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**BE EXCEPTIONAL** LEARNING  
CORNER

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## Training Announcements

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The Department of Behavioral Health and Developmental Disabilities (DBHDD), Office of Human Resources and Learning, are offering virtual and in-person trainings. For more information regarding trainings, [click here](#).

If you have any questions, please contact [DBHDDLearning@dbhdd.ga.gov](mailto:DBHDDLearning@dbhdd.ga.gov).



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### Community Residential Alternative (CRA) Services Virtual Training for IDD Providers

**Tuesday, March 25, 2025  
12:00 PM - 2:00 PM**

The Department of Behavioral Health and Developmental Disabilities (DBHDD) Division of Intellectual/Developmental Disabilities is pleased to announce DBHDD's Community Residential Alternative (CRA) Services Training. During this session, we will discuss the current and new CRA services.

The purpose of this training is to:

- Explain the 344-day billing year, which assumes that individuals receive services for 344 days in a year, instead of 365 days.
- Describe the criteria and the tools used to assess the support needs of individuals.
- Review the revised version of the Supports Intensity Scale (SIS), one of the assessment tools used in the rate study.
- Describe the Community Living Supports (CLS) services, which are services that help individuals with their daily activities and independent living skills.
- Explain the process for requesting additional funding or support for individuals with high needs, which may include submitting an application, providing documentation of the individual's needs, and undergoing a clinical assessment; and,
- Review of the specialized CRA models that were developed as part of the rate study, such as Behaviorally Focused, Specialized Transitional, and Intensive models.

**This session is specifically for current CRA, CLS, AS, CAG and Support Coordination providers. DBHDD Staff is welcome to attend but must register.**

[Click here to register!](#)

For any registration questions, please contact [DBHDDLearning@dbhdd.ga.gov](mailto:DBHDDLearning@dbhdd.ga.gov).

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## Best Practices and Techniques for Medication Oversight

The Georgia Collaborative ASO and DBHDD present the following training opportunity for IDD Providers. Please click on the title of the training to register.

### **Best Practices and Techniques for Medication Oversight Monday, March 31, 2025 10:00AM-11:00 AM**

The Medication Oversight training will equip providers with techniques, strategies, and best practices that support effective medication management while promoting the well-being and independence for people with intellectual and developmental disabilities.

Additionally, this training will provide an overview of the Department of Behavioral Health & Developmental Disabilities (DBHDD) medication management policies and guidelines. This training will also introduce providers and direct support professionals on tips and methods that can support individuals with managing their own medications.

***Please note this training is targeted for IDD providers, Support Coordination, Direct Support Professionals, Case Managers, Nursing, Behavioral Specialists and Day and Residential Direct Support Professionals***



## American Association on Intellectual and Developmental Disabilities (AAIDD) Virtual Information Session

The Supports Intensity Scale - Adult Version (SIS-A), 2nd Edition is an important step forward in the work of identifying support needs of individuals with intellectual and developmental disabilities through assessment and measurement. The SIS-A is a standardized assessment designed to measure the relative intensity of supports that a person with intellectual or developmental disabilities (I/DD) needs to fully participate in community life. The informational session will provide an overview of the SIS-A, its purpose and content, and differences between the revised SIS-A, 2nd edition, and the previous editions.

### **Training Dates & Locations**

- Session for DBHDD Staff: April 2, 2025 10:00AM - 11:00AM
- Session for IDD Providers: April 3, 2025 1:00PM - 2:00PM
- Session for Families & Advocates: April 4, 2025 10:00AM - 11:00AM

Registration is required for this training - click the link below to register.

**The Registration Deadline for all sessions is March 31, 2025 at 5:00PM**

[Register Now](#)

## DD Participant Direction New Enrollment Training



This Participant-Direction (Self-Direction) New Enrollment Training series is **MANDATORY** for all Participants/Representatives prior to self directing their waiver services and supports under the New Options Waiver (NOW) or the Comprehensive Supports (COMP) Waiver Programs.

The goal of the series is to discuss the Role and Responsibilities of the Representative as written in Part II of the NOW/COMP Manual and to review the services that are covered/not covered under the NOW/COMP Waivers. These sessions will ensure that all Participant-Direction enrollees clearly understand the Participant-Direction service delivery option and understand the role, authorities, and responsibilities of the Participant/Representative. Please check menu at the top of the page for details on future training dates.

