them and things important for their health and safety. Although you may want to support an individual, this does not mean that it will be the best possible match for that individual or for your program. Of primary importance is consideration of the person's likely success in the community and being able to have the life he or she wants; it is not about "filling beds or spots at a day program."

Once waiver slots are assigned to individuals, they, with the support of their Support Coordinator / Case Manager, will decide upon the types of waiver services that they'd like to have and explore service providers that best meet their needs and preferences. It is always the individual's choice!

Note: It is recommended that you review this entire packet before beginning any of the the steps in order to become familiar with what is necessary to become a provider of DD Waiver services.

Deciding to become a DD Waiver Provider

What do you need to know? The various services including descriptions and which Waiver covers that service(s) along with the qualifications to provide that service.

What do you need to do? Decide which service(s) you want to provide and how to acquire the needed license, certification, vendor agreement and/or endorsement in order to provide the service if not already acquired.

A. Business One Stop

If you have never started, owned, nor operated a business, this is a good place to start.

<https://www.advancingstatesiq.org/course/index.php?categoryid=43>

Visit Virginia Business One-Stop to find all the information you need to know about doing business in Virginia, including registering your business with the State Corporation Commission: <https://bos.sbsd.virginia.gov/>

Request an NPI number with the Centers for Medicare and Medicaid Services (CMS): [How to Apply | CMS](#)

**** Please note****

Virginia has redesigned its Home and Community Based Medicaid Waiver Services (HCBS) to comply with the Centers for Medicare and Medicaid Services (CMS) HCBS Settings Regulations and findings from the Department of Justice (DOJ) Settlement Agreement. As adaptations are made to meet the federal regulations, the resources identified throughout this packet may realize frequent change. This list is not intended to be all inclusive of the efforts required.

- B. Contact the DBHDS Community Resource Consultant (CRC) on the Provider Team in your area initially to confirm that the service you desire to provide is compatible with the DD waivers in Virginia (small group homes, employment programs, etc.). The CRC may also be able to advise you about market saturation vs. demand for the service you intend to provide in the area in which you plan to locate.

CRC Contact information:

[Provider Development / Virginia Department of Behavioral Health and Developmental Services](#)
(Contact information under “Announcements” & “Contacts”)

C. DD Waiver Service Options and Qualifications



Virginia has three waivers for individuals with Developmental Disabilities:

The **Community Living Waiver** includes residential supports and a full array of medical, behavioral, and non-medical supports. It is available to adults and children, and may include 24/7 supports for individuals with complex medical and/or behavioral support needs through licensed services.

The **Family and Individual Supports Waiver** is for individuals living with their families, friends, or in their own homes, and includes supports for those with some medical or behavioral needs. It is available to both children and adults.

The **Building Independence Waiver** is for adults (18+) able to live independently in the community. Individuals own, lease, or control their own living arrangements and supports are complemented by non-waiver-funded rent subsidies.

Our opportunities are impacted
by how strong or weak our links are
to others in the greater community
in which we live.

DD Waiver Service Options



Employment & Day Services

- Individual Supported Employment
- Group Supported Employment
- Workplace Assistance Services
- Community Engagement
- Community Coaching
- Group Day Services

Self-Directed (SD) and Agency-Directed (AD) Options

- Consumer-Directed Services Facilitation*
- Personal Assistance Services (AD or SD)
- Respite (AD or SD)
- Companion (AD or SD)
- *Consumer-directed only



Crisis Support Options

- Community-Based Crisis Supports
- Center-based Crisis Supports
- Crisis Support Services

Medical & Behavioral Options

- Skilled Nursing
- Private Duty Nursing
- Therapeutic Consultation

Personal Emergency Response System (PERS)

Residential Options

- Independent Living Supports
- Shared Living
- Supported Living
- In-home Support Services
- Sponsored Residential
- Group Home Residential



Additional Options

- Assistive Technology
- Electronic Home-Based Services
- Environmental Modifications
- Individual and Family/Caregiver Training
- Transition Services
- Employment and Community Transportation
- Benefits Planning
- Community Guide (General and Housing)
- Peer Mentor Support Services



