



COMMONWEALTH of VIRGINIA

DARYL WASHINGTON, LCSW
COMMISSIONER

DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

Post Office Box 1797
Richmond, Virginia 23218-1797

Telephone (804) 786-3921
Fax (804) 371-6638
www.dbhds.virginia.gov

MEMORANDUM

To: Potential Initial Applicants and Licensed Providers

From: Jae Benz, Director, Office of Licensing

Cc: Heather Norton, Deputy Commissioner, Community Services
Dev Nair, Assistant Commissioner, Division of Provider Management

Date: May 26, 2026

Re: CONNECT Enhancement: Required NPI Number Field

Purpose

The purpose of this memo is to notify existing licensed providers and initial prospective applicants of an upcoming CONNECT enhancement that will require entry of a National Provider Identifier (NPI) number during certain application processes. Collecting NPI information will improve data accuracy, cross-agency data integration, care coordination, and consistency between providers, payors, and the Office of Licensing. This enhancement will support improved provider tracking and better alignment of licensing and billing-related information across systems.

What is an NPI Number?

A National Provider Identifier (NPI) is a unique 10-digit numeric identifier used by healthcare providers in administrative and billing transactions. NPIs are public record and searchable through the NPI Registry. An NPI is not a professional or DBHDS license. Information regarding NPI numbers and how to obtain them can be found at: <https://www.cms.gov/regulations-and-guidance/administrative-simplification/nationalprovidentstand>. NPI numbers are issued at both the practice level (for a group of practitioners) and at the individual level for some types of behavioral health professionals (e.g. ABA provider types, Licensed Mental Health Professionals). For additional information you may access this link to the CMS NPI fact sheet, [NPI Fact Sheet](#).

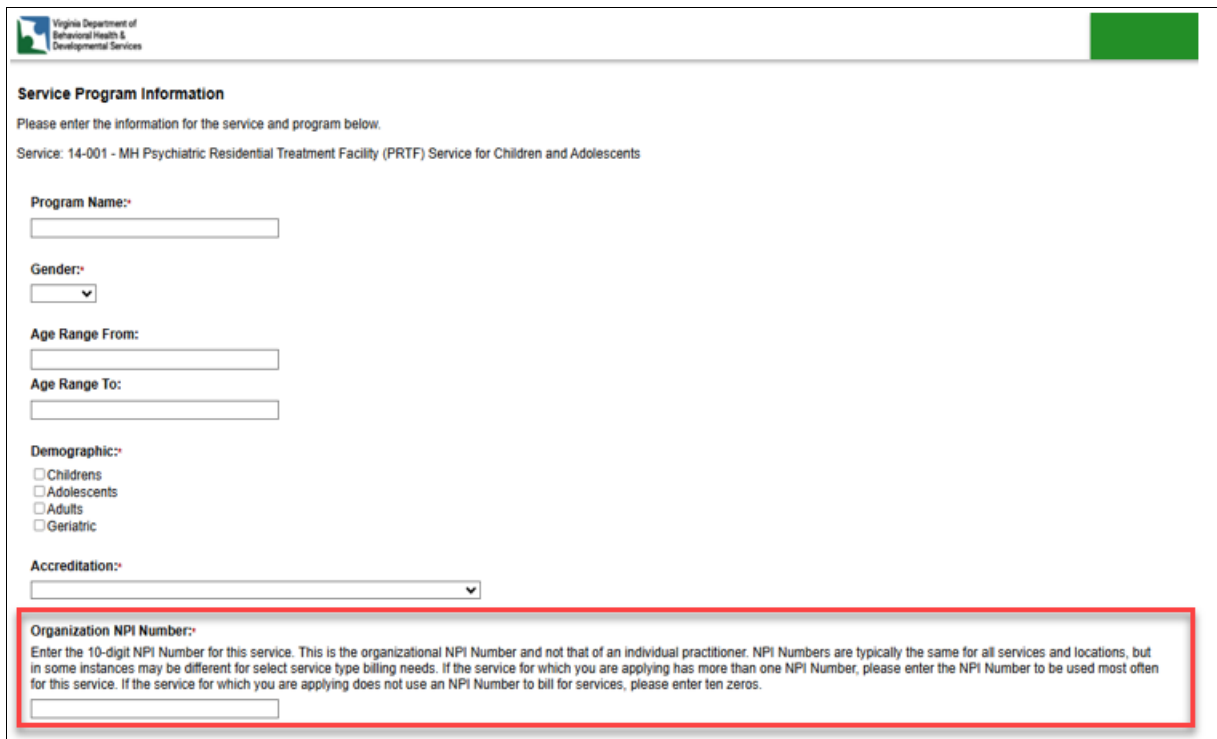
New CONNECT Requirement

The Office of Licensing (OL) is adding a new required field titled "Organization NPI Number" to the Service Program Information screen in CONNECT.

This field will be required for:

- Initial Applications; and
- Service Modification Applications requesting the addition of a new service for an existing licensed provider.

Because NPI numbers are tracked by specific services, providers will be required to enter the NPI Number each time a service modification application is submitted, even if the same NPI Number is used across the entire organization. In many cases, organizations utilize the same NPI Number for all services. However, certain service types may utilize different NPIs. For example, there are NPI taxonomy codes available for Community Behavioral Health, Psychiatric Residential Treatment Facilities, Developmental Disability Centers, Substance Use Facilities, and many other subtypes of agencies/clinics. For this reason, OL will collect and track NPI information at the individual service level rather than globally at the organization level. For a rule of thumb, submit the NPI number that you will also use to enroll with DMAS and for billing in Medicaid systems for each of your services. Below is a screenshot of where the NPI number will be required. **The NPI number you provide MUST BE A NPI TYPE 2 NUMBER (organizational number) NOT an individual practitioner NPI number.**



Virginia Department of Behavioral Health & Developmental Services

Service Program Information

Please enter the information for the service and program below.

Service: 14-001 - MH Psychiatric Residential Treatment Facility (PRTF) Service for Children and Adolescents

Program Name:*

Gender:*

Age Range From:

Age Range To:

Demographic:*

Childrens
 Adolescents
 Adults
 Geriatric

Accreditation:*

Organization NPI Number:*
 Enter the 10-digit NPI Number for this service. This is the organizational NPI Number and not that of an individual practitioner. NPI Numbers are typically the same for all services and locations, but in some instances may be different for select service type billing needs. If the service for which you are applying has more than one NPI Number, please enter the NPI Number to be used most often for this service. If the service for which you are applying does not use an NPI Number to bill for services, please enter ten zeros.

Services That Do Not Use NPIs

Not all services utilize NPI Numbers for billing purposes. As outlined in the on-screen CONNECT instructions, if the service for which you are applying does not bill using an NPI Number, providers and initial applicants shall enter: **000000000** to proceed to the next screen.

Implementation Information

At this time, OL will only collect NPI Numbers for applications initiated after the effective date of this change. Existing licensed services will not immediately be required to enter NPI information. However, OL does intend to begin collecting NPI Numbers for existing service licenses in the future. Additional communication and guidance will be provided prior to implementation of that requirement.