All Participant-Direction enrollees are required to attend training and sign a new "Memo of Understanding" (MOU) and complete an Attestation form in order to begin self directing. These documents will be reviewed and signed during the Participant's/Representative's registered training session.

### Training Dates:

- April 10, 2025, 10:00AM - 4:00PM
- April 16, 2025, 10:00AM - 4:00PM

Registration is **REQUIRED**. Seating is limited and once maximum capacity is reached we are unable to adequately accept walk-ins that have not registered.

[Register Now](#)

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## 2025 Transformational Change: Strengthening Person-Centered Service Delivery within the HCBS Settings Rule

### NEW DATES & LOCATIONS ADDED

The Department of Behavioral Health and Developmental Disabilities (DBHDD) Division of Intellectual/ Developmental Disabilities is pleased to announce the **Transformational Change: Strengthening Person-Centered Service Delivery within the HCBS Settings Rule**.

This one-day interactive workshop is specifically for Support Coordinators, Intensive Support Coordinators, Behavior Support Specialists, Nurses, and Planning List Administrators to better understand the intent and expectations of the Medicaid HCBS Settings Rule.

The Transformation Change workshop will be offered 6 times across the state as an opportunity to learn and gain ideas to shift HCBS from a systems-framework to a more individualized framework where the person who uses services is at the center of his/her life, determining preferences, having autonomy, and making choices that work for them. A deeper understanding of the purpose of the Rule and how to implement will create the "shift" to more person-centered practices in our daily work. Furthermore, through our better understanding of the foundation of person-centered practices in service provision, the



people we work for will begin to realize their individual role and live out their dreams versus the usual, traditional manner in which services have been considered, discussed, and provided.

[Click here for registration and more information!](#) *Each training session will be conducted in-person.*

For any registration questions, please contact [DBHDDLearning@dbhdd.ga.gov](mailto:DBHDDLearning@dbhdd.ga.gov).

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## Free Person-Centered Thinking Training Now Available



**AVAILABLE NOW**

**DBHDD, in collaboration with IntellectAbility, is providing free Person-Centered Thinking (PCT) Training.**

Person-Centered Thinking Training consists of two-parts:

**Part 1:** Complete Person-Centered Thinking eLearn. This 3-hour eLearn course is housed within Relias. To find it search for *A Course on Person-Centered Thinking* within Relias.

**Part 2:** A one-day virtual, PCT training with a GA Learning Community Trainer. This is a Zoom-based virtual training with a live trainer.

### Register Now!

#### Important Information:

1. At the conclusion of the eLearn course in Part 1, the learner will have the opportunity to register for the one-day, virtual training.
2. Learners must upload their certificate from Part 1 to register for Part 2.
3. Your registration remains in a pending status until your eLearn course activities have been reviewed. Activities must be completed in earnest. Learners whose activities contain nonsensical entries will be asked to reanswer the areas before their registration is approved.
4. To receive the full credit for Person-Centered Thinking Training, both Part 1 and Part 2 must be successfully completed.
5. The learner will receive a certificate for each part of training.

If you have questions about this training and how to get started, email:

[PCSupport@ReplacingRisk.com](mailto:PCSupport@ReplacingRisk.com)

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## 2025 DD Learning Collaborative

This year's theme is **Pathways to Possibilities: Dreaming Big, Achieving Aspirations!** We are pleased to present this year's three-day conference, dedicated to exploring key topics such as Autism, Engagement, Self-Advocacy, and Trauma-Informed Practices, among many others.

This event will feature a variety of sessions designed to foster a mindset of growth and promote best practices within the Intellectual and Developmental Disabilities (IDD) service delivery system. Attendees will gain valuable insights into

supporting individuals as they pursue and achieve their aspirations.

ALL DD Providers, including Direct Support Professionals, Nurses, Support Coordinators, and Paraprofessionals are invited to attend.

**Please Note:** Confirmed registration and full attendance each day, is required for CEUs and Certificate of Attendance. On-site parking is available. Continental breakfast and lunch will be provided.

