The CONNECT Blast

Virginia Department of
Behavioral Health &
Developmental Services

This newsletter will provide updates on the DBHDS CONNECT licensing system and offers tips for using the CONNECT Provider Web Portal.

New Enhancements to CONNECT Provider Portal

❖ There are no new enhancements to the provider portal dashboard. We highly recommend continuing to read the CONNECT Blast Newsletter announcing any changes to CONNECT that will impact licensed providers and applicants.

From the CONNECT Help Desk

❖ **A CONNECT Job Aid is** now available on the DBHDS Office of Licensing public website:
   o [How Do I Add a Service in the CONNECT Provider Portal?](#)

❖ **CONNECT Provider Training Videos are always available from the CONNECT Portal Dashboard. For applicants beginning the application process, you will now find Initial Application Videos** available from the DBHDS Office of Licensing public website:
   o [How Do I Know if My Application Is Submitted and on the Waitlist?](#)
   o [How Do I Know if I Need to Respond to a Deficient Requirement?](#)
   o [How Do I Submit a Service Modification?](#)
   o [How Do I Submit an Application to Add a Location to an Existing Service?](#)

❖ **Previously Published Job Aids Include:**
   o [How Do I Send a Message in the CONNECT Provider Portal Job Aid?](#)
   o [How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?](#)
   o [How Do I Submit a Variance Application in CONNECT?](#)
   o [How Do I Submit a Corrective Action Plan (CAP) in CONNECT?](#)
   o [How Do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal?](#)
   o [How Do I View Licensing Information from the CONNECT Provider Portal Dashboard](#)
   o [How Do I Submit a Renewal in the CONNECT Provider Portal?](#)
   o [How Do I Register for the CONNECT Provider Portal to Begin the Initial Application Process?](#)
   o [How Do I Determine which Modification Application to Submit in CONNECT when a Change Needs to Be Made?](#)

❖ **How to reach the Office of Licensing for CONNECT Help and other Support Issues**

Type of Question	Contact	Report an Issue
Questions related to the CONNECT licensing system or if you are the Main Authorized Contact (MAC) in need of a password reset	**CONNECT Help Desk**	Please navigate to the DBHDS Office of Licensing's webpage, and find the **CONNECT Help Desk** button in order to report an issue or email: licensingconnectinquiry@dbhds.virginia.gov
Questions related to reporting a serious incident	**Office of Licensing Incident Management Unit**	Please contact the Incident Management Unit at: incident_management@dbhds.virginia.gov
Questions related to background checks	**Office of Background Investigation Unit**	Please contact the DBHDS Background Investigations Unit at: malinda.roberts@dbhds.virginia.gov or belinda.turner@dbhds.virginia.gov
Questions related to licensing regulations & policy inquiry	**Office of Licensing Administrative Support**	Please contact the Office of Licensing at: licensingadminsupport@dbhds.virginia.gov
Complaints	**Office of Licensing Legal & Regulatory**	Please use the CONNECT portal to submit a complaint related to a DBHDS licensed provider.
Questions related to the Computerized Human Rights Information System (CHRIS)	**Delta Production**	Please contact a DELTA Security Officer at: deltaprod@dbhds.virginia.gov