
BE CONNECTEDNETWORK
NEWS
"News You Can Use"

Lifeline Wireless Program for Georgia Medicaid Members

The Department of Community Health (DCH) has engaged the Alliance for Broadband Accessibility to offer a new Lifeline Wireless Program for all Georgia Medicaid members. All Georgia Medicaid members are eligible to receive a free smartphone including a talk, text, and data plan.

To ensure members are aware of the benefit and successfully enroll, DBHDD provider agency staff are asked to introduce the benefit to members during in-person or telehealth visits and assist in the enrollment process. Taking 3-5 minutes of a visit each year provides a member with a year of cellular connectivity.

Program specifics and training materials, including a [training video](#), are available in the toolkit below. Click to download.

DBHDD provider agency staff are invited to attend a brief information and Q&A session on the Lifeline Program on **September 1st at 3:00pm EST** or **September 2nd at 10:00am EST**. Registration is required via the hyperlinks.

LIFELINE
TOOLKIT

Please email Ali.Levorsen@pulsewrx.com or contact@pulsewrx.com with any questions.

DBHDD Policy Information

Since July 1, 2021 DBHDD updated or developed the following policy:

Form 1013 and Form 2013 – Certificate Authorizing Transport to Emergency Receiving Facility and Report of Transportation, 01-110

All current policies can be found on [PolicyStat](#).

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

Training Announcements

DBHDD IN-PERSON TRAININGS POSTPONED

In response to the coronavirus (COVID-19) in Georgia, DBHDD is postponing in-person trainings. The health, safety and well-being of the individuals we serve, practitioners, and staff are DBHDD's top priority, and this decision has been made with those in mind. DBHDD is closely monitoring related developments and will provide additional information and updates related to these events in the coming weeks. Thank you for your interest and event registration, and most importantly, your dedication and commitment to those we serve.

It's important to note that DBHDD is offering virtual trainings and below are those scheduled for the month of July. For more information regarding virtual trainings, [click here](#).

- [Provider HRST Healthcare Plan Training](#)
- [DD Participant Direction New Enrollment Webinar](#)

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

Intellectual and Developmental Disabilities Statewide Provider Meeting

**August 12, 2021
9:00 am - 12:30 pm**

The DBHDD Division of Developmental Disabilities will be hosting an Intellectual and Developmental Disabilities (I/DD) Statewide Provider meeting. Due to the federal public health emergency, this meeting will be held remotely via our WebEx platform.

[Click here](#) to register for this event.

**IDD PROVIDER MEETING
AGENDA**

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

DBHDD Announcements



Georgia's COVID-19 Emotional Support Line is Here to Help!

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) is operating the Georgia COVID-19 Emotional Support Line to assist people who have been emotionally, physically, or financially impacted by COVID-19. The Emotional Support Line is free, confidential and anonymous. Trained mental health professionals are available to

provide a “listening ear” to Georgians who need emotional support and referrals to resources in their communities.

This service is made possible through funding from the Federal Emergency Management Agency (FEMA) and Substance Abuse and Mental Health Services Administration (SAMHSA) as a component of a DBHDD’s Georgia Recovery Project for COVID-19. The Georgia Recovery Project began on May 1, 2020 and, in addition to the Emotional Support Line, the program funds outreach through teams based in DBHDD’s six regions.

The Emotional Support Line is open daily from 8:00 a.m. to 11:00 p.m. and can be reached by calling or texting (866) 399-8938.

Developmental Disabilities

IMPORTANT TIPS! IDD Residential Bed Board

Here are some quick and easy tips to update your agency's "**Beds Available**" in the IDD Residential Bed Board found [here](#). Within the "**IDD Agency Residential Bed Editor**", you can edit the following fields:

- Beds Occupied,
- Beds on Hold, and
- Beds Out of Service.



To edit these fields, simply double click the cell to edit the value for that cell. After making an edit, the changed cell will turn green until “**Save Changes**” is selected. “**Save Changes**” can be found at the bottom right of the screen. The Beds Available will automatically calculate when the edits are complete.

Beds Available is a read only, calculated field. It is equal to Bed Capacity - (Beds Occupied + Beds on Hold + Beds Out of Service).

Bed capacity is read only and is set by DBHDD.

Double click on the Beds Occupied, Beds On Hold, or Beds Out Of Service grid cell that you would like to edit. Then press [Tab] to move to the next cell.

#	Agency	Site	Beds Occupied	Beds On Hold	Beds Out Of Service	Beds Available	Bed Capacity
	DeKalb CSB 1060	CHOICE Program 54	3	5	2	1	11
		58	6	5	3	6	20
		62	22	5	1	4	32
			5	2	0	2	9

Save changes Cancel changes

SystemAdminTest1 StateOfficer1

Beds Occupied, Beds on Hold, and Beds Out of Service are all editable by Provider Agency Administrator and System Administrator roles. *SYSTEM VIEWER MAY NOT EDIT THESE FIELDS.

Also, did you know that you can edit multiple fields for your Agency Sites within the IDD Residential Bed Board?

Simply double click the cells to edit the values for those selected cells. The edited cells will turn green until “**Save Changes**” in the bottom right corner is selected.

