DBHDS

DBHDS Office of Licensing

Initial Applicant Orientation

Guiding Applicants through the DBHDS Licensed Provider Application Process

2025

DBHDS

Provider Responsibilities

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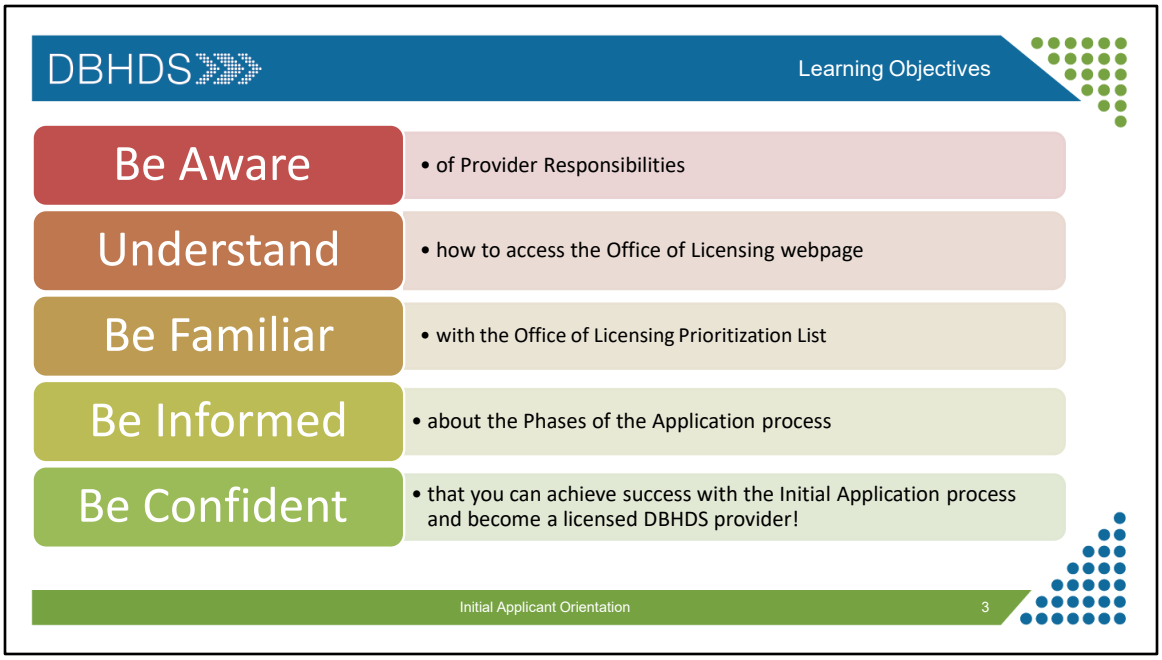
Licensing, Policy and Administrative Manager



Today's learning objectives are:

Be Aware of Provider Responsibilities

Understand how to access the Office of Licensing webpage

Be Familiar with the Office of Licensing Prioritization List

Be Informed about the Phases of the Application process

Be Confident that you can achieve success with the Initial Application process and become a licensed DBHDS provider!

Let's get right into it. First we'll talk about the responsibilities of the Provider, or Applicant, and why these are important.

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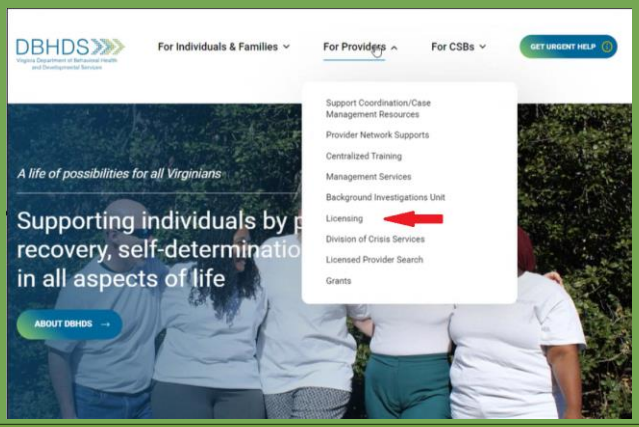
How to Find the Office of Licensing Website