## Call for Proposal

Are you interested in conducting one of the plenaries or workshops? If so, please follow this link and complete the proposal forms and include all required attachments:

[DD Learning Collaborative Call for Proposals 2025](#)

# Save

September 9 – September 11, 2025

# the

Callaway Gardens - Pine Mountain, GA

# Date

Registration will Open August of 2025!

## Featured Article

### Heightened Security Awareness

An increase in targeted attacks involving phishing emails, fraudulent calls, and social engineering attempts aimed at gaining unauthorized access to company systems and sensitive data. Bad actors are impersonating executives, IT support, vendors, or trusted partners, urging employees to share credentials, approve financial transactions, or download malicious files.



#### Key Security Threats:

- Phishing Emails – Attackers are sending emails that appear to be from [known contacts, executives, vendors], requesting sensitive information or urgent actions.
- Phone Scams (Vishing) – Calls from bad actors impersonating IT support, banks, or executives, urging them to reset passwords or disclose confidential details.
- Business Email Compromise (BEC) – Fraudsters may attempt to spoof executive emails to authorize fraudulent payments or sensitive data transfers.

#### How to Protect Yourself:

- Verify Requests – Always confirm email or phone requests for sensitive data or financial approvals by contacting the sender directly via a known and trusted method.
- Be Cautious with Email Links & Attachments – Do not click on suspicious links or open unexpected attachments. Hover over links to verify their legitimacy.
- Watch for Urgent or Unusual Requests – Be skeptical of messages that create a sense of urgency or pressure you to act quickly.
- Do Not Share Credentials – IT or security teams will never ask for your password or multi-factor authentication (MFA) codes over email or phone.
- Report Suspicious Emails & Calls – Forward suspicious emails and report fraudulent

## Office of Communications

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### FREE 988 Materials Available on SAMHSA!

The 988 Lifeline publishes and regularly updates a 988 Partner Toolkit, which provides partners social media, video, print, radio, FAQs, messaging, and other marketing materials that can be used to promote the 988 Suicide & Crisis Lifeline.

Order FREE 988 materials on SAMHSA's online story today:  
<https://orders.gpo.gov/SAMHSA988/Pubs.aspx>

## Office of Incident Management and Compliance

### CheckPT Is Live!

DBHDD's new fingerprinting and background system, CheckPT, is live! All Community Providers and Staffing Agencies who conduct DBHDD fingerprint-based background checks will now be required to use CheckPT to complete the process.

Providers should have their first CheckPT administrator register their agency in CheckPT using their individual business email account.

**Important Note:** Email addresses can only be used one time in CheckPT.

Instructions for creating the provider agency administrator user account are available at the link below in the CheckPT Provider Initial Provider User Registration Guide. Non-admin users should reach out to your provider agency administrator to gain site access.

Access the CheckPT application at <https://dbhddcheckpt.com>.

[CheckPT Provider Initial Provider User Registration Guide](#)

### Background Check Determinations

reminder

Providers must take action when a determination is available in CheckPT. If you hire the applicant, you must make a hiring decision and add them to your Roster in CheckPT.

If you decide not to hire an applicant, you must close their application in CheckPT. You can follow the steps in the CheckPT Provider User Guide, Hiring Decisions section for this process.



## Training Materials & FAQs

The CheckPT trainings held on January 15th and 16th were recorded. This recording is now available on the DBHDD website, [click here](#) to access them.

Please review and bookmark the user guides and recorded training which are available on [DBHDD University](#) and on the [DBHDD website](#).

**FAQs for CheckPT and Idemia are now available at the link below.**

## Background Check FAQs

## IDEMIA Information

Billing for background checks is set up separately through Idemia. If you have not received Idemia credentials, email [dbhdd.provider@dbhdd.ga.gov](mailto:dbhdd.provider@dbhdd.ga.gov) to begin this process. You must include in your email:

- Your agency name (as it appeared in Fieldprint/Gemalto),
- Fieldprint GAC number, and
- Names and Email Addresses of the employees you would like to have access to your Idemia account.

