

DBHDS-DMAS RESOURCE LISTING MARCH 2025

DBHDS or DMAS	Applicable Service DX	Resource Offered	Website Links/Resources	Subject Matter Expert (SME)	Dept Email Contact
DBHDS-Background Investigations Unit (BIU)	MH/SU/DD	<p>Under §§37.2-416 and 416.1 of the Code of Virginia, every DBHDS-licensed provider shall require any applicant who accepts employment in a direct consumer care position or supervises a direct consumer care position to undergo a fingerprint based national criminal background check. Private providers who have received preliminary approval by the Office of Licensing of their licensing application policies, procedures and forms, may then register with the Background Investigations Unit as referenced below.</p> <p>Under §37.2-408.1 every DBHDS-licensed Children’s Residential facility is required to conduct fingerprint-based criminal history for all employees, students, interns, volunteers, and contractors. The results of these background checks must be received prior to permitting an applicant to work.</p> <p>All DBHDS licensed providers (Adult and Children) are required to initiate checks of child abuse and neglect for applicants through the Virginia Department of Social Services (VDSS) Central Registry. Obtain the required Central Registry form from the VDSS web site or email crs_operations@dss.virginia.gov.</p>	Background Investigation Unit	Malinda Roberts, BIU Supervisor	backgroundinvestigations@dbhds.virginia.gov 804-385-6523

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DBHDS-Office of Integrated Health (OIH)	DD	The Office of Integrated Health (OIH) was established by the Department of Behavioral Health and Developmental Services (DBHDS) to serve as a resource for information related to healthcare, wellness, healthcare providers, safety and health and safety related services within the Commonwealth. The OIH webpage provides health and safety alerts, newsletters, health and safety related training and education resources, long term care information, and how to request support from the Mobile Rehab Engineering and Dental Programs.	Office of Integrated Health	Susan Moon, Integrated Health Supports Network Director	susan.moon@dbhds.virginia.gov
DBHDS-Health Support Network (HSN) • Dental Mobile Rehab Engineering Community Nursing	DD	The HSN under the umbrella of the Office of Integrated Health (OIH) has looked to provide progressive, excellence-based programs and services to address the unique needs of the Commonwealth as a whole and specific to regional concerns. The HSN’s design presented in the initial concept paper of 2014 identified short term and long term concentrations of effort. Short term: Identifying gaps in services and supports to immediately improve the quality of care and health Long-term: Building the infrastructure of health professional knowledge through outreach and education Over the last two years, the HSN has	Office of Integrated Health	Dental Program Manager: Casey Tupea Mobile Rehab Engineering Team Lead: Mike Preston Registered Nurse Care Consultant Team Lead: Tammie Williams	casey.tupea@dbhds.virginia.gov mike.preston@dbhds.virginia.gov tammie.williams@dbhds.virginia.gov

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		<p>focused primarily on ensuring the implementation of the short-term goals while addressing long-term goal issues as they present. Currently the HSN has three programs that were designed and implemented from the ground up: Dental, Mobile Rehab Engineering, and Community Nursing.</p>			
<p>DBHDS-Office of Provider Network Supports -Community Resource Consultants (CRC)</p>	<p>DD</p>	<p>The Office of Provider Network Supports focuses on developing and sustaining a qualified community of providers in Virginia so that people who have developmental disabilities and their families have choice and access to options that meet their needs. Here you will find resources from Provider Development including information on becoming a provider, information about Virginia’s Person-Centered ISP, who to contact for technical assistance, and various training resources.</p>	<p>Office of Provider Network Supports</p> <p>My Life My Community Home VirginiaNavigator</p> <p>Virginia Waiver Management System (WaMS)</p>	<p>Provider Network Supports Director: Eric Williams</p> <p>System Team Lead: Kim Snider</p> <p>Providers Team Lead: Barry Seaver</p> <p>Individual and Family Waiver Lead: Ronnitta Clements</p>	<p>eric.williams@dbhds.virginia.gov</p> <p>kimberly.snider@dbhds.virginia.gov</p> <p>barry.seaver@dbhds.virginia.gov</p> <p>ronnitta.clements@dbhds.virginia.gov</p>