www.dbhds.virginia.gov



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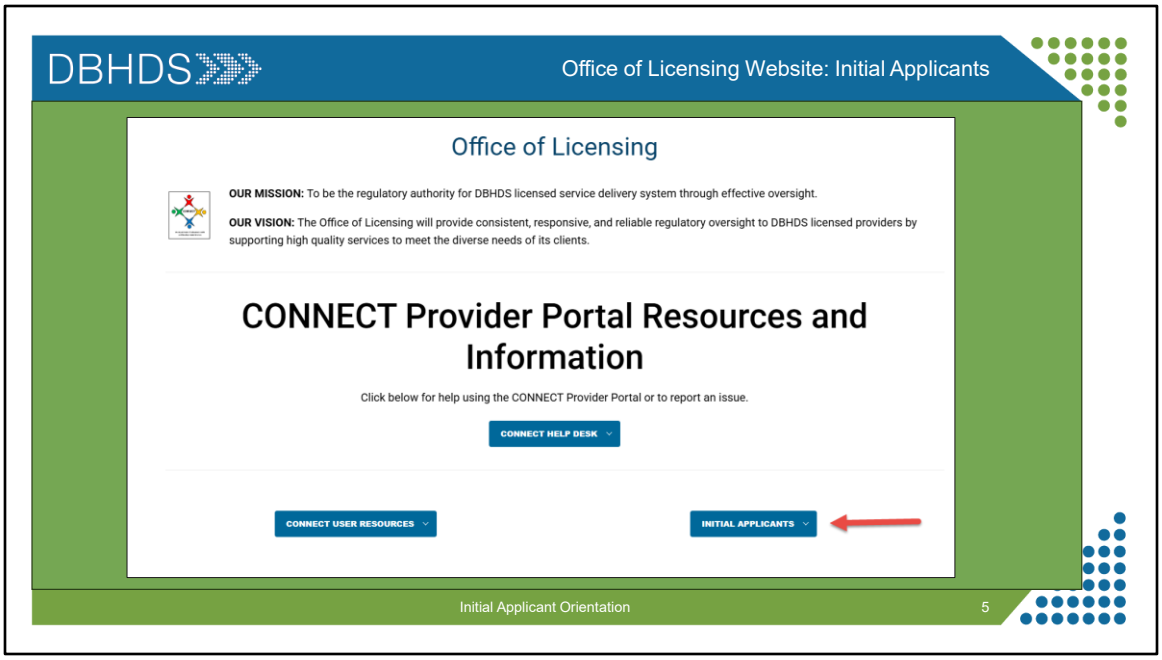
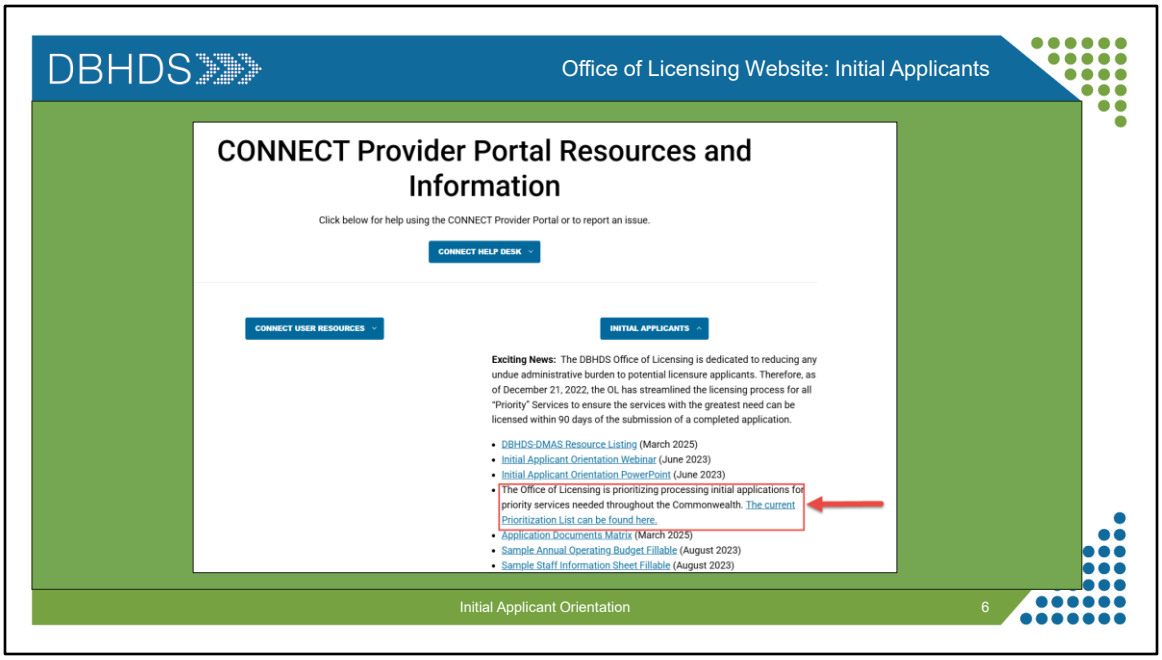
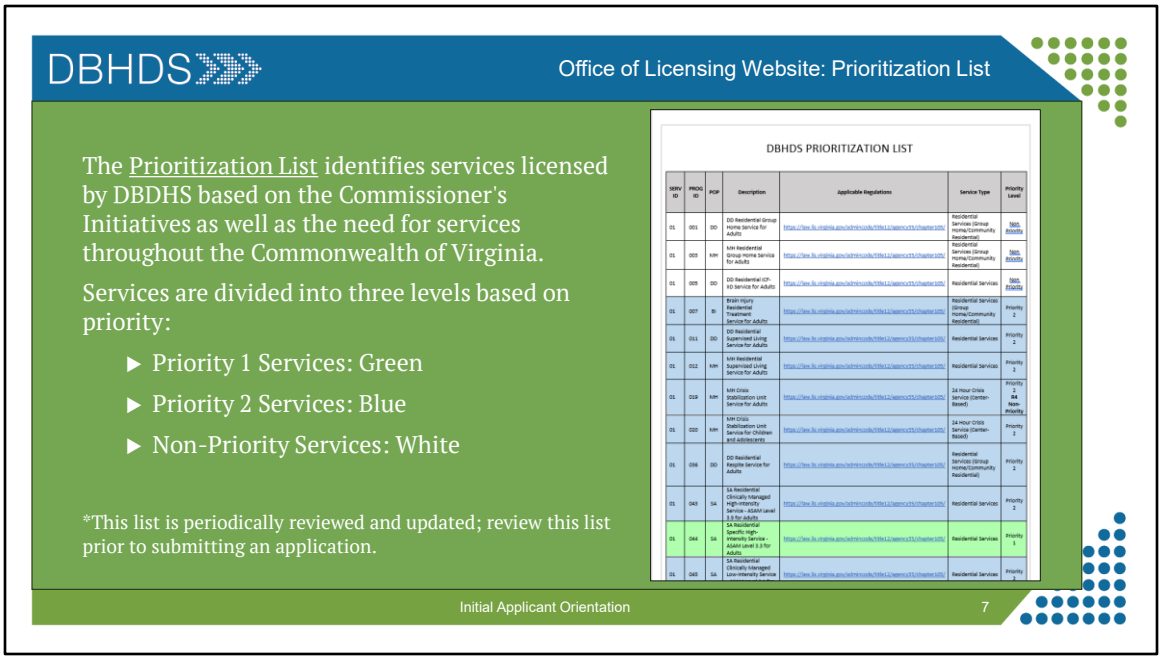
One of the most vital responsibilities of the applicant or provider is to stay informed using the Office of Licensing webpage. The Office of Licensing's webpage is a great place to find information related to the application process. To access the page, simply type DBHDS into your search engine and go to our main webpage. You will then go to "For Providers" and scroll down to the "Licensing" page. Once you select "Licensing" you will be on our main Licensing webpage.