	BI	FI	CL	Service Descriptions
Employment and Day Options				
Individual Supported Employment	✓	✓	✓	Individual Supported Employment services are provided one-on-one by a job coach to an individual in an integrated employment or self-employment situation at or above minimum wage in a job that meets personal and career goals.
Group Supported Employment	✓	✓	✓	Group Supported Employment services are continuous support provided in regular business, industry and community settings to groups of two to eight individuals with disabilities and involves interactions with the public and with co-workers without disabilities.
Workplace Assistance Services		✓	✓	Workplace Assistance services are provided to someone who has completed job development and completed or nearly completed job placement training but requires more than typical job coach services to maintain stabilization in their employment. Workplace Assistance services are supplementary to job coach services; the job coach still provides professional oversight and coaching.
Community Engagement	✓	✓	✓	Community Engagement Services are provided in groups of no more than one staff to three individuals. Community Engagement fosters the ability of the individual to acquire, retain, or improve skills necessary to build positive social behavior, interpersonal competence, greater independence, employability and personal choice necessary to access typical activities in community life such as those chosen by the general population. These may include community education or training, retirement, and volunteer activities.
Community Coaching	✓	✓	✓	Community Coaching is a service designed for individuals who need one to one support in order build a specific skill or set of skills to address a particular barrier(s) preventing a person from participating in activities of Community Engagement.
Group Day Services	✓	✓	✓	Group Day Services are provided in groups of no more than one staff to seven individuals. They provide opportunities for peer interactions, community integration, career planning and enhancement of social networks. Supports may also be provided to ensure an individual's health and safety.
Self-Directed Options (*can also be agency-directed)				
Consumer-Directed Services Facilitation		✓	✓	Services Facilitation assists the individual or the individual's family/caregiver, or Employer of Record (EOR), as appropriate, in arranging for, directing, and managing services provided through the consumer-directed model of service delivery.
CD Personal Assistance Services*		✓	✓	Personal assistance services include support with activities of daily living, instrumental activities of daily living, access to the community, monitoring of self-administered medications or other medical needs, monitoring of health status and physical condition, and work-related personal assistance.
CD Respite*		✓	✓	Respite services are specifically designed to provide temporary, substitute care for that which is normally provided by the family or other unpaid, primary caregiver of an individual. Services are provided on a short-term basis because of the emergency absence or need for routine or periodic relief of the primary caregiver.
CD Companion*		✓	✓	Companion services provide nonmedical care, socialization, or support to adults, ages 18 and older. This service is provided in an individual's home or at various locations in the community.
Residential Options				
Independent Living Supports	✓			Independent Living Supports are provided to adults (18 and older) that offers skill building and support to secure a self-sustaining, independent

				living situation in the community and/or may provide the support necessary to maintain those skills.
Shared Living	✓	✓	✓	Shared Living is Medicaid payment for a portion of the total cost of rent, food, and utilities that can be reasonably attributed to a person who has no legal responsibility to support the individual and resides in the same household as the individual. Parents and spouses are excluded.
Supported Living		✓	✓	Supported Living services take place in an apartment/house setting operated by a DBHDS licensed provider and provides 'round the clock availability of staff services performed by paid staff who have the ability to respond in a timely manner. These supports enable an individual to acquire, retain, or improve skills necessary to reside successfully in their home and community.
In-home Support Services		✓	✓	In-Home Support services are residential services that take place in the individual's home, family home, or community settings and typically supplement the primary care provided by the individual, family or other unpaid caregiver. Services are designed to ensure the health, safety and welfare of the individual.
Sponsored Residential			✓	Sponsored Residential Services take place in a licensed or DBHDS authorized sponsored residential home with no more than two individuals are supported. They consist of supports that enable an individual to acquire, retain, or improve the self-help, socialization, and adaptive skills necessary to reside successfully in their home and community.
Group Home Residential			✓	Group Home Residential services are provided across 24 hours primarily in a licensed or approved residence that enables an individual to acquire, retain, or improve the self-help, socialization, and adaptive skills necessary to reside successfully in their home and community.
Crisis Support Options				
Community-Based Crisis Supports	✓	✓	✓	Community-based crisis supports are supports to individuals who may have a history of multiple psychiatric hospitalizations; frequent medication changes; enhanced staffing required due to mental health or behavioral concerns; and/or frequent setting changes. Supports are provided in the individual's home and community setting. Crisis staff work directly with and assist the individual and their current support provider or family. These services provide temporary intensive supports that avert emergency psychiatric hospitalization or institutional placement or prevent other out-of-home placement.
Center-based Crisis Supports	✓	✓	✓	Center-based crisis supports provide long term crisis prevention and stabilization in a residential setting (Crisis Therapeutic Home) through utilization of assessments, close monitoring, and a therapeutic milieu. Services are provided through planned and emergency admissions. Planned admissions will be provided to individuals who are receiving ongoing crisis services and need temporary, therapeutic interventions outside of their home setting in order to maintain stability. Crisis stabilization admissions will be provided to individuals who are experiencing an identified behavioral health need and/or a behavioral challenge that is preventing them from experiencing stability within their home setting.
Crisis Support Services	✓	✓	✓	Crisis support services provide intensive supports by appropriately trained staff in the area of crisis prevention, crisis intervention, and crisis stabilization to an individual who may experience an episodic behavioral or psychiatric crisis in the community which has the potential to jeopardize their current community living situation. This service shall be designed to stabilize the individual and strengthen the current living situation so the individual can be supported in the community during and beyond the crisis period.
Medical and Behavioral Support Options				

