

Questions and Answers from Provider Roundtable Presentation

April 23, 2025

Q1. Do you need a waiver to be a mentor?

A1. You do not need a waiver to be a mentor.

Q2. Regarding Center for Family Involvement at VCU, what was the name of the podcast?

A2. The Odyssey - Here's a link to the Odyssey podcast: [The Odyssey Podcast - Center for Family Involvement - Virginia Commonwealth University](#)

Q3. Can we have your email, Marie?

A3. marie.fraticelli@dbhds.virginia.gov

Q4. Is a family with a DD waiver who has a parent with registered sex offender status allowed to be on the SRAP program?

A4. The individual cannot live with a parent, grandparent or guardian. They need to receive DD Waiver or be on the DD Waiver waitlist. They need to be 18 years old.

Q5. Are there other TC providers that have most of their authorizations pending due to Part V templates, specifically in the Chesterfield area? Each new pending is for a new reason, even when they've been approved prior to that, and it's taking some of our SA's over a month to be approved. It's extremely frustrating and time consuming when we must go back and update our PV template prompts. It would be nice if they could catch everything at once

A5. I recognize it could be frustrating! Please send me an encrypted email with specific examples at Nathan.habel@dbhds.Virginia.gov. I will review and do my best to assist.

Q6. What is the direct link to the search TBC engine?

A6. <https://app.powerbigov.us/view?r=eyJrIjoieGEGYmRmOGQtMjc2MC00MGI5LWFjYmUtMjhhZGE5Nzk1MmRmliwidCI6IjYyMGFINWE5LTRYzEtNGZhMC04NjQxLTVkOWYzODZjNzMwOSJ9>

Q7. What link should a TC Behavioral provider that would like to be listed on the search engine, or need to update a profile use?

A7. <https://forms.office.com/g/H20BVN8kT7>

Q8. How were providers notified that they were selected for the QSR?

A8. Providers received an email request from the Health Services Advisory Group (HSAG).

Q9. Are providers given notification ahead of reviews?

A9. The Office of Licensing conducts annual unannounced inspections.

Q10. Can this zoom be rewatched anywhere?

A10. We will add the slides and the questions and answers at [Office of Provider Network Supports - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)

Q11. Can you share the prioritization schedule for the SRAP waitlist being used?

A11. **Priority #1:** Individuals who live in congregate settings, including skilled nursing facilities, intermediate care facilities, state training centers, and group homes

Priority #2: Individuals who are either

- a. Homeless, as evidenced by documentation from the support coordinator that the individual has slept in a shelter, on the street, or in a place not meant for human habitation for the last three consecutive nights, or
- b. at risk of homelessness, as evidenced by a Writ of Possession for the individual's current residence; or
- c. paying more than 50% of their own gross monthly income toward their own rental housing (based upon verification of income and current rent); or
- d. experiencing an imminent threat to health and safety in their housing, as documented by Adult Protective Services.

Priority #3: Individuals who, at the time of referral, live with their families of origin

Q12. What does MRC stand for?

A12. Mortality Review Committee

Q13. In the OL email from 4/11 it says "in the event of a death of an individual with DD that is reportable as a level III, are not all DD deaths reportable at a Level III?"

A13. Yes, they are.

Q14. Will you please put the link to the ER Advocacy Card in the chat?

A14. You can find the ER Advocacy card for download and printing on the DBHDS Office of Integrated Health webpage under the Educational Resources/Advocacy button: <https://dbhds.virginia.gov/wp->

Q15. What is the web address for Dignity of Risk?

A15. <https://dbhds.virginia.gov/wp-content/uploads/2025/01/About-Dignity-of-Risk-January-2025-1.pdf>

Q16. What website are the badges on?

A16. <https://mylifemycommunityvirginia.org/>

Q17. I have sent several emails through connect and got no responses.

A17. CONNECT is OL's primary mode of communication with providers. If you have not received a response in CONNECT after 48 hours of submission, contact the regional manager for your area.

Q18. How do I obtain badges?

A18. Visit <https://mylifemycommunityvirginia.org/> look for [find a provider](#) tab, then find [for provider](#) box, then look for [provider badge designations surveys](#). Follow the instructions from that point until completion of the survey(s).

Q19. To qualify for the badges, it asks for the address of the location in which we are applying for? If you have multiple locations, including Sponsored Residential, does the office location become the address or do we enter each address in which we meet the requirement for?

A19. DBHDS will need the address of each location where the Provider Badge Designation is available. On the MLMC website the agency's main office location will be listed with a Badge next to the name. People making an inquiry must be told of the specific location where the specialty support is offered. Direct questions to DBHDS at Providerdesignation@dbhds.Virginia.gov

Q20. Do quarterly's need to be signed by individuals/guardian when uploaded?

A20. Both Licensing and DMAS regulations require that providers review quarterlies with individuals / guardians. You can document this review by either having the person / guardian sign the quarterly, or by having a case note that details the review conversation.

Q21. I am a new provider, and I have been waiting for my Human rights for 2 months and I was told that they have a backlog. This is preventing me from moving forward.