To find information related to Initial Applicants – navigate to the center of the page and click the blue button labeled- "initial applicants"



Here you will find many useful resources including the current Prioritization List, important memos and information related to "Home and Community Based Services. "

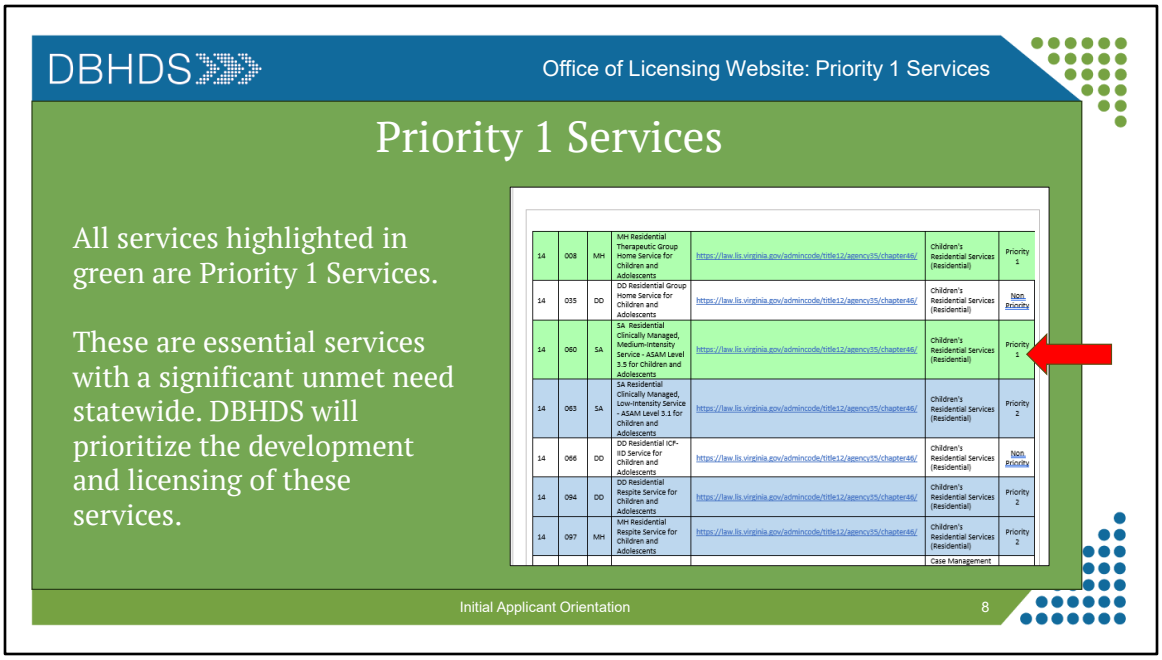


The DBHDS Prioritization List: The Office of Licensing is dedicated to reducing any undue administrative burden to potential licensure applicants. We have streamlined the licensing process for all “Priority” Services to ensure the services with the greatest need are able to reach the ideal goal, to be licensed within 90 days of the submission of a completed application. The Prioritization list identifies over 60 services licensed by DBDHS. These services are prioritized based on the Commissioner's Initiatives as well as the need for services throughout the Commonwealth of Virginia.

Services are divided into three categories based on priority. The services highlighted in green are Priority 1 Services and the services highlighted in blue are Priority 2 Services. Services not highlighted are Non-Priority Services.

*Please note this list is periodically reviewed and updated, therefore it's important to ensure you review this list *before* submitting an application.

Now we’ll review each priority level in more detail.



Priority 1 Services: All services highlighted in green are Priority 1 Services. These are essential services with a significant unmet need statewide. DBHDS will prioritize the development and licensing of these services.
At times the waitlist can experience a backlog of priority applications due to the high volume of submissions and competing Commissioner initiatives. The goal is to assign completed Priority 1 service applications within 5–10 business days to a Policy Review Specialist.

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Office of Licensing Website: Priority 2 Services

Priority 2 Services

All services highlighted in blue are Priority 2 Services.

Priority 2 Services are adequately available in some areas but still benefit from continued development.