Skilled Nursing		✓	✓	Skilled Nursing is part-time or intermittent care that may be provided concurrently with other services due to the medical nature of the supports provided. These medical services that are ordered by a physician, nurse practitioner or physician assistant and that are not otherwise available under the State Plan for Medical Assistance.
Private Duty Nursing		✓	✓	Private Duty Nursing is individual and continuous care (in contrast to part-time or intermittent care) for individuals with a medical condition and/or complex health care need, certified by a physician, nurse practitioner, or physician assistant as medically necessary to enable the individual to remain at home, rather than in a hospital, nursing facility or Intermediate Care Facility for Individuals with Intellectual Disability (ICF-IID).
Therapeutic Consultation		✓	✓	Therapeutic consultation services are designed to assist the individual and the individual's family/caregiver, as appropriate, with assessments, plan design, and teaching for the purpose of assisting the individual enrolled in the waiver. This service provides expertise, training, and technical assistance in any of the following specialty areas to assist family members, caregivers, and other service providers in supporting the individual. The specialty areas are: (i) psychology, (ii) behavioral consultation, (iii) therapeutic recreation, (iv) speech and language pathology, (v) occupational therapy, (vi) physical therapy, and (vii) rehabilitation engineering.
Personal Emergency Response System (PERS)	✓	✓	✓	PERS is a service that monitors individual's safety in their homes, and provides access to emergency assistance for medical or environmental emergencies through the provision of a two-way voice communication system that dials a 24-hour response or monitoring center upon activation and via the individuals' home telephone system. While medication-monitoring services are also available, medication-monitoring units must be physician ordered and are not a stand-alone service.
Additional Options				
Assistive Technology	✓	✓	✓	Assistive technology is specialized medical equipment, supplies, devices, controls, and appliances, not available under the State Plan for Medical Assistance, which enable individuals to increase their abilities to perform activities of daily living (ADLs), or to perceive, control, or communicate with the environment in which they live, or which are necessary for life support, including the ancillary supplies and equipment necessary to the proper functioning of such technology.
Electronic Home-Based Services	✓	✓	✓	Electronic Home-Based Services are goods and services based on Smart Home® technology. This includes purchases of electronic devices, software, services, and supplies not otherwise provided through this waiver or through the State Plan, that would allow individuals to access technology that can be used in the individual's residence to support greater independence and self-determination.).
Environmental Modifications	✓	✓	✓	Environmental modifications physical adaptations to the individual's primary home, primary vehicle, or work site that are necessary to ensure the health and welfare of the individual, or that enable the individual to function with greater independence.
Individual and Family/Caregiver Training		✓		Training and counseling to individuals, families and caregivers to improve supports or educate the individual to gain a better understanding of his/her disability or increase his/her self-determination/self-advocacy abilities.
Transition Services	✓	✓	✓	Transition services are nonrecurring set-up expenses for individuals who are transitioning from an institution or licensed or certified provider-operated living arrangement to a living arrangement in a private residence where the person is directly responsible for his or her own living expenses.
Employment and Community Transportation Service	✓	✓	✓	This service is offered in order to enable individuals to gain access to an individual's place of employment or volunteer activity, other community services or events, activities and resources, homes of family or friends, civic organizations or social clubs, public meetings or other civic activities,

				and spiritual activities or events as specified by the support plan and when no other means of access is available. The goal of this service is to promote the individual's independence and participation in the life of the individual's community. Use of this service shall be related to the individual's desired outcomes as stated in the ISP. This service is offered in addition to medical transportation required under 42 CFR 431.53 and transportation services under the State Plan, defined at 42 CFR 440.170(a), and does not replace them.
Benefits Planning	✓	✓	✓	Benefits planning is an individualized analysis and consultation service. This service assists recipients of a DD Waiver and social security (SSI, SSDI, SSI/SSDI) to understand their personal benefits and explore their options regarding working, how to begin employment, and the impact employment will have on their state and federal benefits. This service includes education and analysis about current benefits status and implementation and management of state and federal work incentives as appropriate. Benefits planning involves the development of written resource materials that aid individuals and their families/legal representatives in understanding current and future rewards that come from working, thereby reducing uncertainties associated with losing necessary supports and benefits if they choose to work or stay on the job. This service facilitates individuals in making informed choices concerning the initiation of work. Furthermore, it provides information and education to individuals currently employed in making successful transition to financial independence.
Community Guide (General and Housing)	✓	✓	✓	Community guide services include direct assistance to promote individuals' self-determination through brokering specific community resources that lead to connection to and independent participation in integrated, independent housing or community activities so as to avoid isolation. This means that community guides investigate and coordinate as necessary the available naturally occurring community resources to facilitate the individual's participation in those resources of interest to the individual. Community guides provide information and directed assistance that aids the individual in developing supportive community relationships and exploring specific community resources that promote implementation of the person-centered plan. This service involves face-to-face contact with the individual to determine the individual's specific interests and exploration of community resources, which may lead to typical community activities or settings in which the individual will engage or reside. In addition, there is a component of supporting the individual that may occur without the individual present. Community guide services involve assisting the individual to identify the type of community options that maximize the individual's opportunities for meaningful engagement and growth in independence. The community guide shall provide the in-depth individualized assistance needed to connect with community activities and foster engagement distinct from the generic activities provided through routine support coordination. This service is designed to be short-term and periodic in nature.
Peer Mentor Support Services	✓	✓	✓	Peer mentor supports provide information, resources, guidance, and support from an experienced, trained peer mentor to an individual who is a waiver recipient. This service is delivered to waiver recipients by other individuals with developmental disabilities who are or have been service recipients, have shared experiences with the individual, and provide support and guidance to him. The service is designed to foster connections and relationships that build individual resilience. Peer mentor supports encourage individuals with developmental disabilities to share their successful strategies and experiences in navigating a broad range of community resources beyond those offered through the waiver with

