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NEWS
"News You Can Use"

Building on Success: Enhancing Care, Connection, and Collaboration for Our Provider Network

The Department of Behavioral Health and Developmental Disabilities (DBHDD) is proud to share our recent accomplishments and ongoing initiatives that reflect our strong commitment to supporting providers and improving the quality of care throughout our network. In 2024, we introduced strategic enhancements, program expansions, and innovative service models—all informed by your input and dedicated to better serving the individuals and communities in Georgia.

Key Accomplishments and Initiatives in 2024:

1. Rate Increases to Support Providers :

Behavioral Health Rate Increase: Recognizing the need to sustainably fund quality behavioral health services, we have implemented a rate increase to help ensure providers can continue delivering impactful, evidence-based care.

Intellectual and Developmental Disability (IDD) Rate Increase: We have also increased IDD service rates, reinforcing our commitment to ensuring these critical supports remain accessible and appropriately resourced.

2. Expanding and Enhancing Intellectual and Developmental Disability Services:

New Assistive Technology Service: We have introduced an Assistive Technology benefit within the IDD service array, broadening options for individuals who may benefit from devices and tools that foster greater independence and community integration.

Innovations in IDD Services: From launching a new complex needs Community Residential Alternative (CRA) model to achieving significant success in two Augusta-area state funded CRA pilot programs, thus reducing the number of individuals in hospitals, we are leading the way in improving outcomes for individuals with

developmental disabilities. The Department is also one step closer to opening the first-ever Crisis Service and Diagnostic Center in the State.

3. Strengthening Regional Coordination and Expertise:

Regional Coordinators in Each Regional Field Office: We have established Regional Coordinator positions to ensure providers have direct, localized support. These coordinators serve as a vital link to DBHDD resources, helping streamline communication and address region-specific challenges.

4. Investing in the Workforce and Celebrating Achievements:

Direct Support Professionals (DSP) Pilot Program Graduates: We are proud to congratulate the first cohort of DSP graduates from our pilot programs. Their completion of these specialized trainings enriches the provider workforce, bolstering the skills and competencies needed to deliver quality, person-centered care.

Flame of Hope Awards: We honored outstanding providers, staff, and community partners through our Flame of Hope Awards—recognizing those who exemplify excellence, compassion, and innovation in behavioral health and developmental disabilities services.

5. Continuous Improvement in Service Delivery and Quality:

Discontinued Use of ANSA/CANS: We streamlined our assessment processes, discontinuing the use of ANSA/CANS measures except within certain Child & Youth & Family (CYF) programs. This change helps simplify documentation and ensures assessments remain relevant and meaningful.

Expanding Crisis Services: We opened the Fulton County Behavioral Health Crisis Center, broke ground on a new crisis center in the Augusta area and moved closer to opening a Crisis Stabilization Unit for children and adolescents in the coastal area. Each of these efforts ensures more individuals and families can access the care they need when they need it most.

6. Advancing Recovery-Oriented Services and Public Awareness:

Peer Services Documentary — “From Stigma to Strength”: We are proud to highlight peer services and recovery stories in a new documentary. This production not only educates the public about the transformative power of peer support but also underscores our commitment to reducing stigma and promoting recovery.

988 Crisis Lifeline Awareness: Through strategic marketing efforts and partnerships, Georgia has increased awareness of the 988 Crisis Lifeline from just 16% in mid-2023 to nearly 85% today. Our targeted campaigns have ensured that the system is ready to respond effectively to Georgians in crisis. While we celebrate this success, we remain committed to ensuring that everyone knows and remembers 988 as the lifeline for mental health and substance use crises.

These accomplishments mark significant milestones in our journey to enhance care, expand service options, and strengthen our partnerships. Our efforts are driven by a singular purpose: to ensure the people we serve has access to high-quality care that leads to a life of recovery and independence.

We look forward to continuing collaboration with our provider network, embracing feedback, and working together to create meaningful, positive outcomes for those we serve.