14	008	MH	MH Residential Therapeutic Group Home Service for Children and Adolescents	https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/	Children's Residential Services (Residential)	Priority 1
14	035	DD	DD Residential Group Home Service for Children and Adolescents	https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/	Children's Residential Services (Residential)	Non Priority
14	060	SA	SA Residential Clinically Managed, Medium-Intensity Service - ASAM Level 3.5 for Children and Adolescents	https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/	Children's Residential Services (Residential)	Priority 1
14	063	SA	SA Residential Clinically Managed, Low-Intensity Service - ASAM Level 3.1 for Children and Adolescents	https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/	Children's Residential Services (Residential)	Priority 2
14	066	DD	DD Residential ICF-IID Service for Children and Adolescents	https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/	Children's Residential Services (Residential)	Non Priority
14	094	DD	DD Residential Respite Service for Children and Adolescents	https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/	Children's Residential Services (Residential)	Priority 2
14	097	MH	MH Residential Respite Service for Children and Adolescents	https://law.lis.virginia.gov/admincode/title12/agency35/chapter46/	Children's Residential Services (Residential)	Priority 2
16	003	SA	SA Case Management Service	https://law.lis.virginia.gov/admincode/title12/agency35/chapter105/	Case Management (Non-Center Based/ Home	Non Priority

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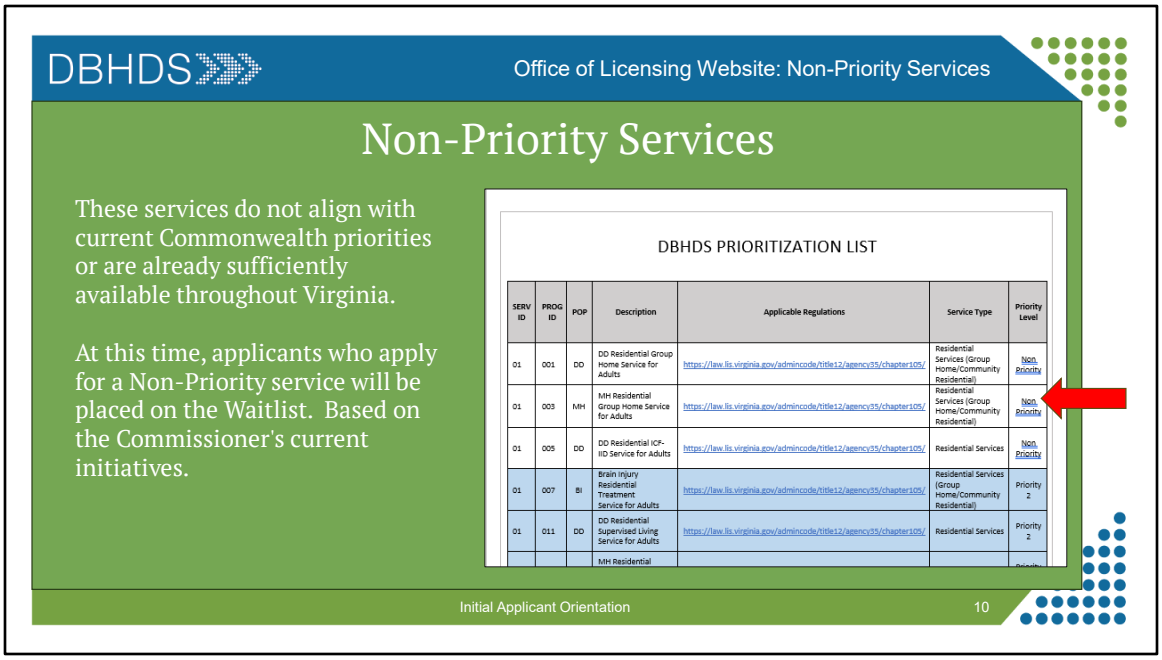
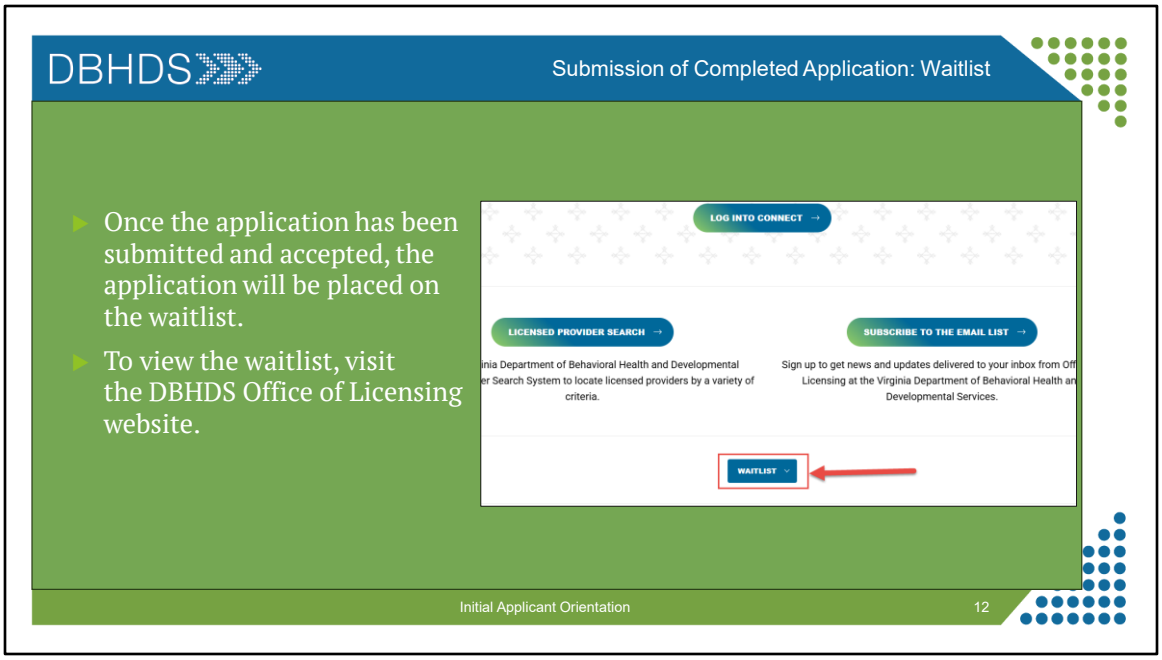
Priority 2 Services: Priority 2 Services are adequately available in some areas but still benefit from continued development.
At times the waitlist can experience a backlog of priority applications due to the high volume of submissions and competing Commissioner initiatives. The goal is to assign completed Priority 2 service applications within 21 business days to a Policy Review Specialist.