				<p>waiver participants so that the waiver participant is better able to advocate for and make a plan to achieve integrated opportunities and experiences in living, working, socializing, and staying healthy and safe in his own life, as well as to overcome personal barriers which are inhibiting him from being more independent. Peer mentoring is intended to assist with empowering the individual receiving the service. This service is delivered based on the support needs of the individual as outlined in his person-centered plan. This service shall require the use of a peer support service administrative provider enrolled with DMAS that shall be responsible for directly coordinating the service and directly billing DMAS for reimbursement. This service is designed to be short-term and periodic in nature.</p>
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MLMC Services and Support Qualifications

	BI	FI	CL	Service Qualifications* <small>*All services require a provider participation agreement with DMAS</small>
Employment and Day Options				
Individual Supported Employment	✓	✓	✓	DARS vendor agreement
Group Supported Employment	✓	✓	✓	DARS vendor agreement
Workplace Assistance Services		✓	✓	DARS vendor agreement or DBHDS Non-Center Based Day Support License
Community Engagement	✓	✓	✓	DBHDS Non-Center Based Day Support License
Community Coaching	✓	✓	✓	DBHDS Non-Center Based Day Support License
Group Day Services	✓	✓	✓	DBHDS Day Support or Community-Based Day Support license.
Self-Directed and Agency-Directed Options				
Consumer-Directed Services Facilitation		✓	✓	Service Facilitators must have either (i) an associate's degree from an accredited college in a health or human services field or be a registered nurse currently licensed to practice in the Commonwealth or hold a multistate licensure privilege, and two years of satisfactory direct care experience supporting individuals with disabilities or older adults or children or (ii) a bachelor's degree in a non-health or human services field and a minimum of three years of satisfactory direct care experience supporting individuals with disabilities or older adults. They must also meet DMAS requirements for knowledge, skills and abilities, as well as requirements for criminal background checks. Initially and every five years thereafter, SFs must also complete the DMAS-approved consumer-directed services facilitator training and pass the corresponding competency assessment with a score of at least 80%.
Agency-Directed Personal Assistance Services		✓	✓	DBHDS-licensed Group Home provider, Residential provider or Supportive In-home Residential or Personal care agencies licensed by the Virginia Department of Health or that have accreditation from a CMS-recognized organization.
Agency-Directed Respite		✓	✓	DBHDS-licensed: Supportive In-home Residential services, Center-based respite services, In-home respite services, Out-of-home respite services, or Residential Respite services license (with licensing approval) or

				DSS foster care home for children, adult foster care home (for individuals outside of that home) or Personal care agencies licensed by the Virginia Department of Health or that have accreditation from a CMS-recognized organization
Agency-Directed Companion		✓	✓	Licensed by DBHDS as either a residential service provider, supportive in-home residential service provider, day support service provider, or respite service provider or shall meet the DMAS criteria to be a personal care service or respite care service provider. or Personal care agencies licensed by the Virginia Department of Health or that have accreditation from a CMS-recognized organization
Residential Options				
Independent Living Supports	✓			DBHDS Supportive In-home Residential Services License
Shared Living	✓	✓	✓	A DBHDS provider possessing a DBHDS license to provide DD services shall manage the administrative aspects of this service.
Supported Living		✓	✓	DBHDS Supervised Living Residential Services License or Supportive In-home Residential Services License
In-home Support Services		✓	✓	DBHDS Supportive In-home Residential Services License
Sponsored Residential			✓	DBHDS Sponsored Residential Home Services License
Group Home Residential			✓	DBHDS Group Home Residential, DSS-Approved Adult Foster Care Home or DBHDS Children's Residential Providers
Crisis Support Options				
Community-Based Crisis Supports	✓	✓	✓	Licensed by DBHDS as providers of mental health outpatient or crisis stabilization service-REACH (Regional Education Assessment Crisis Services Habilitation). Community-based crisis support service shall be provided by an LMHP, LMHP-supervisee, LMHP-resident, LMHP-RP, a certified pre-screener, QMHP, or QDDP
Center-based Crisis Supports	✓	✓	✓	Licensed by DBHDS as providers of Group Home Service-REACH (Regional Education Assessment Crisis Services Habilitation) or, for children, a residential group home-REACH for children and adolescents with co-occurring diagnosis of developmental disability and behavioral health needs. Center-based crisis support service shall be provided by a licensed mental health professional (LMHP), LMHP-supervisee, LMHP-resident, LMHP-RP, certified pre-screener, QMHP, QDDP, or a DSP under the supervision of one of the professionals listed.
Crisis Support Services	✓	✓	✓	Licensed by DBHDS as providers of outpatient crisis stabilization service, residential crisis stabilization service, or nonresidential crisis stabilization service. Providers shall employ or utilize QDDPs, licensed mental health professionals or other qualified personnel licensed to provide clinical or behavioral interventions.
Medical and Behavioral Support Options				
Skilled Nursing		✓	✓	A licensed registered nurse (RN) or licensed practical nurse (LPN), who is under the supervision of a licensed RN, employed by a DMAS-enrolled home health provider, or; (ii) a licensed RN or LPN, who is under the supervision of a licensed RN contracted with or employed by a DBHDS-licensed day support, respite, or residential services provider.
Private Duty Nursing		✓	✓	A licensed registered nurse (RN) or licensed practical nurse (LPN), who is under the supervision of a licensed RN, employed by a DMAS-enrolled home health provider, or; (ii) a licensed RN or LPN, who is under the supervision of a licensed RN contracted with or employed by a DBHDS-licensed day support, respite, or residential services provider.
Therapeutic Consultation		✓	✓	1. Psychology Consultation shall only be provided by the following individuals licensed in the Commonwealth of Virginia: (i) a psychologist, (ii) a licensed professional counselor, (iii) a licensed clinical social worker, (iv) a psychiatric clinical nurse specialist, or (v) a

