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Training Announcements

The Department of Behavioral Health and Developmental Disabilities (DBHDD), Office of Human Resources and Learning, is offering virtual trainings. Listed below are those currently scheduled. For more information regarding virtual trainings, [click here](#).



- [I/DD Participant Direction New Enrollment Webinar](#)
- [HRST: One Day Training for Clinical Reviewers](#)
- [HRST: One Day Training for Intensive/Support Coordinators, State Service Coordinators and Intensive SC Clinical Supervisors](#)
- [Providing Culturally Responsive Care for Behavioral Health in Georgia](#)

If you have any questions, please contact DBHDDLearning@dbhdd.ga.gov.

Tier 1 PMR Virtual Road Show 2022

Tuesday, August 23, 2022
9:30 am to 11:00 am

The Georgia Department of Behavioral Health and Developmental Disabilities is pleased to announce the Tier 1 PMR Virtual Road Show 2022 training. This training is from 9:30 a.m. to 11:00 a.m., on Tuesday, August 23, 2022.

The webinar is designed to provide an overview of the expectations related to Tier 1 Providers Standards and Key Performance Indicators (KPIs) as outlined in [DBHDD policy 01-200](#). Each year the Division of Behavioral Health reviews the expectations related to standards and KPIs for providers enrolled with DBHDD to provide Non-Intensive Outpatient Services, also known as the Core Benefit Package, for our target populations.

***All Tier 1 Community Behavioral Health Providers are required to attend this session.**

[Click here to register.](#)

For any questions, please email DBHDDLearning@dbhdd.ga.gov.

Tier 2 & Tier 2 Plus PMR Virtual Road Show 2022

Thursday August 25, 2022
10:00am to 12:00 pm

The Georgia Department of Behavioral Health and Developmental Disabilities is pleased to announce the **Tier 2 & Tier 2 Plus PMR Virtual Road Show 2022** training. This training is from 10:00a.m. to 12:00 p.m., on **Thursday August 25, 2022, from 10:00am to 12:00 pm.**

The webinar is designed to provide an overview of the expectations related to Tier 2 & Tier 2 Plus Providers Standards and Key Performance Indicators (KPIs) as outlined in [DBHDD policy 01-230](#). Each year the Division of Behavioral Health reviews the expectations related to standards and KPIs for providers enrolled with DBHDD to provide Non-Intensive Outpatient Services, also known as the Core Benefit Package, for our target populations.

***All Tier 2 & Tier 2 Plus Community Behavioral Health providers are required to attend this session.**

[Click here](#) to register.

For any questions, please email DBHDDLearning@dbhdd.ga.gov.

Featured Article

Office of Incident Management & Compliance

Criminal History Records



This article outlines information related to the fingerprint-based background check process. Please read in full and share with relevant staff responsible for assisting in the hiring process for your agency.

One area of challenge during the pandemic has been the availability of locations to complete fingerprints for required criminal background checks; as such, DBHDD offered a temporary and time-limited allowance of an attestation if no fingerprint location was available in the area. As of this month, there are 106 open fingerprint locations across the state of Georgia.

Accordingly:

- Attestations asking to waive the fingerprint requirement will not be accepted if there are fingerprint locations available near the applicant or agency.
- If a fingerprint location is now available, providers are encouraged to have employees (who formerly completed an attestation) take steps to complete the fingerprint-based background check as soon as possible.

When the Public Health Emergency (PHE) ends:

- All employees who signed the Applicant Attestation must complete a fingerprint-based background check within sixty (60) days.
- The provider is responsible for sending any person who signed the Attestation for a fingerprint-based background check.
- If a fingerprint location is now available, providers are encouraged to have these employees complete the fingerprint-based background check as soon as possible. You do not have to wait for the PHE to end to do so.

Information about navigating open fingerprint locations, applicant registration, CHRIS eligibility letters, and registry checks are available at the link below to assist you in meeting these DBHDD requirements.

[Additional Information and Helpful](#)

Division of Developmental Disabilities

I/DD RATE STUDY SURVEY

AVAILABLE NOW

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) is in the process of reviewing payment rates and policies for services provided through the New Options and Comprehensive Supports Waivers. Burns & Associates, a division of Health Management Associates (HMA-Burns), has been contracted to assist with this rate study. A key element of this study is a provider survey that collects information regarding providers' service designs and costs.

The Excel-based survey and accompanying instructions are available by [clicking here](#). Additionally, HMA-Burns will be recording a webinar to walk through the survey page-by-page. The recording will be posted to www.burnshealthpolicy.com/GeorgiaWaiverRates/ by August 10, 2022.

