



COMMONWEALTH of VIRGINIA

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COMMISSIONER

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MEMORANDUM

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

Date: July 24, 2025

Re: Provider Responsibilities for Reviewing License Information and the Office of Licensing
Validating Data in CONNECT

Purpose: This memo serves as a reminder to providers about the importance of responding promptly to the Office of Licensing's requests for data validation in CONNECT. Additionally, it emphasizes the need to verify License Addendums before renewing your license.

On-site review of License Addendum

During the annual on-site inspection, your Licensing Specialist will conduct a License Addendum Review, with the designated staff on-site, to validate that the information on the license is current and up to date. According to 12VAC35-105-30.C, A license addendum shall describe the services licensed, the population of individuals who may be served, the specific locations where services are provided or administered, and the terms and conditions for each service offered by a licensed provider. For residential and inpatient services, the license identifies the number of individuals each residential location may serve at a given time.

During the inspection, the licensing specialist and provider will review the license addendum and document any needed changes. Some changes may require the provider to formally submit additional information.

Changes That Require Formal Submission:

If any of the below areas are identified during the addendum review as needing to be updated on the license addendum, this will require a provider to submit a modification into the CONNECT system:

- Adding a location (Location Modification)
- Updating the location of a service that was relocated (Information Modification and Location Modification)
- Adding a service (Service Modification)

It is the provider's responsibility to complete and submit the required updates within 5 business days after the review of the addendum.

Changes That *Do Not* Require Formal Submission:

The following updates, identified during the license addendum review, will be made by the Department **without a formal modification request**:

- Correcting typos or misspellings
- Removing services or locations that were previously closed but are still listed
- Fixing incorrect address details (Note: **This does not include updates due to relocation**, a move requires formal notification and approval)

Validation Process and Provider Response Expectations

Any changes that do not require a modification submission will be made by the OL consistent with the documented discussion that occurred between the provider and the licensing specialist during the on-site inspection. Then, a message will be posted to the provider portal that outlines any changes made to the license addendum and directs the provider to review the updated license addendum within five business days. If a provider does not respond within the designated time frame, the OL will interpret this as confirmation that all information on the addendum is correct. Please note that 12VAC35-105-160.F states that a "provider shall make available and, when requested, submit reports and information that the department requires to establish compliance with these regulations and applicable statutes;" this includes timely responses to validate the accuracy of licenses.

Additionally, if, after review of the addendum during the onsite inspection, no changes to the addendum are needed, a portal message will be posted documenting that the addendum review occurred, and the provider noted all information as accurate. Changes that require information, location, or service modification will not be implemented until they are submitted and approved.

How to access License Addendum Information

As a reminder, providers can access their license and license addendum by selecting 'Print License' from the blue menu box on their Provider Dashboard. Providers should always review their license and license addendum:

- 1) Before submitting a 'Renewal' in CONNECT, the provider must determine if any services or locations need to be closed. If so, the provider must submit an 'Information Modification' in CONNECT for each modification type.
- 2) Once the license has been renewed, the license and addendum must be reviewed for accuracy; and
- 3) Whenever a change is made to the license (e.g., adding/closing a service(s), adding/closing a location(s), changing bed capacity, etc.), the license and addendum must be reviewed for accuracy.

Reminder of Requirements to Notify the Department of Changes:

Please note that all future changes must be in compliance with 12VAC35-105-60.C of the *Rules and Regulations for Licensing Providers by the Department of Behavioral Health and Developmental Services* ("Licensing Regulations"), it states, "A change requiring a modification of the license shall not

be implemented prior to approval by the commissioner. The department may send the provider a letter approving implementation of the modification pending the issuance of the modified license.”

If it is determined that an unlicensed service is being provided, a service is being provided in an unlicensed location, or a change was implemented prior to approval, then the Office of Licensing will take appropriate action. This could have serious consequences, up to and including revocation of the provider’s license. Furthermore, failure to ensure accurate license addendum information can also affect provider enrollment which may negatively impact program participation and provider enrollment with the Department of Medical Assistance Services.

If you have any questions related to the content of this memorandum, please do not hesitate to reach out directly to your licensing specialist.