				<p>psychiatrist. Behavior consultation shall only be provided by (i) a board-certified behavioral analyst or a board-certified associate behavior analyst or (ii) a positive behavioral supports facilitator endorsed by a recognized positive behavioral supports organization or who meets the criteria for psychology consultation.</p> <p>3. Speech Consultation shall only be provided by a speech-language pathologist who is licensed by the Commonwealth of Virginia.</p> <p>4. Occupational Therapy Consultation shall only be provided by an occupational therapist who is licensed by the Commonwealth of Virginia.</p> <p>5. Physical Therapy Consultation can shall only be provided by a physical therapist who is licensed by the Commonwealth of Virginia.</p> <p>6. Therapeutic Recreation Consultation shall only be provided by a therapeutic recreational specialist who is certified by the National Council for Therapeutic Recreation Certification.</p> <p>7. Rehabilitation Consultation shall only be provided by a certified rehabilitation engineer or certified rehabilitation specialist.</p>
Personal Emergency Response System (PERS)	✓	✓	✓	Home Health Provider, Personal Care Provider, Durable Medical Equipment (DME) Provider, hospital, or PERS Manufacturer
Additional Options				
Assistive Technology	✓	✓	✓	Durable medical equipment (DME) providers or CSBs with a DMAS agreement to provide AT
Benefits Planning	✓	✓	✓	Providers for this service are nationally certified Social Security Administration (SSA) Community Work Incentive Coordinators (CWIC) or Department of Aging and Rehabilitative Services (DARS) certified Work Incentive Specialist Advocate (WISA) approved vendor.
Community Guide	✓	✓	✓	Completed Person-Centered Thinking training AND <u>General Community Guide</u> : Community Connections <u>Community Housing Guide</u> : DBHDS Independent Housing Curriculum Modules 1-3 AND one of the following: Regional Fair Housing course offered by the VA Fair Housing Office or VHDA Rental Education Coursework
Electronic Home-Based Services	✓	✓	✓	EHBS service provider shall be one of the following: Medicaid-enrolled licensed personal care agency; Medicaid-enrolled durable medical equipment (DME) provider; CSB or BHA; Center for Independent Living; Licensed and Medicaid-enrolled home health provider; An EHBS manufacturer that has the ability to provide electronic home-based equipment, direct services (i.e., installation, equipment maintenance, and service calls), and monitoring; or Medicaid enrolled PERS manufacturer that has the ability to provide electronic home-based equipment, direct services (i.e., installation, equipment maintenance, and service calls), and monitoring services.
Environmental Modifications	✓	✓	✓	CSB/ BHS Medicaid-enrolled durable medical equipment provider who has a current, signed provider agreement with DMAS
Individual and Family/Caregiver Training		✓		Qualified provider types include: Staff of home health agencies, community developmental disabilities service agencies, developmental disabilities residential providers, community mental health centers, public health agencies, hospitals, clinics, or other agencies or organizations; and Individual practitioners, including licensed or certified personnel such as RNs, LPNs, psychologists, speech-language therapists, occupational therapists, physical therapists, licensed clinical social workers, licensed behavior analysts, and persons with other education, training, or experience directly related to the specified needs of the individual as set out in the ISP.
Peer Mentor Supports	✓	✓	✓	The administrating agency shall serve as enrolled DBHDS licensed provider of DD services or Center for Independent Living. Serve as the enrolled provider and maintain the documentation of the peer mentors qualifications, criminal background and Child Protective

				Registry (if under age of 18) checks, and other required documentation.
Transition Services	✓	✓	✓	Transition coordinators shall be employed by one of the following: a local government agency; a private, nonprofit organization qualified under 26 USC § 501(c)(3); or a fiscal management service with experience in providing this service. A qualified transition coordinator shall possess, at a minimum, a bachelor's degree in human services or health care and relevant experience that indicates the individual possesses the necessary KSAs. The transition coordinator shall be at least 21 years of age.
Employment and Community Transportation	✓	✓	✓	The service shall be offered through an administering agency that possesses any DBHDS license to provide services to individuals with developmental disabilities, a center for independent living, or a current provider of Benefits Planning, Group and/or Individual Supported Employment, or Workplace Assistance Services (Employment Service Organizations).

D. DD Waiver Service Rates (Fiscal Year 2024)

[Microsoft Word - My Life My Community Rate File Updated 6-4-2024 \(002\) \(AutoRecovered\).docx \(virginia.gov\)](#)

E. DD Waiver Regulations

<https://law.lis.virginia.gov/admincode/title12/agency30/chapter122>

F. DD Waiver Policy Manual: <https://vamedicaid.dmas.virginia.gov/manuals/provider-manuals-library>

Choose Developmental Disabilities Waiver Services on the left of the screen to access.