Please note the following:

- Data collected through the survey will be a consideration as DBHDD assesses the adequacy of current payment rates and studies possible changes to the rates. Thus, although the survey is voluntary, all providers are encouraged to participate.
- Information collected through the survey will be utilized only for the purpose of this study and providers' individual responses will not be published.
- Partially completed surveys will be accepted. You may skip any questions that request information that your agency cannot provide, and those portions of the survey that are completed will still be part of the survey analysis.
- If there are any factors that you believe should be considered but were not included in the survey, note those issues (and any other comments) in the transmittal email when submitting the survey. You may also submit any other documentation that you would like considered as part of this study.

We recognize that the survey is lengthy and detailed. In addition to the recorded webinar noted above, HMA-Burns is available to answer questions. You may contact Stephen Pawlowski at spawlowski@healthmanagement.com or (602) 466-9840.

Completed surveys are due by Friday, September 9th and should be submitted to bsmith@healthmanagement.com.

Division of Behavioral Health

CCBHC Provider Candidates Behavioral Health Consumer Survey Training

**Monday, August 22nd, 2022
11:00 am to 12:00 pm**

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) has contracted with the University of Georgia's Carl Vinson Institute of Government to conduct the annual consumer satisfaction survey. This year the survey will be conducted online and will address consumer experiences and satisfaction with behavioral health services over the

past 12 months.

This session is only intended for the four **CCBHC Provider candidates**. Please feel free to include any staff who have direct contact with consumers and would be able to assist in the consumer survey process.

DBHDD needs your help advertising and promoting the consumer satisfaction survey through the following steps:

Step 1: Attend the Survey launch meeting. Please attend an online WebEx training where we will discuss the survey and how you can help to advertise and promote it.

- Monday, August 22nd at 11:00 am
- Register for the training session by [clicking here](#).
- Meeting Information is available by [clicking here](#).
Meeting ID: 2331 286 2572
Password: 7sHRgV8PKD3

Step 2: Share the Consumer Satisfaction Survey. Please invite consumers who have received behavioral health services during the past 12 months to complete the survey by:

- Sending an email to consumers and invite them to participate the survey.
- Asking your staff to distribute the survey link during appointments.
- Printing and distributing the flyers to advertise the survey.

Thank you for your collaboration on this important effort. Your assistance is essential to the success of the consumer surveys. I appreciate your dedication to providing excellent services. Should you have any questions about the training please contact me at john.quesenberry@dbhdd.ga.gov.

Sincerely,
John Quesenberry, Director
Office of Data & Information Management

Behavioral Health Consumer Survey Training

**Friday, August 19th, 2022
11:00 am to 12:00 pm**

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) has contracted with the University of Georgia's Carl Vinson Institute of Government to conduct the annual consumer satisfaction survey. This year the survey will be conducted online and will address consumer experiences and satisfaction with behavioral health services over the past 12 months.

DBHDD needs your help advertising and promoting the consumer satisfaction survey through the following steps:

Step 1: Attend the Survey launch meeting. Please attend an online WebEx training where we will discuss the survey and how you can help to advertise and promote it.

- Friday, August 19th at 11:00 am
- Register for the training session by [clicking here](#).
- Meeting Information is available by [clicking here](#).
Meeting ID: 2336 586 2745
Password: DnNdM2v7Sh2

Step 2: Share the Consumer Satisfaction Survey. Please invite consumers who have received behavioral health services during the past 12 months to complete the survey by:

- Sending an email to consumers and invite them to participate the survey.
- Asking your staff to distribute the survey link during appointments.
- Printing and distributing the flyers to advertise the survey.

Please note, there is a separate training announcement for the Certified Community

Behavioral Health Clinic candidates.

Thank you for your collaboration on this important effort. Your assistance is essential to the success of the consumer surveys. I appreciate your dedication to providing excellent services. Should you have any questions about the training please contact me at john.quesenberry@dbhdd.ga.gov.

Sincerely,
John Quesenberry, Director
Office of Data & Information Management
Georgia Department of Behavioral Health and Developmental Disabilities

Office of Provider Relations & ASO Coordination

Question for your Provider Relations Team?

The **Provider Issue Management System (PIMS)** is your online source to have your questions answered in a consistent, reliable and timely way! In addition to providing a timely response, the information we gather from PIMS will assist DBHDD in trending common concerns, developing FAQs, and informing policy reviews. You can access the PIMS site directly by using the link below.

**PROVIDER ISSUE MANAGEMENT
SYSTEM**

PIMS is also accessible through the [DBHDD website](#) by hovering over the "**For Provider**" tab located across the top of the page. When the drop down menu appears, click on "**Questions for your Provider Relations Team**".

Director
Anna Bourque

Senior Provider Relations Managers
Carole Crowley
Sharon Pyles

For Provider Relations inquiries,
please contact us at
DBHDD.Provider@dbhdd.ga.gov.



BE WELL



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