The CONNECT Blast

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

❖ **All CONNECT Job Aids are** available on the DBHDS Office of Licensing public website. Below are links to the most recent published job aids:

- How Do I Use the Forgot Password Link?
- How Do I Add a Service in the CONNECT Provider Portal?
- How Do I Send a Message in the CONNECT Provider Portal Job Aid?
- How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?
- How Do I Submit a Variance Application in CONNECT?

❖ **CONNECT Provider Training Videos** are always available from the CONNECT Portal Dashboard and on the Office of Licensing website under **CONNECT User Resources.**

Modification Type/Menu	When to submit this type of application:
Service Modification	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license.
Location Modification	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service location OR relocate a service requiring a change in physical address from one location to another.

	*If a provider is changing their address (moving their current location to another physical location), the provider will also need to submit an Information Modification to close the current location/address. Note for Sponsored Residential Services: If a provider currently holds a license for a sponsored residential service, they will not submit a location modification to add the location. The sponsored provider will need to follow the Sponsored Provider Certification Process (November 2021).
Information Modification	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to make general changes to the current license as listed below. The appropriate information modification type must be correctly selected in order for the Office of Licensing to process your request for change. If you do not select the correct information modification type, the Information Modification will be withdrawn by the OL and the provider will be advised to resubmit. The Information Modification submenu allows you to submit information changes for the following reasons: - Provider Name Change (include SCC certificate) - Organizational Structure Change (include organization chart) - Close Provider Organization - Service Description Change - Geographical Area Served Change - Population Served Change (Age, Gender, Disability) - Close Service o Number of Beds or Capacity Change - Demographic Information Change - Building or Home Modification Change - Close Location - Other Modification (Use for changing Main Authorized Contact)

❖ **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