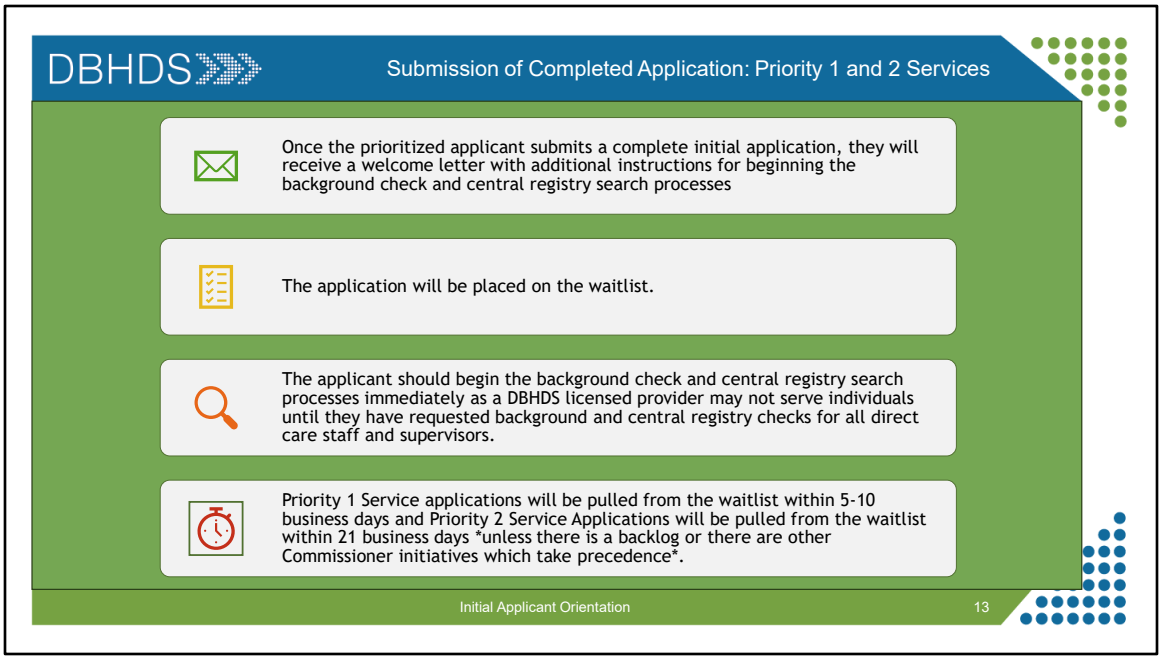


Non-Priority Services: These services do not align with current Commonwealth priorities or are already sufficiently available throughout Virginia.
At this time, applicants who apply for a Non-Priority service will be placed on the waitlist.

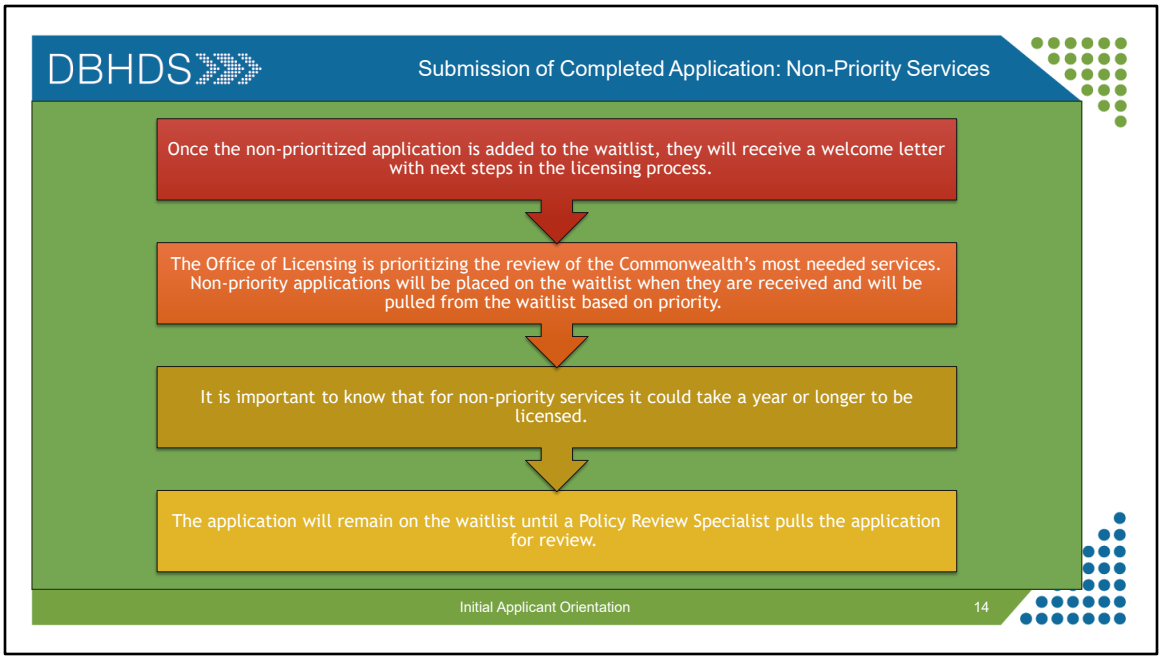
Once the application has been submitted, it will receive an administrative review. If the application does not meet criteria for acceptance, the application will be rejected. The applicant will receive a rejection email with a detailed list of items which will need to be addressed. Once the applicant has resubmitted the application with supporting documents, the application will receive an additional administrative review for completeness. If the application is complete, it will be accepted and placed on the waitlist. If the application still has insufficient documents, the application will be rejected again.