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<p>DBHDS-Wavier Systems</p>	<p>DD</p>	<p>The Virginia Developmental Disabilities Home and Community-Based Services (HCBS) Waivers help eligible people with a developmental disability (DD) to receive services and supports in the community. Waivers fund a variety of supports including those that:</p> <ul style="list-style-type: none"> Provide medical care Enable employment Enable community living Provide behavioral interventions Provide home modifications and assistive technology that help people avoid living in a nursing home or other institution. 	<p>Waiver Services Waiver-TYPES-SERVICES 3.2021 -w-Descriptions-color-</p>	<p>Nicole DeStefano, Waiver Systems Director</p> <p>Sam Pinero, Waiver Operations Manager Ken Haines, Regional Supports Manager Maureen Kennedy, SIS Quality Manager Carrie Ottoson, Community Programs Manager/Customized Rates</p>	<p>nicole.destefano@dbhds.virginia.gov sam.pinero@dbhds.virginia.gov kenneth.harris@dbhds.virginia.gov maureen.kennedy@dbhds.virginia.gov carrie.ottoson@dbhds.virginia.gov</p>
<p>DBHDS-Division of Crisis Services & REACH</p>	<p>MH/DD</p>	<p>The Division of Crisis Services was established in 2023 and is comprised of the office Crisis Services and the office of Crisis Operations, which work together to develop and maintain the Commonwealth’s continuum of crisis care, by ensuring that there is always someone to call, someone to respond, and somewhere to go.</p> <p>REACH is an acronym that stands for Regional Education Assessment Crisis Services Habilitation. The REACH program is a component of the Virginia Crisis Continuum of Care. It was established to serve individuals diagnosed with a developmental disability (DD) who reside within the</p>	<p>Division of Crisis Services</p>	<p>Curt Gleeson, Assistant Commissioner of Crisis Services</p> <p>April Dovel, Director of Crisis Services</p> <p>Sharon Bonaventura, MA, LBA, REACH SME</p>	<p>curt.gleeson@dbhds.virginia.gov april.dovel@dbhds.virginia.gov sharon.bonaventura@dbhds.virginia.gov</p>

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		Commonwealth of Virginia. REACH services are available within each of the Commonwealth's five regions: Region I (Western), Region II (Northern), Region III (Southwestern), Region 4 (Central), and Region 5 (Eastern).			
DBHDS-Assertive Community Treatment Service (ACT)	MH/SU	"Assertive community treatment service" or "ACT" means a self-contained interdisciplinary community-based team of medical, behavioral health, and rehabilitation professionals who use a team approach to meet the needs of an individual with severe and persistent mental illness.	https://library.samhsa.gov/product/assertive-community-treatment-act-evidence-based-practices-ebp-kit/sma08-4344 https://www.institutebestpractices.org/tmact-fidelity/ http://library.samhsa.gov/sites/default/files/pep23-06-05-003.pdf https://uwspiritcenter.org/ https://www.healthknowledge.org/	Meredith Nusbaum, Manager Jeffrey VanArnam, Adult Mental Health Service Manager	meredith.nusbaum@dbhds.virginia.gov jeffrey.VanArnam@dbhds.virginia.gov
DBHDS-Substance Use Department	SU	How to Get Help in Virginia Virginia's community services boards (CSBs) are the primary point of entry into the Commonwealth's public behavioral health and developmental services system. CSBs provide treatment for mental health issues, substance use and addiction, and intellectual and developmental disabilities for adults and children. Every county and city in the state has	DBHDS-Substance Use Disorder Services	Candace Roney, Director of Substance Use Services	candace.roney@dbhds.virginia.gov

