The CONNECT Blast

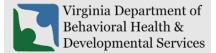Virginia Department of
Behavioral Health &
Developmental Services

Office of Licensing
August **2023**

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

- ❖ **Manage Background Check Contacts** has new functionality that only allows providers to assign one Background Contact per Contact ID. If your agency previously used multiple Contact IDs for a single contact to differentiate eligibility letters by location or by service, you will need to designate a separate person for each Contact ID. The TCN Number and Org Number now displays for each individual on the Background Check Status page for providers to easily track the status of fingerprints submitted through Fieldprint and view background check results. Please refer to the CONNECT job aid [How Do I Manage My Background Check Contacts in the CONNECT Provider Portal?](#) for additional details.
- ❖ 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 Manage My Background Check Contacts in the CONNECT Provider Portal?](#)
  - ○ [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?](#)

- ❖ **CONNECT Provider Training Videos** are always available from the CONNECT Portal Dashboard and on the Office of Licensing website under **[CONNECT User Resources.](#)**
- ❖ **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	**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

(MAC) in need of a password reset		
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