A21. Compliance with the Human Rights Regulations is required to be a DBHDS licensed provider and begins with approval of the Complaint Resolution Policy; however, a provider may be issued a license prior to the completion of the OHR approval process. When this happens, the provider is required to operate in accordance with their attestation statements on both the Licensing Application and the Human Rights Compliance Verification Checklist (HRCVC). The process was designed so that within 30 working days of receipt of *the required information*, the provider will be notified of the status of their complaint resolution policy. If approved, the provider will receive the OHR Welcome Letter, indicating initial compliance. If not approved, specific guidance for compliance will be provided and the provider will be required to submit the revised policy and any other missing information. The provider will be placed at the back of the queue and the resubmission will be reviewed in the order it was received. The primary reasons for this process extending beyond the intended 30 working days are that providers do not completely fill out or submit the HRCVC, providers reference outdated regulations or have the names of other providers in their policy, or their policy indicates use of seclusion that is not permitted by regulation in the service type they indicate they are seeking a license for. Additionally, providers of group home, sponsored residential, supported living, group day and group supported employment services available in a DD waiver are required to demonstrate full compliance with Home and community-based services (HCBS) settings requirement in all settings (42 CFR Part 430, 431) in order to secure Medicaid funding. Approval by the Office of Human Rights of the providers Complaint Resolution Policy is separate and different from the review and determination by DMAS to approve HCBS-specific policies.

Q22. Are the providers allowed to use their own quarterly report forms or should we use DBHDS form?

A22. You can use your own form if it contains all the elements on the DBHDS template.

Q23. For OHR-how often does investigators have to take training

A23. The current requirement is that the investigator be trained, period. It is best practice that investigators receive training at least annually to stay aware of any industry or regulatory changes that impact their ability to conduct a thorough investigation and be able to identify when abuse/neglect has occurred.

Q24. Will there be more Dignity of Risk Trainings added to the Human Rights Schedule? October is full,

A24. We will expand the registration for the October Dignity of Risk Training from 50 to 75 participants. For the April training, out of the 50 providers that registered, only 35 attended. Please only register if you plan to attend. These training courses are kept smaller so that we can focus on engagement, but we are planning to offer more, in-person Dignity of Risk training in 2026. Stay tuned!!

Q25. Is the training that Carlton Henderson, PhD/OHR did on investigating abuse and neglect adequate for investigator training?

A25. Yes. In order to verify that the provider staff assigned to complete the abuse/neglect investigation has been trained, the OHR Advocate or Manager will request a copy of the training certificate for the person assigned to complete the investigation. A copy of the certificate issued by Dr. Henderson for participation in the training he facilitated would be sufficient.

Q26. Will there be another training course for competencies?

A26. DSP & DSP Supervisor Orientation and Competency Training are currently offered monthly through June 2025. Contact Dorcas.fenyibatton@DBHDS.virginia.gov

Q27. What website do we go to find competencies needed?

A27. [Required Training - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)

Q28. Please provide clarification or general information about the "intense management reviews" being conducted in the field. CSBs have asked for certain things related to audits in homes that providers may not have been provided notice before or after visits.

A28. I am not familiar with the "intense management reviews. Our office is responsible for the Quality Service Reviews (QSR). If you were selected for a (QSR) Quality Service Review, HSAG (our contractor) would have contacted you and provided you with information regarding what is needed for the review.

Q29. Is there any update on plans for the impact of potential changes in Federal Funding to Virginia Waiver Services?

A29. We are unaware of any impacts at this time and will provide an update when more information is available.

Q30. Will there be another investigation class?

A30. Yes in May, July, September and December. Information on the OHR website linked here: [Resources for Licensed Providers - Virginia Department of Behavioral Health and Developmental Services \(DBHDS\)](#)

Q31. How many physical therapy consultants have been granted customized rates?

A31. Physical therapy is not one of the services that is eligible for the Customized Rates. The only services eligible are residential services, group day, and community coaching.

Q32. Is DBHDS providing training for the Autism Competencies?

A32. DBHDS offers training on the DSP And DSP Supervisor Orientation Requirements. It does not currently offer advance training in Autism Competencies.

Q33. Any upcoming community connections training?

A33. Check the schedule for PCT and Community Connections trainings at VCU or reach out to me at jennifer.kurtz@dbhds.virginia.gov. The Partnership for People with Disabilities Supporting People with Disabilities and their Families to be Fully Participating Members of their Community <https://partnership.vcu.edu/>.

Q34. Human rights can you all add more training dates overview of professional and dignity of risk the next dates so far are in October

A34. We will expand the registrations for October to accommodate 75 vs 50. These are kept smaller to encourage engagement. Please only register if you plan to attend. We do have plans to offer more frequent training in 2026.

Q35. Any future training on documentation?

A35. Please contact your regional CRC to schedule Documentation Training at [Provider Network Supports CRC Contact Chart](#) effective 4/1/25

Q36. Question about reviews in the field by OIH above please as noted by Tammie in presentation. Could we have information about that? Or we can contact OIH directly, too.

A36. Yes, you can contact OIH and view information at <https://dbhds.virginia.gov/office-of-integrated-health/>.

Q37. Where is the provider round table section at on DBHDS website?

A37. <https://dbhds.virginia.gov/developmental-services/provider-network-supports/> scroll down to Provider Roundtable.