Getting the Appropriate License, Certification, Endorsement, and/or Vendor Agreement

What do you need to know? The License, Certification, Endorsement, and/or Vendor Agreement that is needed, as well as the regulations (DBHDS Licensing, Human Rights, CMS Home and Community Based Services, and DD Waiver) for the services you want to provide.

What do you need to do? Contact the appropriate Department(s) or Institution(s) to begin the process of being granted or issued the appropriate credentials.

A. Refer to “**MLMC Services and Support Qualifications**” above.

B. Services that require a DBHDS License

- Community Engagement
- Community Coaching
- Crisis Support Services
- Group Day Services
- Supported Living Residential Services

- In-home Support Services
- Independent Living Services
- Sponsored Residential
- Community-Based Crisis Supports
- Center-Based Crisis Supports
- Group Home Residential Services- Children

C. Services Requiring a DBHDS Licensed Provider for Administrative Purposes

- Employment and Community Transportation service
- Peer Mentor Supports
- Shared Living

D. Services That Require Either a DBHDS License or Other Agency License/Credential

- Group Home Residential
- Agency-Directed Respite
- Agency-Directed Personal Assistance Services
- Agency-Directed Companion
- Workplace Assistance Services

You can find the DBHDS licensing application and regulations on the Office of Licensing webpage here:

[Office of Licensing / Virginia Department of Behavioral Health and Developmental Services](#)

DBHDS Office of Licensing – CONNECT Web Portal

The CONNECT system is a Web Portal for providers and the Office of Licensing. The Web Portal allows providers to electronically submit all required paperwork such as initial applications, license renewal applications, service modifications, corrective action plans (CAPs) and variances. CONNECT is automated with specific workflows which expedites and streamlines the licensing processes and improves the transparency of data and communication with Office of Licensing staff, providing real-time information exchange and 24/7 account access. It is a self-service and paperless process for providers and deliver automated notifications of license renewals and other time-sensitive transactions. Providers can upload documentation with immediate alerts generated to the Office of Licensing staff. Lastly, CONNECT allows the Office of Licensing to address concerns from the provider community particularly related to progressive actions for serious incident reporting. This system allows the Office to determine progressive citations based on the percentage of late reporting incidents over the provider's total number of incident reports. Within CONNECT there is a portal interface for licensed providers that offers online access to provider licensing data.

Additional Details about the Benefits and Features of the CONNECT Provider Portal:

- Licensed Provider Dashboard – The dashboard is the main page for providers to access everything they need regarding licensed services. From the dashboard, providers have access to “provider inquiry” tools to communicate online with the Office of Licensing.
- Managing Users – We expect that each provider organization may have additional users beyond the Owner(s)/Main Authorized Contacts. Once the Owner(s)/Main Authorized Contacts register to access CONNECT, providers is able to manage additional authorized users within the licensed organization and give specialized access to those responsible for various functions in the organization. For example, coordinating background checks, submitting modifications, submitting renewals, and responding to licensing reports with Corrective Actions Plans (CAPs).
- Background Checks – Providers will set up the organization’s background check contacts; view the criminal background check status; receive eligibility status via email; and have the ability to print a copy of the eligibility letter, if needed. Only those individuals assigned as background check contacts will be able to view any background check information in CONNECT.

There is a training video for CONNECT on the Office of Licensing Homepage.

Please contact the Office of Licensing or assigned Licensing Specialist regarding any questions related to becoming licensed and the Licensing Regulations.

E. Services Requiring a License Related to their Profession

Skilled Nursing
Private Duty Nursing
Therapeutic Consultation

F. Consumer-Directed Model Services –Require a Services Facilitator or a Family Member Acting in that Role

Companion services
Personal assistance services
Respite services

G. Services Requiring Other Criteria/Requirements

(See “**MLMC Services and Support Qualifications**” chart above)

Personal Emergency Response System (PERS)
Assistive Technology
Benefits Planning
Community Guide
Electronic Home-Based Services
Environmental Modifications
Individual and Family/Caregiver Training
Transition Services
Group and Individual Supported Employment Services
Services Facilitation Service

H. Provider Readiness and Education Program (PREP)

Not required, but highly recommended.

This program is by invitation only for potential providers that are in the process of getting a DBHDS license. It is offered 2 times per year.

It is designed for prospective DBHDS licensed providers of Developmental Disability (DD) Waiver Services. The goals of the program for providers are to:

- Obtain expanded professional knowledge and understanding of the expectations for providers of Developmental Disability (DD) waiver services.
- Become knowledgeable about Virginia’s DD services system and key players.
- Become knowledgeable about key initiatives and priorities impacting DD waiver systems and services.
- Become knowledgeable about the process and activities associated with becoming a Medicaid provider of DD waiver services.
- Obtain information and resources that facilitate their success in becoming a quality provider of DD waiver services.

Additional goals are to:

- Create a network of quality providers in Virginia.

- Support potential providers in understanding expectations, regulations, provider requirements, and best practices.
- Give potential providers the tools they need to be successful.

I. Office of Human Rights

For Providers who must meet requirements for Human Rights compliance

Prior to receiving a DBHDS license, new providers must develop policies that are in compliance with the Human Rights Regulations. Prospective providers are required to email their Complaint Resolution Policy and the Human Rights Compliance Verification Checklist to the Office of Human Rights for approval. The Office of Licensing will notify you when it is time to contact the Office of Human Rights in order to submit this information.

