



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)

The following resources can be used to assist with accessing the crisis data platform.

Add/Remove User process moving forward:

1. Fill out the attached sheet regarding use
2. Have one of the identified Lead's or Admins from the agency sign the form.
3. Send to crisis_services@dbhds.virginia.gov
 1. Email must be sent by or cc the lead or admin
 2. If not sent by a lead or admin, we will have to contact them to confirm the user, which adds time to the process
4. Please allow one business day for us to process the request.
5. Add/Remove requests after 4PM will be processed the next business day.

Forgot Password Process:

1. You can reset your own password on the BHL website.
2. app.behavioralhealthlink.com
3. Click forgot password
4. Email will be generated from BHL, usually generates within 15 minutes
5. If you do not receive, check your spam folder

6. Click on reset password in the email
7. Set up a new password, confirm password
8. Open up authenticator application
9. Enter authenticator code (no spaces)
10. You should then be at the home page.

Help/Support Process:

1. Monday through Friday from 6am- 6pm, you can email crisis_services@dbhds.virginia.gov for any support with the data platform.
2. Please include in your subject line the reason for email
 1. User Addition/Deletions= User Access
 2. Authentication Applicatio
 3. Password Reset
 4. List Serv
 5. Other Issue
3. After hours, you can email or call Behavioral Health Link Product Support support@behavioralhealthlink.com or 470-607-0647
4. If you email Behavioral Health Link please cc: crisis_services@dbhds.virginia.gov

Two Factor Authentication Reset Process:

1. You can reset your Two Factor Authentication Application.
2. Click on app.behavioralhealthlink.com
3. Click forgot password
4. Email will be generated from BHL, usually generates within 15 minutes
5. If you do not receive, check your spam folder
6. Click on reset password in the email
7. Set up a new password, confirm password
8. Click on set up a new authenticator application
9. Delete old authenticator application

10. Reinstall Authenticator application from the playstore (prefer google/Microsoft authenticator application)
11. Scan the QR code
12. Enter the 6 numbers (no space) into the verify code section
13. Then go back to the browser section enter: behavioralhealthlink.com again
14. Click sign in and you should get to the dashboard.
15. You should then be at the home page.

Training Videos:

2-Factor Authentication: youtu.be/52AXoQ1HPW4

Mobile Crisis and Community Stabilization: youtu.be/vTskAKzOZ2I

Emergency Services: youtu.be/oGrN7K2w6Hs

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, and app.behavioralhealthlink.com

Issues with log in and follow-up questions can be directed to crisis_services@dbhds.virginia.gov
Or Behavioral Health Link Product Support support@behavioralhealthlink.com 470-607-0647

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