Menu Export to Xlsx Export to PDF Clear Sorting 5 SystemAdminTest

Page 1 of 1 (4 items) [1] [All]

1 Row(s) Updated after Save clicked

#	Agency	Site	Beds Occupied	Beds On Hold	Beds Available	Bed Capacity
58	[REDACTED]	[REDACTED]	2	5	3	11
62	[REDACTED]	[REDACTED]	22	6	1	20
[REDACTED]	[REDACTED]	[REDACTED]	5	2	1	32

Save changes Cancel changes

SystemsAdminTest1 StateOfficer Login Session ET: 00:21:21 v5.12 TB5

Multiple rows and columns can be updated at once. The green cells are the cells that have been changed. They will no longer be green once Save Changes is selected.

After saving, the system will indicate how many rows were updated. The "**Beds Available**" will automatically calculate with your edits.

Menu Export to Xlsx Export to PDF Clear Sorting 5 SystemAdminTest

Page 1 of 1 (4 items) [1] [All]

4 Row(s) Updated after Save clicked

#	Agency	Site	Beds Occupied	Beds On Hold	Beds Out Of Service	Beds Available	Bed Capacity
58	[REDACTED]	[REDACTED]	2	5	1	4	11
62	[REDACTED]	[REDACTED]	22	6	3	10	20
[REDACTED]	[REDACTED]	[REDACTED]	5	2	1	3	32

Save changes Cancel changes

SystemsAdminTest1 StateOfficer Login Session ET: 00:21:21 v5.12 TB5

After you select Save Changes, the grid will reload and indicate how many rows were updated.

The Beds Available is automatically recalculated after the Save Changes button is selected.

- **Please note:** The Bed Capacity cell is read only and cannot be changed by the Provider as this is set by DBHDD.

Training documentation and an FAQ for the IDD Residential Bed Board can be found on the [Provider Toolkit](#) webpage of the DBHDD website. Once on that webpage, select "**The "IDD Residential Beds - User Training"**".

If you have any questions or need assistance with accessing the IDD Residential Bed Board website, please contact the IDD Residential Bed Board directly at ddresidential.boardrequests@dbhdd.ga.gov. Latonya Williams is the Division of DD contact for the IDD Residential Bed Board and will respond directly to any requests submitted to this mailbox. We appreciate your help and continued partnership.

The 2021 Relias DSP Survey Report

Relias, in partnership with the American Network of Community Options and Resources (ANCOR), is excited to share the second edition of the Direct Support Professional (DSP) Survey Report. The 2021 DSP Survey Report dives deeper into themes uncovered in the 2019 survey, while also taking into consideration the impacts COVID-19 is having on DSPs and intellectual and developmental disabilities (IDD) services.

The 2021 DSP Survey Report highlights feedback from 679 direct support professionals across 43 states on job satisfaction, supervision, career advancement opportunities, and appreciation and recognition. Using this data, organizational leaders in IDD services can inform policies for better working conditions that will increase DSP satisfaction and, ultimately, positively affect the individuals whom DSPs serve.

Download the report to learn:

- Overall trends and insights on DSP job satisfaction.
- The difficulties DSPs faced due to the COVID-19 pandemic.
- The impact appreciation and recognition have on overall DSP job satisfaction, in addition to the ways DSPs want to be recognized.
- The benefits of creating career advancement programs and how they can help retain DSPs.

You can also access the 2019 DSP Survey Report [here](#).

The Impact of the Pandemic on Direct Support Professionals Webinar

Wednesday, August 11, 1:30 - 3:00 PM ET

This is an upcoming webinar from our federal partners at the Centers for Medicare and Medicaid (CMS) and CHIP Services, Division of Long Term Services and Supports that addresses the experiences of the direct support professionals workforce during the COVID-19 pandemic.

Through information gathered from the National Core Indicators (NCI) Staff Stability Survey, the presentation will highlight current research on the DSP workforce gathered before and during the pandemic. Information will also be presented regarding the DSP workforce nationally and its growth and importance to those needing long-term services and supports. Results from two national surveys conducted with DSPs during the pandemic will be shared reflecting the impacts the pandemic has had on individual DSPs.

[Click here to register.](#)

Behavioral Health

During the month of July, DBHDD held the **2x2 Series: Daily Self-Care Tips and Support for Health Care and Emergency Response Workers**. This series was presented as Webex events and were designed to provide daily self-care tips and support for health care and emergency response workers. Each session provided attendees with mental health tips about managing stress, grief, work/life balance, and wellness.

If you could not attend the live sessions, each one was recorded and is available for review on the DBHDD website: <https://dbhdd.georgia.gov/2x2-series>.



Office of Provider Relations

JUST A REMINDER...
Question for your Provider Relations Team?

The Provider Issues 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.

PIMS is 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"**. You can also access the PIMS site directly by using the link below.

PROVIDER ISSUES MANAGEMENT SYSTEM

Senior Provider Relations Manager

Carole Crowley

Provider Relations Manager

Sharon Pyles

For Provider Relations inquiries,
please contact us at

DBHDD.Provider@dbhdd.ga.gov.



BE WELL