The DBHDS Human Rights Regulations can be accessed using this link: <https://law.lis.virginia.gov/admincode/title12/agency35/chapter115/>

Please contact the Office of Human Rights regarding any questions related to compliance with the Human Rights Regulations. You can access the Office of Human Rights Contact Information as well as a copy of the Human Rights Compliance Verification Checklist, an overview of the new provider Human Rights process, and other provider resources on the Human Rights webpage, using the following link:

<https://www.dbhds.virginia.gov/quality-management/human-rights>

After getting the appropriate License, Certification, Endorsement, and/or Vendor Agreement

What do you need to know? The bigger picture of navigating the DD Waiver system, and the content of the Home and Community Based Settings requirements. In addition, you need to know how to apply for a DD Waiver Provider Participation Agreement with DMAS.

What do you need to do? Review the information and use the links to locate additional information to review. It is important that you are well informed, so take your time. Refresh your knowledge about the DD Waiver regulations that pertain to your services. Review latest Medicaid Memos and Bulletins. Register for both Constant Contact sites to remain fully informed.

A. Navigating the DD Waiver

<https://www.mylifemycommunityvirginia.org/taxonomy/mlmc-menu-zone/waiver-information>

B. Home and Community Based Services (HCBS) Settings Regulation Compliance

All new providers of DD Waiver group home residential, sponsored residential, supported living, group supported employment, and group day services MUST be in full compliance with the CMS HCBS settings regulations before completing the DMAS participation agreement.

HCBS Regulations require that the setting...

Use this link to access HCBS toolkit:

<https://www.dmas.virginia.gov/for-providers/long-term-care/waivers/home-and-community-based-services-toolkit/>

You must have a DMAS HCBS compliance letter prior to completing your DMAS enrollment application. As you enter the final phase to initiate the HCBS review process, you can contact your CRC Individual Team for inquiries.

C. Complete DD Waiver application

The next step is to obtain a DMAS participation agreement required for all DD Waiver services providers except VDH Licensed Home Health agencies. A Home Health agency with an existing agreement can provide DD Waiver Personal Assistance, Respite, or Companion services without an additional DMAS participation agreement, but they must meet all the DD Waiver requirements and use the DD Waiver billing codes. You can use the link below to access the Provider Enrollment page: [MES Training Landing Page | MES \(virginia.gov\)](#)

The provider designated in the participation agreement must directly provide the services accordingly and bill DMAS for reimbursement

FYI for out of state providers: in order to enroll as DD Waiver Provider in Virginia, you will need to establish a presence in-state. Setting up a P.O. Box address or using a mailbox store which offers a physical address will not suffice, as you will need a real physical address that includes a location where there is a work station and records can be stored.

D. DD Waiver Regulations and Policy Manual

Regulations: <https://law.lis.virginia.gov/admincode/title12/agency30/chapter122>

Manual: <https://vamedicaid.dmas.virginia.gov/manuals/provider-manuals-library>

Choose “Developmental Disabilities Waiver Services” on the left of the screen to access.

Medicaid Memos and Bulletins: <https://vamedicaid.dmas.virginia.gov/provider/library>

E. Constant Contact (Provider Development)

Link to register for Constant Contact (This is the main platform used to distribute new information to DD Waiver providers):

<https://lp.constantcontactpages.com/su/Z8Uy2i7/providernetwork>

F. Constant Contact (Office of Licensing and Office of Human Rights)

Register to receive important updates directly from the Offices of Licensing and Human Rights: <https://bit.ly/2ZpumCx>

After getting your Provider Participation Agreement from the Department of Medical Assistance Services (DMAS)

What do you need to know? More about the regulations and services to prepare to start services. DD Waiver training requirements and resources. Jump Start resources to fund starting up or expanding existing services. Learn about the VA PC ISP, especially the Plan for Supports (Part V). Learn about the Waiver Management System (WaMS) and its use, billing resources, and other Medicaid requirements.

What do you need to do? Read and closely review the materials in this section. Re-review all of the information to ensure you are prepared to begin providing services. Contact your Provider Development CRC with any questions.

A. Direct Support Professional (DSP) Orientation and Competencies

<https://dbhds.virginia.gov/developmental-services/provider-development/ctp-pd/ctp-required-training/>

B. Jump Start Funding

Jump Start is a program that provides grants to organizations that are starting or expanding any of the eligible services listed below. Be sure to check eligibility requirements before proceeding with applying. Use this link to find more information regarding Jump Start:

<https://dbhds.virginia.gov/developmental-services/provider-development>

Questions regarding Jump-Start can be sent to Jumpstart@dbhds.virginia.gov

C. Part V – Plan for Supports training

Part V – Plan for Supports training is offered virtually and live every 2 – 3 months. If not completed already, register for Provider Development Constant Contact to receive notices about upcoming training opportunities. Another opportunity for training is an on-demand version of the Part V training that can be accessed at:

Sign up on the Commonwealth of Virginia Learning Center <https://covlc.virginia.gov/> as a DBHDS External Entity:

<https://dbhds.virginia.gov/library/developmental%20services/dbhds%20external%20entities%20domain%20guide.pdf>

After you have logged in, you can access the training by searching keywords, “Part V,” “Plan,” or “PFS.”

