



COMMONWEALTH of VIRGINIA

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COMMISSIONER

*DEPARTMENT OF
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MEMORANDUM

To: DBHDS Licensed Providers
From: Jae Benz, Director, Office of Licensing
Cc: Christine Morris, Associate Director for State Licensure Operations
Mackenzie Glassco, Associate Director of Quality & Compliance
Angelica Howard, Associate Director of Administrative & Specialized Units

Date: October 17, 2025
Re: License Renewal and DMAS Enrollment Alignment

Purpose

This memorandum provides guidance for timely renewal submissions and alignment with the Department of Medical Assistance Services (DMAS) enrollment procedures effective July 1, 2025.

Timely Issuance of Licenses

In collaboration with DMAS and to support updated enrollment procedures, the Office of Licensing (OL) will work to issue renewed licenses 14 calendar days prior to license expiration. To ensure this can occur, providers must submit renewal applications at least 30 calendar days prior to expiration. CONNECT sends automatic reminders at 90, 60, and 30 calendar days before expiration. Additionally, if a renewal application is not submitted before expiration, the provider will be automatically closed and will be required to reapply. Reapplications will not be expedited. Providers with expired licenses will no longer be able to provide or bill for services.

When Licenses May Not Be Issued Within 14 Calendar Days

Licenses may not be issued within 14 calendar days of expiration of a license if 1) the renewal application is submitted fewer than 30 calendar days before expiration, and 2) if a provider is not available at the time of the unannounced inspections or does not have an identified designee who can be on-site when contacted by the OL.

Status Letters

A license shall continue in effect after the expiration date if the provider has submitted a renewal application before the date of expiration and there are no grounds to deny the application. The Department shall issue a status letter that shall be effective for up to six additional months if the renewal license is not issued before the date of expiration. In the event OL cannot complete a license renewal at least 14 calendar days prior to expiration, a status letter will be issued. Status letters are accepted by DMAS and Gainwell as proof of current licensure.

License and Addendum Accuracy

Providers are responsible for reviewing the License Addendum Memo dated July 24, 2025, [License-Addendum-Review-Memo-7.24.25-.pdf](#). The Office of Licensing (OL) will review the license addendum with providers during inspections. However, it remains the provider's responsibility to notify OL of any discrepancies through submission of the appropriate modification.

To maintain accurate and up-to-date license information, providers are expected to:

- Review their license and addendum for accuracy during inspections and notify the OL of discrepancies. Providers must ensure that the proper modification is submitted if the license addendum is not accurate.
- Submit renewal applications at least 30 calendar days before license expiration.
- Ensure staff availability for unannounced inspections with a designated contact able to respond within 30 minutes.

We look forward to continuing to work together to ensure license accuracy and timely renewals. If you have any questions related to the content of this memorandum, please reach out directly to your Licensing Specialist.