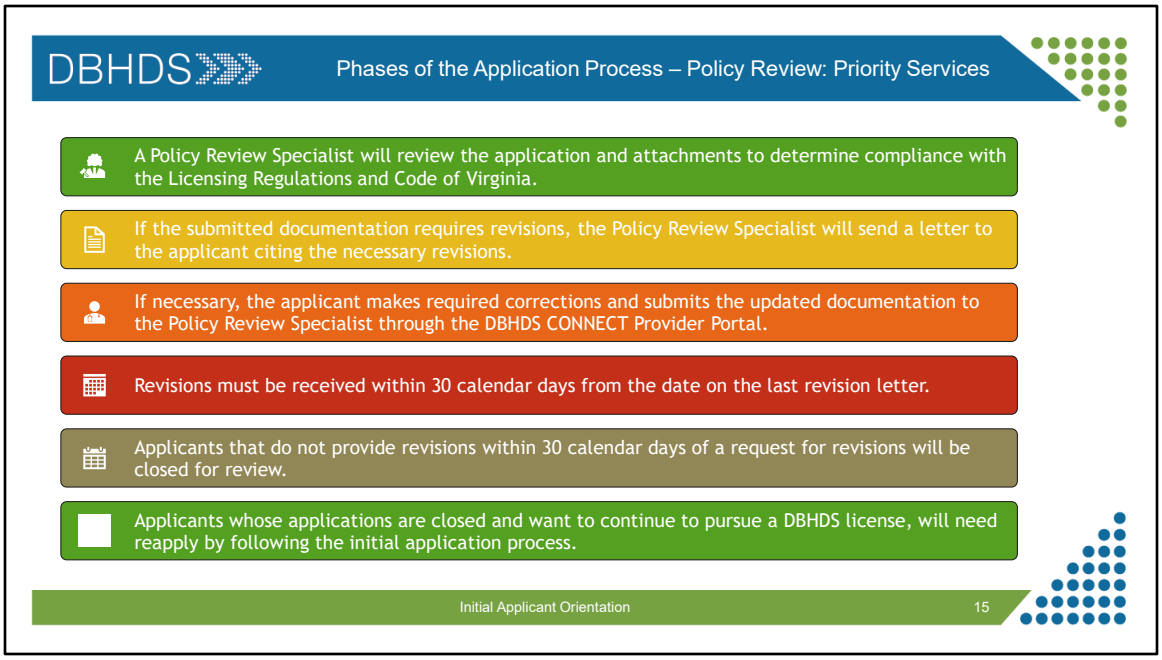
Once the application has been submitted and accepted, the application will be placed on the waitlist. The waitlist is a dynamic document which changes daily as applicants are added and removed. The waitlist can be accessed at any time from the DBHDS website. There is a blue button, as shown here, labeled waitlist.



- To recap - Let's review Priority 1 and 2 Services:
- Once the prioritized applicant submits a complete initial application, they will receive a welcome letter with additional instructions for beginning the background check and central registry search processes
- The application will be placed on the waitlist.
- The applicant should begin the background check and central registry search processes immediately as a DBHDS licensed provider may not serve individuals until they have requested background and central registry checks for all direct care staff and supervisors.
- Priority 1 Service applications will be pulled from the waitlist within 5-10 business days and Priority 2 Service Applications will be pulled from the waitlist within 21 business days, by the policy review specialist. The only exception is if there is a backlog or there are other Commissioner initiatives which take precedence.

