



COMMONWEALTH of VIRGINIA

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TO: All Current and Prospective Providers of New Behavioral Health Services

FROM: Jae Benz, Director, Office of Licensing, DBHDS

Cc: Alyssa Ward, Chief Deputy Commissioner, DBHDS
Heather Norton, Deputy Commissioner, Community Services, DBHDS
Dev Nair, Assistant Commissioner, Division of Provider Management, DBHDS

DATE: August 26, 2026

RE: Mandatory Pre-Application Training, Application Timelines, and Legacy Service Closure –
New Behavioral Health Services

Purpose

The Office of Licensing (OL) is issuing this memorandum to all providers interested in applying for licensure for any of the new behavioral health services: Community Psychiatric Support and Treatment (CPST) - youth and adult, Coordinated Specialty Care (CSC), and Mental Health Center-Based Recovery and Empowerment Center (REC) services. This memorandum provides information regarding mandatory pre-application provider training, the dates on which OL will begin accepting applications, the deadline by which a complete application must be received in order to be licensed by the July 1, 2027 deadline, and the closure of legacy services.

Mandatory Pre-Application Training and Exam

The purpose of these requirements is to assure that providers endeavoring to provide these new services have all of the information necessary to expedite the application process. The OL has found through years of experience that one of the greatest challenges to the application process has been with providers who submit incomplete or otherwise problematic applications that require numerous re-submissions and communications with the OL. The purpose of this training is to assure that the OL provides all of the information up front regarding the process and that providers have received and comprehended that information before submission.

OL will provide mandatory training on how to apply for the new behavioral health services. The training will cover the application and submission process in CONNECT, required documents, staffing plan requirements, and policy requirements.

Currently Licensed Providers – Service Modification

- Licensed providers submitting a service modification to add a new behavioral health license must complete the Mandatory Behavioral Health Redesign (BHR) Pre-Application Training before submitting the service modification. Providers who submit a service modification without first completing the training will have the application administratively withdrawn and will be required to start the application process from the beginning.
- Service modifications submitted by currently licensed providers will be reviewed prior to initial (prospective provider) applications.

Service Modifications and Required Attachments

This section does not apply to prospective providers (applicants) and is specific to providers currently licensed by the Office of Licensing.

Licensed providers seeking to add the new behavioral health service(s) to their organization will be required to submit policy and procedure documents in addition to the online application requirements. Policy and procedure documents are not typically gathered within the service modification process to add a new service to a licensed organization; therefore, these documents will be submitted via a Provider Portal Message. Specific policy requirements and citations will be reviewed in detail during the Mandatory BHR Pre-Application Training.

Key Dates – Existing Providers and Prospective Providers

Milestone	Date	Notes
Stop accepting initial applications, location modifications to add locations and service modifications for legacy services	August 31, 2026	There is sufficient service capacity for legacy services and legacy services will cease to be licensed or reimbursed by July 1, 2027 Any application submitted after this due date will be automatically withdrawn.
Mandatory BHR Pre-Application Training for Current Providers of Legacy Services Begins	September 8, 2026 11:00 a.m-1:00 p.m: Register Here 2:00 p.m-4:00 p.m: Register Here	All providers must attend this training to submit an application. The Main Authorized Contact (MAC) for the organization is required to attend.
OL Begins Accepting New Applications	September 10, 2026	Applications will be accepted in CONNECT. Proof of training completion (and exam passage for prospective providers) must accompany the application.

Mandatory In-depth Regulation Training	November 2026	All providers and prospective providers must complete this training in TRAIN to ensure they fully understand the regulations. Use the TRAIN Account User Guide to set up your account.
Submission Application Deadline	January 15, 2027	A complete application must be received by this date to allow OL sufficient review time for licensure by July 1, 2027. Applications requiring resubmission may not be licensed in time.
Licensure Deadline	July 1, 2027	Providers must be licensed by this date to deliver the new BHR services.
Legacy Services End	July 1, 2027	All legacy service licenses will be closed by OL as of this date. • Therapeutic Day Treatment (TDT) • Intensive In-Home (IIH) • Mental Health Skill-Building Services (MHSB) • Psychosocial Rehabilitation Services (PSR)

Providers are strongly encouraged to submit as early as possible. The review process for applications starts within 30 days of submission, and any deficiencies will require correction and resubmission, which may delay licensure beyond July 1, 2027, even for applications that are submitted prior to January 15, 2027.

Prospective Providers (Not Currently Licensed by OL)

- Applicants applying for a license for the first time must complete the Initial Applicant Orientation Training and pass the proctored exam, then attend the mandatory behavioral health services application training, before applying. This memo outlines the Initial Applicant Orientation process: [Memo-Potential-Licensure-Applicants-and-TRAIN-LMS-Learning-Management-System.pdf](#)
- If an initial application for one of the four new behavioral health services is submitted without the Initial Applicant Orientation Training or without having attended the Behavioral Health Redesign Mandatory Pre-Application Training, the application will be rejected. The applicant may resubmit their application when they can show proof of training completion.
- At least one training participant from each applying organization must be the organization's owner or Main Authorized Contact (MAC).

DMAS Enrollment and Other Funding Sources

Please be aware that the Department of Medical Assistance Services (DMAS), managed care organizations (MCOs), and other funding sources may have their own dates by which a provider must be licensed in order to complete enrollment, credentialing, and contracting by July 1st. Licensure by DBHDS does not guarantee enrollment; providers are responsible for confirming all applicable enrollment deadlines directly with DMAS, the MCOs, and any other payers.

Closure of Legacy Services – July 1, 2027

- Therapeutic Day Treatment (TDT)
- Intensive In-Home (IIH)
- Mental Health Skill-Building Services (MHSB)
- Psychosocial Rehabilitation Services (PSR)

In conjunction with the end of these services, the Office of Licensing will be administratively closing all legacy service licenses as of July 1, 2027. Providers currently licensed for a legacy service who intend to continue serving individuals under the new service types must complete the training, apply, and be licensed for the applicable new service in accordance with the dates above.

Next Steps for Providers

1. The MAC or owner of the organization must complete the mandatory pre-application, (and, for prospective providers, also complete the Initial Applicant Orientation Training and pass the proctored exam) before submitting an application.
2. Submit a complete application in CONNECT on or after September 10, 2026, and no later than January 15, 2027.
3. Confirm enrollment deadlines with DMAS, MCOs, and any other funding sources.

Questions regarding this memorandum may be directed to olbhrdsupport@dbhds.virginia.gov. Additional guidance, FAQs, and training information will be forthcoming.