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		<p>an assigned CSB. To locate the CSB nearest to you, click here. You can also visit the federal Substance Abuse and Mental Health Services Administration (SAMHSA) treatment locator website. On that page, you can search for providers by zip code.</p> <p>More Information</p> <p>Click here for Curb the Crisis – A website intended as a comprehensive resource for all Virginians in the fight against opioid misuse and overdose throughout the commonwealth. At Curb the Crisis you can get information about prevention, rescue, recovery, and treatment options.</p> <p>Click here for REVIVE – REVIVE provides training for all interested Virginians on how to recognize and respond to an opioid overdose emergency with the administration of naloxone (Narcan®). At REVIVE you can check for upcoming training, resources, house bills, and other events related to responding to an overdose emergency.</p>			
<p>DBHDS-Office of Recovery Services</p>	<p>SU/MH</p>	<p>The Office of Recovery Services trains and educates the leveraging of personal lived and living experiences to support self-defined recovery pathways and lifestyles. We are subject matter experts in recovery supports to include recovery housing standards and recovery data</p>	<p>Office of Recovery Services</p>	<p>Alethea Lambert, Director</p> <p>Tiffani Wells, Recovery Residence Quality Assurance Coordinator</p>	<p>Alethea.lambert@dbhds.virginia.gov</p> <p>Tiffani.wells@dbhds.virginia.gov</p>

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		outcomes to showcase the power of Virginia’s recovery workforce on Virginia’s behavioral health continuum of care.		Mary McQuown, Recovery Workforce Development Coordinator	Mary.mcquown@dbhds.virginia.gov
DBHDS-Mental Health	MH	How to Get Help for Mental Health Issues Virginia’s community services boards (CSBs) are the primary point of entry into the Commonwealth’s public behavioral health and developmental services system. CSBs provide treatment for mental health issues, substance use and addiction, and intellectual and developmental disabilities. There is a CSB that serves every county and city in the state. To locate the CSB nearest to you, click here . You can also visit the federal Substance Abuse and Mental Health Services Administration (SAMHSA) treatment locator website at https://findtreatment.samhsa.gov/ . On that page, you can search for providers by zip code.	DBHDS-Mental Health Services		
DBHDS-Office of Behavioral Health Wellness	MH/SU	The Office of Behavioral Health Wellness is responsible for promoting behavioral health wellness through a comprehensive array of strategies proven to reduce substance use and promote mental health. Substance use and mental illness share some common risk and protective factors. As a result of reducing risk factors and increasing protective factors for substance use, not only will	DBHDS-Office of Behavioral Health Wellness https://www.virginiapreventionworks.org/ https://www.lockandtalk.org/	Colleen Hughes, Director of Office of Behavioral Health Wellness	colleen.hughes@dbhds.virginia.gov

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		substance use prevalence consumption and related consequences be reduced, but prevention of mental illness may be impacted as well.			
DMAS-Provider Enrollment	MH/DD/SU	Start your enrollment process at the Provider Enrollment home page to start/resume a new enrollment/revalidation. Medicaid fee-for-service and Managed Care Organization (MCO) network providers need to enroll in PRSS and revalidate enrollment at least every five years. As one of our valued providers, it is important that you complete your revalidation before the due date to avoid disenrollment.	Provider Enrollment Home Page		For provider enrollment inquiries, contact the Virginia Medicaid Provider Enrollment Helpdesk by phone at 804-270-5105 or 888-829-5373.
DMAS-Medicaid Enterprise System (MES)	MH/DD/SU	DMAS has a new technology platform called the Medicaid Enterprise System (MES). MES is made up of technology modules specific to all areas of Virginia Medicaid and designed specifically for our Provider network. The MES portal offers many resources for Providers, including comprehensive training, revalidation, access to Medicaid memos and bulletins, provider manuals and more.	MES Home Page	MES-HelpDesk	MES-Assist@dmas.virginia.gov
DMAS-Provider Resources	MH/DD/SU	Subsection of the MES Platform where providers may locate Program Manuals, Medicaid Memos, and Bulletins	For Providers MES	MES-HelpDesk	MES-Assist@dmas.virginia.gov