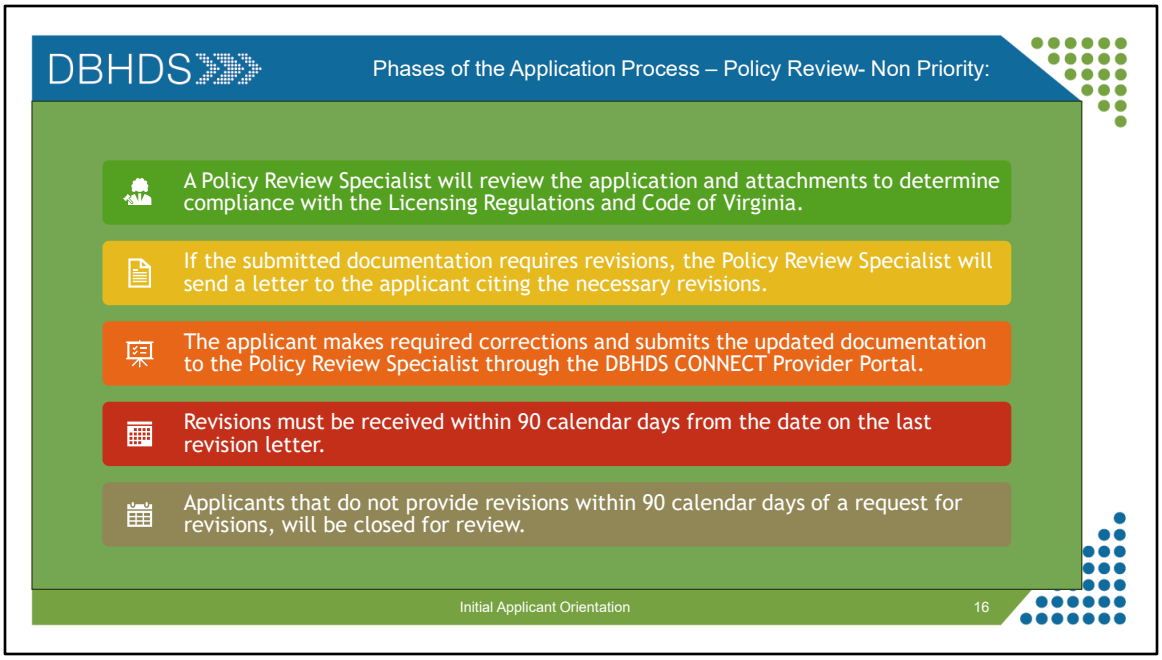


New DBHDS licensing applicants of non-priority services will also fall under the streamlined application review process. As with priority applications, the Office of Licensing will be limiting its initial application review of non-priority applications to the application attachments mandated by the Code of Virginia & DBHDS Licensing Regulations. However, as the Office of Licensing is prioritizing the review of the Commonwealth's most needed services, nonpriority applications will be placed on the waitlist when they are received. Once an application has been pulled from the waitlist and assigned to a policy review specialist, it will go through the same review process as priority applications. However, because of the time on the waitlist, applications for non-priority services will not be licensed as quickly as priority services. For non-priority services it could take a year or longer to become licensed.



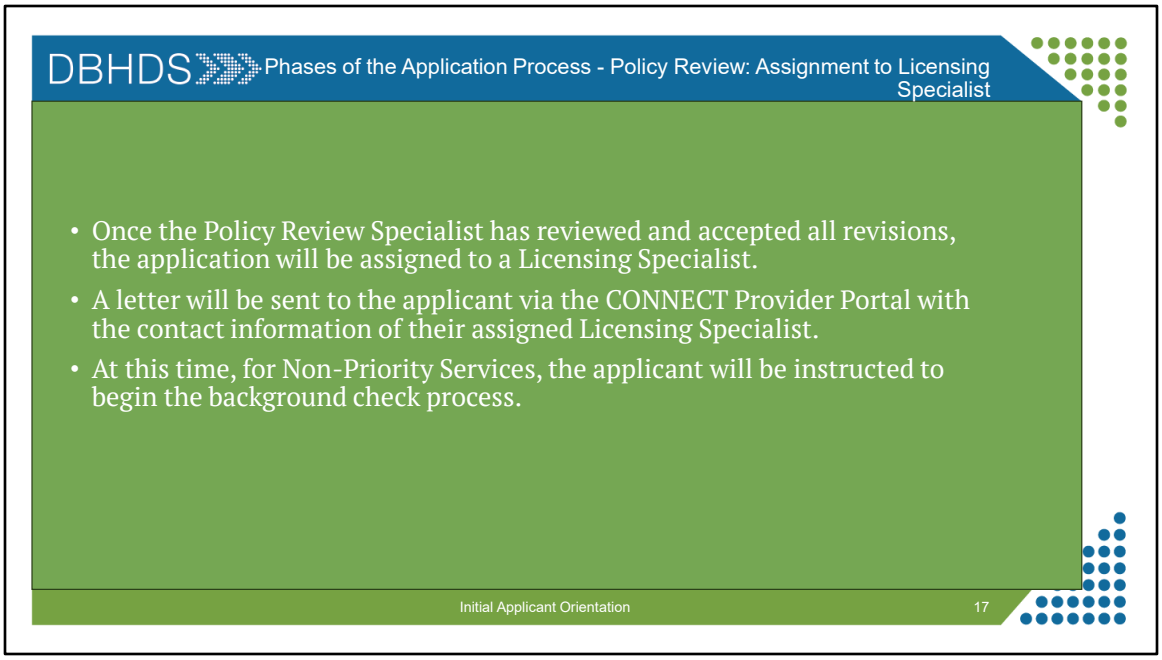
Now let's talk about the Phases of the Application process. We will start with the policy review stage of a priority service.

- A Policy Review Specialist will review the application and attachments to determine compliance with the Licensing Regulations and Code of Virginia.
- If the submitted documentation requires revisions, the Policy Review Specialist will send a letter to the applicant citing the necessary revisions.
- If necessary, the applicant makes required corrections and submits the updated documentation to the Policy Review Specialist through the DBHDS CONNECT Provider Portal.
- Revisions must be received within 30 calendar days from the date on the last revision letter.
- Applicants that do not provide revisions within 30 calendar days of a request for revisions will be closed for review.
- Applicants whose applications are closed and want to continue to pursue a DBHDS license, will need reapply by following the initial application process.