The training is on-demand and takes approximately 1 hour to complete.

D. Access to WaMS and WaMS training materials

Getting access to Waiver Management System (WaMS)

WaMS is the system used for service authorization and where the Individual Support Plan is entered or uploaded. First, the provider must be an active Medicaid provider with DMAS. Once they have been notified by DMAS that they are active, they can register for a WaMS account.

Training manuals, webinars, FAQs, and support documents (“Job Aids”) can be found on the home page of WaMS. After you click on the “Training Manuals, Webinars, and FAQs” section, scroll down to the “Provider” section. The “ISP 3.4 User Guide” is a good place to

start. There is also a “Technical Support” section in which you can find ways to contact the Help Desk. Link to instructions to register for WaMS access:

https://dbhds.virginia.gov/wp-content/uploads/2025/02/JA_WaMS_NewProvider-Register-for-WaM-032924-1.pdf

E. List of Excluded Entities and Individuals (LEIE) required checks

On a monthly basis, providers must screen and document the names of all new and existing employees and contractors to determine whether any are excluded from eligibility for payment from federal health care programs, including Medicaid. See <http://www.olg.hhs.gov/fraud/exclusions/exclusions%20list.asp>. Immediately upon learning of an exclusion, the information must be reported to DMAS (email to providerexclusion@dmass.virginia.gov).

<https://vamedicaid.dmass.virginia.gov/memo/excluded-individuals-entities-state-federal-healthcare-programs>

F. On-Going Training Opportunities

Be sure you have registered for both the Provider Development and Licensing/Human Rights Constant Contact sites (See Items F. and G. under “After getting the appropriate License, Certification, Endorsement, and/or Vendor Agreement”). Providers will receive a variety of information and updates including training opportunities via these platforms.

Training specific to the Human Rights Regulations including topics such as Reporting in the Computerized Human Rights Information System and Investigating Abuse, Neglect and Exploitation can be found at <https://dbhds.virginia.gov/quality-management/human-rights/provider-resources/>

Person Centered Thinking (PCT) and associated classes can be found at www.personcenteredpractices.org. PCT training is required for Community Guide services and is highly recommended for all other services.

G. Registering your organization. This is the location for individuals, families, and Support Coordinators to search for providers. Review the information about the badges along with registering.

My Life, My Community – Register Provider Profile

<https://mylifemycommunityvirginia.org/providers>

Scroll down to “Register or Verify a New Provider Profile.”

Resources

In addition to private providers, Virginia’s Behavioral Health, and Developmental Services community is comprised of 40 locally-run Community Services Boards (CSBs)/Behavioral Health Authorities (BHAs). The CSBs/BHAs and facilities serve children and adults who have/or who are at risk of mental illness and developmental disabilities.

Programs and Services Links

Business Acumen Toolkit

<https://www.advancingstatesiq.org/course/index.php?categoryid=43>

Navigating the DD Waiver

<https://www.mylifemycommunityvirginia.org/taxonomy/mlmc-menu-zone/waiver-information>

DD Waiver Service Rates (Fiscal Year 2022)

[My Life My Community Rate File \(virginia.gov\)](#)

DD Waiver Final Regulations

<https://law.lis.virginia.gov/admincode/title12/agency30/chapter122>

Community Resource Consultants (for technical assistance including the PC ISP):

[Provider Development / Virginia Department of Behavioral Health and Developmental Services](#)

(Contact information under “Announcements” & “Contacts”)

Jump Start Funding

<https://dbhds.virginia.gov/developmental-services/provider-development>

Office of Licensing:

[Office of Licensing / Virginia Department of Behavioral Health and Developmental Services](#)

Office of Human Rights:

<https://www.dbhds.virginia.gov/quality-management/human-rights>

Person-Centered Thinking Training:

<http://www.personcenteredpractices.org/>

Online DSP-Orientation Training for Supervisors:

<https://dbhds.virginia.gov/developmental-services/provider-development/ctp-pd/ctp-required-training>

Settlement Agreement information at DBHDS:

<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/doj-settlement-agreement>

Home and Community Based Services (HCBS) requirements:

<https://www.dmas.virginia.gov/for-providers/long-term-care/waivers/home-and-community-based-services-toolkit/>

Link to billing information: <http://www.dbhds.virginia.gov/developmental-services/provider-development> (Scroll to the bottom page - link to training is under "Additional Resources").

Link to CSB/BHA information: <http://www.dbhds.virginia.gov/community-services-boards-csbs>

Senior Navigator/My Life, My Community:

<https://mylifemycommunityvirginia.org/>

Senior Navigator – Register Provider Profile

<https://mylifemycommunityvirginia.org/providers>

Scroll down to “Register or Verify a New Provider Profile”

VA Association of CSBs:

<http://www.vacsb.org/>

Department of Medical Assistance Services (DMAS) Provider Portal:

[Home](#) | [MES \(virginia.gov\)](#)

HCBS Toolkit

<https://www.dmas.virginia.gov/for-providers/long-term-care/waivers/home-and-community-based-services-toolkit/>