
BE INFORMEDNETWORK
BULLETIN

IMPORTANT ANNOUNCEMENTS

Behavioral Health Provider Manual Update to Fingerprinting Process Image

Provider Manual for Community Behavioral Health Providers

In order to historically document DBHDD communications, policy, and guidance issued to providers during the COVID-19 Public Health Emergency (PHE), the DBHDD will be reposting revisions to certain versions of the **Provider Manual for Community Behavioral Health Providers** that were in effect during the PHE. The revisions will include a new Appendix E at the end of each applicable Provider Manual that catalogs and appends all communications, policy, and guidance issued during the effective dates of the Manual, in chronological order. Currently, two versions of the Provider Manual will be revised:

1. The FY20, Quarter 3 (effective January 1, 2020 through March 31, 2020) Provider Manual will contain all PHE-related content released between March 1st and March 31st.
2. The FY20, Quarter 4 (effective April 1, 2020 through June 30, 2020) Provider Manual will contain all PHE-related content released between March 1st and May 31st (this Manual may again be revised and reposted if new content is released in June).

Given the uncertainty regarding expiration dates of both the PHE itself and of the various federal allowances made under the PHE, the regularly scheduled upcoming FY21, Quarter 1 Provider Manual (effective July 1, 2020 through September 30, 2020), which will be posted to the DBHDD website on June 1st, will not contain the PHE-related content.

As the DBHDD continues to engage with state and federal authorities related to the PHE and its related allowances, there will be a revision and reposting of this Provider Manual between June 1st and July 1st if the PHE and its allowances do in fact continue as of July 1st. Further revisions and repostings may also occur as PHE-related content expires or is added during this Provider Manual's effective dates.

UPDATE!

Change in Fingerprinting Process

The Gemalto Cogent, Georgia Application Processing Service for fingerprint background requests, will launch its website redesigned effective June 1, 2020. As a result, there will be a new process when processing the fingerprint background applications for the DBHDD Provider Network. The Provider Network will have to complete a form and cover letter in its

entirety in order to process fingerprint background applications. **Both forms will be mandatory for processing.** Click the link below to access the required documents.

**GEMALTO FORM & COVER
LETTER**

IMAGE
Browser Compatibility for Data Entry

Microsoft Internet Explorer is being replaced by Microsoft Edge. We recommend using either Edge or Chrome browsers for data entry in Image. If you use Microsoft Internet Explorer, you may encounter user interface (UI) elements not working as intended, such as issues entered the date and time of an incident. If you run into this issue, please switch browsers and the issue generally resolves. Any other user issues can be sent to Image.App@dbhdd.ga.gov and we will do our best to assist you.

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BE WELL