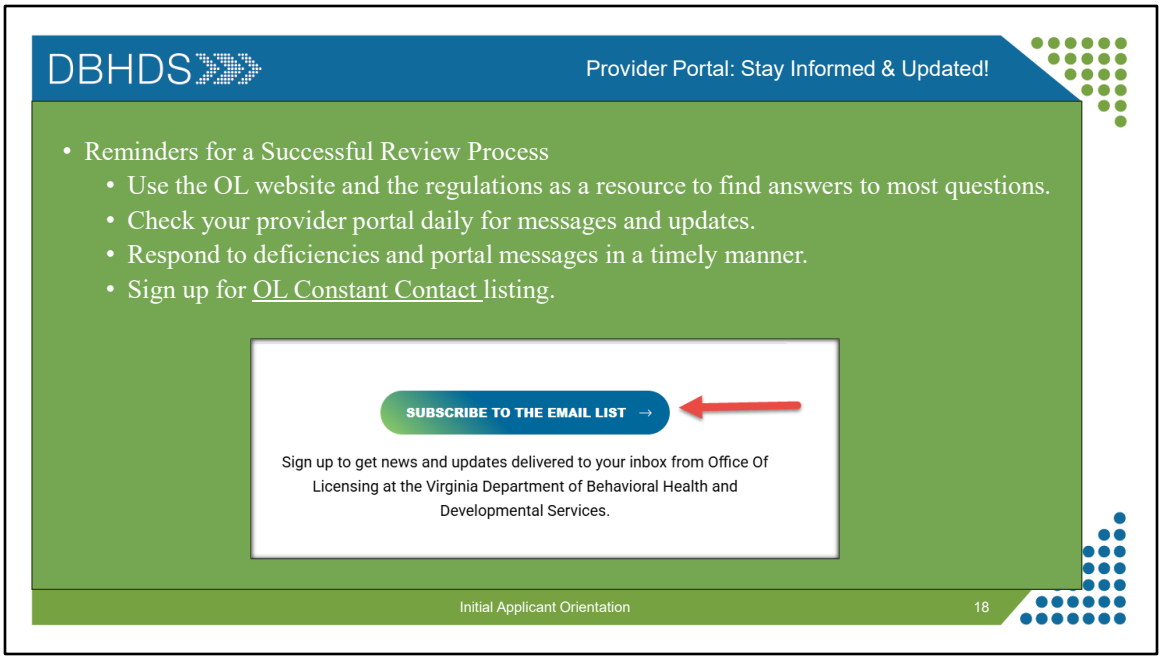


Next we will talk about the phases of the application process in policy review for Non priority services.

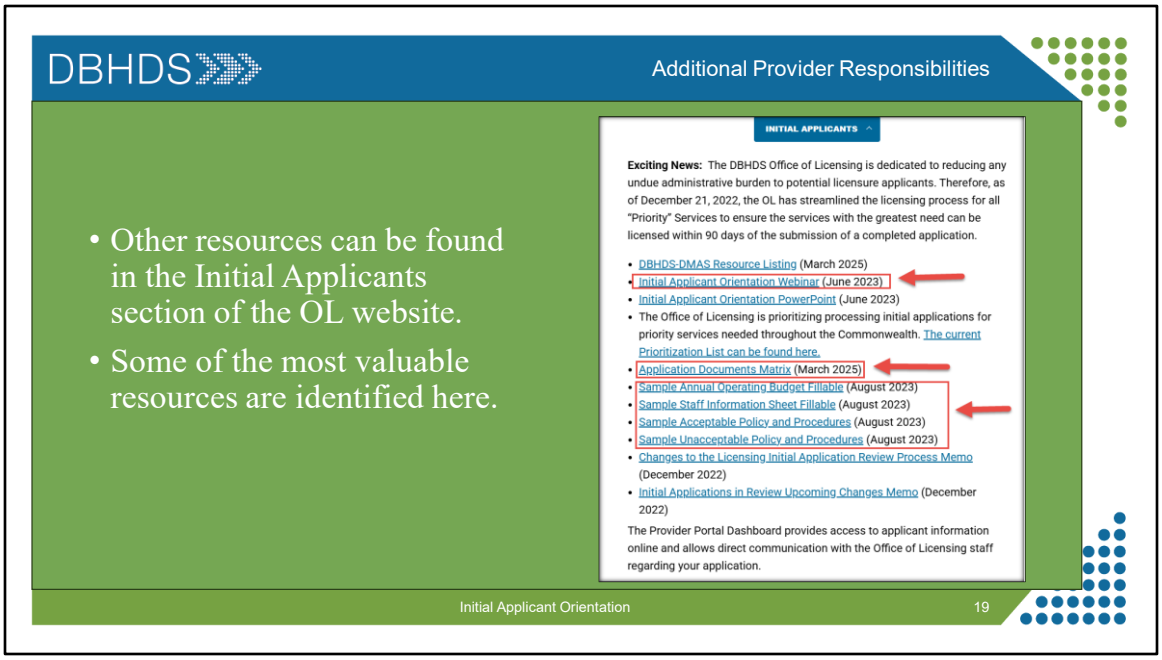
- A Policy Review Specialist will review the application and attachments to determine compliance with the Licensing Regulations and Code of Virginia.
- If the submitted documentation requires revisions, the Policy Review Specialist will send a letter to the applicant citing the necessary revisions.
- The applicant makes required corrections and submits the updated documentation to the Policy Review Specialist through the DBHDS CONNECT Provider Portal.
- Revisions must be received within 90 calendar days from the date on the last revision letter.
- Applicants that do not provide revisions within 90 calendar days of a request for revisions, will be closed for review.



- Policy Review – Assignment to a Licensing Specialist. This is a big step in the licensing process.
- Once the Policy Review Specialist has reviewed and accepted all revisions, the application will be assigned to a Licensing Specialist.
- A letter will be sent to the applicant via the CONNECT Provider Portal with the contact information of their assigned Licensing Specialist.
- At this time, for Non-Priority Services, the applicant will be instructed to begin the background check process.



- Reminders for a Successful Review Process
  - Use the OL website and the regulations as a resource to find answers to most questions.
  - Check your provider portal daily for messages and updates.
  - Respond to deficiencies and portal messages in a timely manner.
  - Sign up for OL Constant Contact listing.



- Other resources can be found in the Initial Applicants section of the OL website.
- Some of the most valuable resources are identified here.

Thank you for taking the time to review this information to become a successful DBHDS licensed provider!