The CONNECT Blast

Virginia Department of
Behavioral Health &
Developmental Services

Welcome to our CONNECT newsletter for updating providers on the DBHDS CONNECT licensing system and tips for using the CONNECT Provider Portal.

Updates to the CONNECT Licensing System

❖ Reminder: **Providers are limited to three pending submissions in CONNECT for each of the modification types available: Service Modification, Location Modification, and Information Modification.** If your modification menu in the CONNECT Portal is unavailable and you cannot click the link, a probable reason is that your provider organization has reached its maximum pending submissions for the type of modification you are attempting to open. As soon as the pending modifications are submitted, the limitation will be removed. You can send a ticket to the CONNECT Help Desk to request for pending submissions opened in error to be removed. However, please include the License Service # and be sure to copy your provider organization's main authorized contact in the email request.

❖ If you need to change the address for your provider organization, you must submit a **location modification** for the new location and submit an **information modification** to close the old location.

❖ When you submit an **information modification**, you must include the service license number for which the modification applies. You can enter the License # in the "Summary of Change" field before you submit your modification (see sample below).

User Tips From the CONNECT Help Desk

❖ The DBHDS CONNECT Help Desk has moved to an email ticketing system. There is no telephone number to call for help. Rather, the fastest way to get CONNECT help is to navigate to the DBHDS [Office of Licensing website](#) and click on the **CONNECT Help Desk** Button. There you will find instructions to email the issue to our Help Desk with the important information needed, including screenshots, so that we can clearly troubleshoot your issue for quick and satisfactory resolution.

❖ Please do not submit multiple Help Desk tickets for the same issue, as it slows down the resolution time for your issue. Please also include your provider number and service license number (if applicable) for faster service.

❖ The Help Desk is authorized to reset passwords for the Main Authorized Contact (MAC). The MAC is the person responsible for managing the CONNECT users for their provider organization. This includes adding new users, removing users who are no longer with the provider organization, and resetting passwords. For more information on how to manage users in CONNECT, please view the Connect training video **103-How do I manage additional CONNECT Portal Users**. All training videos are viewable from the CONNECT Provider Portal Dashboard.

❖ Temporary passwords sent via email will expire after 48 hours. If your temporary password has expired, please use the expired password anyway and the system will prompt you to reset it. In addition, please add smtprelay@glsolutions.com to your contact list so that the temporary reset password will arrive via your general email and avoid password reset emails going to your SPAM folder.

❖ If you are a new applicant and are not sure what documents to submit for an initial application, please see the [A Guide to Success in the Initial Application Process](#) and the [2022 New Applicant Packet](#).