Office of Provider Relations

Provider Issue Management System:

Enhancing Accessibility and Responsiveness

The Provider Issue Management System (PIMS) continues to serve as a vital resource for the DBHDD Provider Network and community stakeholders. Through its user-friendly, web-based application portal, PIMS connects users with DBHDD Subject Matter Experts to address inquiries about policies, procedures, and community standards outlined in the DBHDD Community Provider Manuals and PolicyStat.

2024 Utilization and Accomplishments

In 2024, PIMS facilitated effective communication and resolution of provider issues by processing 2,122 cases submitted by the Provider Network and stakeholders. Highlights of this year's accomplishments include:

- **Same-Day Resolutions:** 63% of all cases were resolved on the same day they were submitted.
- **Average Resolution Time:** The average time to resolve a case was just 1.7 business days.
- **Timely Completion Rates:** An impressive 98.6% of all cases were resolved within 7 business days.

These metrics underscore the commitment of the Office of Provider Relations to delivering exceptional customer service, ensuring timely responses, and fostering collaboration across our provider network.

Looking Ahead to 2025

As we move forward, the Office of Provider Relations remains dedicated to increasing visibility, further improving response times, and supporting our providers and community stakeholders. We encourage all providers to continue utilizing the PIMS system as a trusted tool for connecting with DBHDD Subject Matter Experts and resolving inquiries quickly and efficiently.

Your Feedback Matters

We value your partnership and are here to support your needs. To submit a case, please visit the [Provider Issue Management System](#) or contact us at DBHDD.Provider@dbhdd.ga.gov.

Thank you for your continued engagement in helping us ensure quality services and care for individuals and families across Georgia.

Training Announcements

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](#).

- **IDD Participant Direction New Enrollment Training**

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





Intellectual and Developmental Disability Provider Training Opportunity

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

Accessibility and Inclusion in the Community Webinar **Monday, January 6, 2025, 1:00 pm - 2:00 pm**

This training will focus on fostering accessibility and inclusion within Home and Community Based Services (HCBS). Participants of this training will explore with the trainers opportunities to support individuals with diverse abilities in living, working, and engaging fully in their communities. Participants will learn ways to create inclusive environments or ways to support individuals to be a part of inclusive environments where they can participate meaningfully in each of their communities.

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.

Behavioral Health Provider Training Opportunity

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

Behavioral Health Existing Forum **Wednesday, January 8, 2025, 9:00 am to 12:00 pm**

This virtual workshop will provide credentialing training to existing Behavioral Health (BH) providers in DBHDD's Provider Network. Topics will include:

Provider Expansion

- Existing Provider Application
- Staffing Requirements
- HFR and Professional Licenses
- Site Visits
- DCH Application

Provider Updates

- Change of Information
- Staff Updates
- Deactivations/Reactivations
- Conversions

Provider Maintenance

- Insurance
- Accreditation
- DBHDD Certification
- Letter of Agreement (LOA)

Please note this training is targeted for Behavioral Health providers.

For any questions or registration issues, please contact GaCollaborativePR@carelon.com

DBHDD Policy Information

Since December 1, 2024, DBHDD updated or developed the following policies:

CCBHC Standard 24 – Satisfaction Survey, 01-424

Provider Manual for Community Behavioral Health Providers, 01-112

Provider Manuals for Community Developmental Disability Providers, 02-1201

Community Service Board Oversight, 13-200

Community Service Board Oversight: Authority and General Responsibilities, 13-201

Community Service Board Oversight: Fiscal Standards and Practices, 13-202

Community Service Board Oversight: Financial Audits Practice, 13-203

Community Service Board Risk Assessment, Mitigation and Intervention, 13-208

Please direct all policy-related questions to the Office of Provider Relations via the Provider Issue Management System (PIMS). To submit your questions, [click here](#).

Office of Provider Relations

Senior Provider Relations Manager

Sharon Pyles

Provider Relations Managers

Mary Williams
Elizabeth Barbour

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



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Georgia Department of Behavioral Health & Developmental Disabilities | 200 Piedmont Avenue, S.E. West Tower | Atlanta, GA 30334 US

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