

# The CONNECT Blast



Virginia Department of  
Behavioral Health &  
Developmental Services

Office of Licensing  
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Welcome to our CONNECT newsletter! This newsletter will provide updates on the DBHDS CONNECT licensing system and offer tips for using the CONNECT Provider Web Portal.

## New Enhancements to the CONNECT Provider Portal

- ❖ The CONNECT Provider Portal is scheduled for an enhancement that will monitor modifications and remove modifications (greater than 30 days) which are in a status of “pending submission”. This update will require providers to submit modifications in a timely manner and will not allow providers to keep modifications in a pending submission status for greater than 30 days. Please review any pending submission modifications currently open in the CONNECT Provider Portal and submit to the Office of Licensing, if valid, before the CONNECT update scheduled for October 12<sup>th</sup>, 2022.

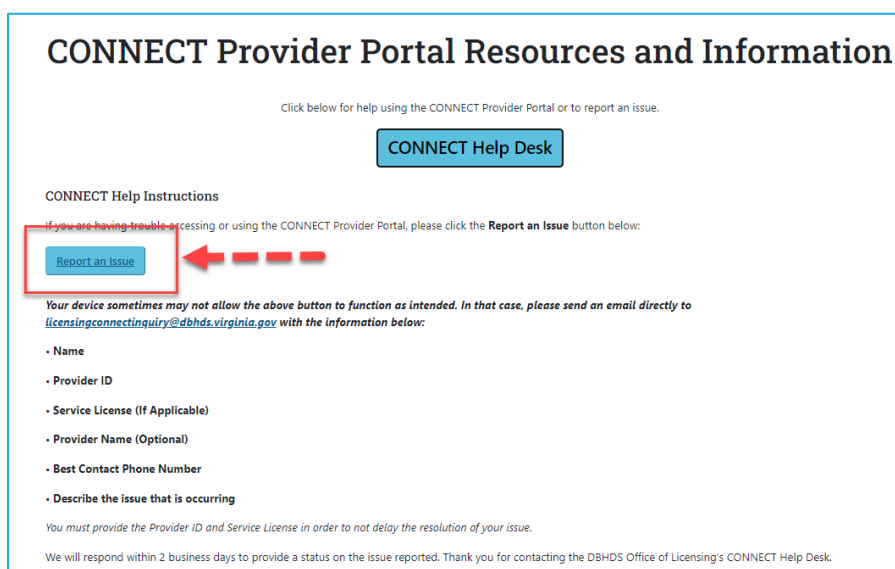
## From the CONNECT Help Desk

- ❖ **CONNECT Job Aids** with specific step-by-step instructions for particular tasks in CONNECT are now available on the DBHDS Office of Licensing public website:
  - [How Do I Register in the CONNECT Provider Portal to Begin the Initial Application Process?](#)
  - [How Do I Determine which Modification Application to Submit in CONNECT when a Change Needs to Be Made?](#)
- ❖ **Get to know your Main Authorized Contact (“MAC”) in CONNECT**
  - The Main Authorized Contact is a specific role in the CONNECT Provider Portal. Each organization must have one “MAC” identified as the main authorized contact that will receive Office of Licensing notifications and manage the access of additional provider CONNECT Portal users.
  - We recommend you review the criteria described here to ensure the person assigned the “MAC” role in the portal is willing to carry out the following responsibilities:
    - Attest they will add/remove CONNECT Portal users, as appropriate, and reset passwords when users cannot reset their own password, e.g., forgotten security questions.
    - Receive email notifications from CONNECT when communications are sent from the Office of Licensing requiring someone to login and review those notifications, e.g., Renewal notifications and CAP notifications.
  - To view the “MAC” for your organization, navigate to the CONNECT Provider Portal dashboard and the MAC is displayed.

- To change the “MAC” for your provider organization, please submit an Information Modification through the CONNECT Provider Portal.

#### ❖ How to reach the CONNECT Help Desk

- The DBHDS Help Desk is here to assist authorized CONNECT users. In order to contact the Help Desk, please follow these steps. Please note, there is no phone number to call about your CONNECT issues.
  - Navigate to the [Office of Licensing website](#) and find the **CONNECT Help Desk** button.
  - Click the **Report an Issue** Button and your client email will open a new email addressed to the Help Desk email box. The email will have fields automatically populated so that you can complete required fields for the quickest service.



- The DBHDS CONNECT Help Desk Email Issue Box is monitored by the Help Desk Team: Monday through Friday, 8:30am-5pm. Many times the issue can be resolved through an email exchange. However, the CONNECT Help Desk Team will reach out by telephone if additional clarification is needed or to invite you to a consult meeting when there is a need for you to share your CONNECT Portal screen to further diagnose the issue.
- If you have questions regarding licensing business or a policy inquiry, please send a message to your licensing specialist through the CONNECT Portal Message Center. For new applicants, you can also send a question through the CONNECT Portal Message Center or send an email to the Office of Licensing Admin team at [licensingadminsUPPORT@dbhds.virginia.gov](mailto:licensingadminsUPPORT@dbhds.virginia.gov).