COMMONWEALTH of VIRGINIA

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TO: All Current Providers of Legacy Services

FROM: Jae Benz, Director, Office of Licensing, DBHDS

Cc: Alyssa Ward, Chief Deputy Commissioner, DBHDS
Heather Norton, Deputy Commissioner, Community Services, DBHDS
Dev Nair, Assistant Commissioner, Division of Provider Management, DBHDS

DATE: November 4, 2026

RE: Now in TRAIN: Mandatory BHR Pre-Application Training for Current Providers of Legacy Services

Dear DBHDS Licensed Providers:

In accordance with the August 26, 2026, Mandatory Pre-Application Training, Application Timelines, and Legacy Service Closure – New Behavioral Health Services memo, the required pre-application training for current providers of legacy services is now available in TRAIN.

This training is designed specifically for currently licensed DBHDS providers of legacy services who intend to submit a service modification to add a new behavioral health service license and who did not attend one of the live trainings offered by the Office of Licensing. If the **Main Authorized Contact (MAC)** for your organization did not attend one of the live BHR training sessions, then this training is required prior to submitting a modification application.

Please follow this step-by-step TRAIN Account Creation User Guide to create your account in the TRAIN system. It will lead you to the DBHDS Office of Licensing: Behavioral Health Redesign (BHR) Trainings. If you do not follow the guide, your account may not be created correctly and could lead to difficulties accessing the training. Providers of legacy services will need to complete the: ***DBHDS: Office of Licensing - Mandatory Behavioral Health Redesign (BHR) Pre-Application Training for Current Providers of Legacy Services***.

CRITICAL REQUIREMENTS

This training **must be successfully completed before** you submit your service modification in CONNECT.

If you submit a service modification without completing this training first:

- Your application will be **administratively withdrawn**.
- You will be required to **restart the entire application process** from the beginning.

Completion Criteria

- **Required Participant:** The **Main Authorized Contact (MAC)** for your organization must complete this training.
- **Verification:** The Office of Licensing will verify training completion when the service modification is submitted in CONNECT.

Thank you in advance for your attention to completing this required training. We look forward to supporting you through the process and collaborating to ensure successful implementation.

- For questions regarding Behavioral Health Redesign (BHR), please contact: olbhrdsupport@dbhds.virginia.gov