

# Provider Notice

*This communication is being sent on behalf of the Virginia Department of Behavioral Health and Developmental Services (DBHDS) and the Department of Medical Assistance Services (DMAS)*

In order to provide more time for training and availability for support, we will be moving and staggering the dates for platform use to begin. DMAS is aware of this change in dates, and billing requirements for the service areas are being aligned.

## **Emergency Services will start using the Crisis Data Platform on January 24th 2022.**

- Log-ins for Emergency Service will go out starting on 1/13/2022 thru 1/18/2022
- DBHDS will be available via to address difficulties with developing your account and log in:
  - Friday, January 14 8:00am – 12:00pm  
[virginia-gov.zoomgov.com/j/1619410525](https://virginia-gov.zoomgov.com/j/1619410525) Passcode: Platform1!
  - Tuesday, January 18 11:00AM – 1:00pm  
[virginia-gov.zoomgov.com/j/1614188157](https://virginia-gov.zoomgov.com/j/1614188157) Passcode: Platform1!
  - Wednesday, January 19 9:00 AM – 12:00pm  
[virginia-gov.zoomgov.com/j/1614188157](https://virginia-gov.zoomgov.com/j/1614188157) Passcode: Platform1!

On 1/13/2022, a detailed workflow email will go out to Emergency Services along with basic video covering finding and inputting data. The 1st hour of each open office session is dedicated to log-on, the 2nd hour of each session is utilization and questions.

## **Providers of Mobile Crisis Response and Community Based Stabilization will go live on 1/31/2022.**

- Log-ins for these providers will go out starting 1/20/2022 thru 1/25/2022
- DBHDS will be available via to address difficulties with developing your account and log-in:
  - Friday, January 21 8:00am – 12:00pm  
[virginia-gov.zoomgov.com/j/1619410525](https://virginia-gov.zoomgov.com/j/1619410525) Passcode: Platform1!
  - Monday, January 24 1:00 – 4:00pm  
[virginia-gov.zoomgov.com/j/1603819396](https://virginia-gov.zoomgov.com/j/1603819396) Passcode: Platform1!
  - Tuesday, January 25 1:00 – 4:00pm  
[virginia-gov.zoomgov.com/j/1605278848](https://virginia-gov.zoomgov.com/j/1605278848) Passcode: Platform1!

The service provider training video will precede log-in information and will come with a workflow to outline inputting information into the platform. The 1st hour of each open office session is dedicated to log-on, the 2nd hour of each session is utilization and questions.

\*\*\*\*\*To assist with log-in and the receiving of related log-in materials, make sure your organization has allowed the use of the Microsoft or Google Authenticator apps on your phone, and that the agency has enabled emails and access to the URL's, [uat-app.behavioralhealthlink.com](https://uat-app.behavioralhealthlink.com), and [app.behavioralhealthlink.com](https://app.behavioralhealthlink.com).