### ***How to locate your Fieldprint GAC number***

*This is also known as the Requesting Agency ID in Fieldprint. It is part of the FP Code that is given to applicants for registration. You can find this number by logging into your agency Fieldprint account and clicking on MyTools.*

*Please note that DBHDD does not have access your agency's Fieldprint GAC.*

**Please allow 3-4 weeks for Idemia to create and send your credentials.** In the interim, providers may use the applicant pay code to allow the application process to continue and reimburse applicants afterwards. If it has been longer than 3-4 weeks since your request, please email [dbhdd.provider@dbhdd.ga.gov](mailto:dbhdd.provider@dbhdd.ga.gov).

**Idemia Agency Management Portal (AMP)** website for billing purposes only: <https://agency.ga.state.identogo.com/login/>

## CheckPT Account Lockouts

If someone is locked out of CheckPT, please email the username and email address to [dbhdd.reg@dbhdd.ga.gov](mailto:dbhdd.reg@dbhdd.ga.gov).

## Refunds through Fieldprint

Until 3/31/25, please direct all refund requests or other concerns to [gacustomerservice@myfieldprint.com](mailto:gacustomerservice@myfieldprint.com).

As of 4/1, please direct all refund requests or other concerns to [customerservice@fieldprint.com](mailto:customerservice@fieldprint.com).



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## Additional Background Check Reminders

Only one person is required to establish and maintain an account with Idemia's Agency Management Portal (AMP). This account will be responsible for maintaining the credit card information on file and will be able to see the billing history. Providers may choose to have multiple accounts for this purpose.

**Please Note:** This is strictly for billing purposes and does not include eligibility determinations or other fingerprinting components.

- Once users have a login from Idemia, they should follow the document titled **"IDEMIA UEP AMP First Time Log In Guide"**.
- Once users have logged into the AMP, users should follow the document titled **"Provider Pay Account Setup Idemia Billing"**.
- For billing questions, temporary password issues, or QR Code error assistance, please email [cares\\_t2@us.idemia.com](mailto:cares_t2@us.idemia.com) and wait for their reply.

After the provider payment account is established in Idemia, it is necessary to connect the Idemia payment account in CheckPT. Please follow **"Adding-Updating Idemia Account Number in CheckPT"** for instructions.

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## Division of Developmental Disabilities

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### Georgia Uplift

#### For Direct Support Professionals (DSP)

Georgia Uplift is focused on a single outcome:  
Improved life circumstances for all Georgia Direct Support Professionals.

This focus on providing free, no-strings-attached support for DSPs is intended to lead to improved job performance, job attendance, and job satisfaction, thereby reducing turnover and creating greater stability for organizations serving individuals with intellectual and developmental disabilities in Georgia.

[Click here for more information.](#)

Or visit the website at [www.georgiauplift.org](http://www.georgiauplift.org) to learn more.

A blue ribbon-style banner with the text 'AVAILABLE NOW' in white, bold, uppercase letters.

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## Updates on IDD Provider Network Medicaid Rate Increases

On behalf of the Georgia Department of Behavioral Health and





Developmental Disabilities (DBHDD), the Division of Intellectual and Developmental Disabilities is one step closer to completing the IDD provider network rate increase implementation.

**All four scheduled phases have been completed, resulting in the reprocessing of over \$50 million dollars in NOW and COMP claims.** These four phases were previously outlined in Department of Community Health Banner Messages and DBHDD Provider Relations Communications.

**Next Steps: Addressing Minor Errors for Prior Authorizations**

DBHDD’s payment system experienced some minor difficulties while processing several prior authorizations. DBHDD, in collaboration with the Department of Community Health, are currently reviewing the impacted prior authorizations to assess the needed steps for corrections. Upon completion of our assessment, a schedule with the dates of implementation for this additional phase (Phase 5) will be provided to the IDD Provider Network.

Additional communications will occur as we draw near to the final phase of the rate increase implementation.

# Office of Provider Relations

## 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 selecting the **"Submit a Question to Provider Relations"** tile on the DBHDD homepage.

**Senior Provider Relations Managers**

Sharon Pyles

**Provider Relations Managers**

Mary Williams  
Libby Barbour

For Provider Relations inquiries,  
please contact us at  
[DBHDD.Provider@dbhdd.ga.gov](mailto:DBHDD.Provider@dbhdd.ga.gov).



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