



COMMONWEALTH of VIRGINIA

DARYL WASHINGTON, LCSW
COMMISSIONER

DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

Post Office Box 1797
Richmond, Virginia 23218-1797

Telephone (804) 786-3921
Fax (804) 371-6638
www.dbhds.virginia.gov

February 4, 2026

To: Licensed Providers and Community Services Boards/Behavioral Health Authority

From: Heather Norton, Deputy Commissioner for Community Services

Date:

RE: Quality Service Review Round 8 Launch

Dear Licensed Providers and Community Services Boards (CSBs),

The Quality Service Reviews (QSRs) Round 8 begins March 23, 2026, with Health Services Advisory Group (HSAG), our contractor. DBHDS uses QSRs as part of its continuous quality improvement efforts. The QSR process helps Virginia evaluate programs and services, ensure they are of good quality, meet individuals' needs, and help individuals achieve positive outcomes, including avoidance of harm, stable community living, and increased integration, independence and self-determination. QSRs also ensure that appropriate services are available and accessible for individuals receiving developmental disability waiver services, and evaluate the quality of service at the individual, provider, and system-wide level.

With Round 8, we continue to utilize both person-centered reviews and provider quality reviews. The QSR process includes record reviews, onsite observations and interviews with individuals, provider staff, support coordinators, and family members/supported decision makers/guardians. Through your participation, we receive valuable information that helps us report on the quality of services, the appropriateness and accessibility of services, and identification of opportunities for improvement.

Providers and Community Services Boards/Behavioral Health Authority (CSBs) are selected based upon sampling methodology that includes looking at those reviewed in Round 6, non-responsive providers from Round 7, and providers new to the QSR process. This methodology is available on DBHDS's website under Developmental Services. As in previous rounds, HSAG will provide details specific to uploading documentation and when documents are due once you are notified you have been selected. If you participate in MART (only currently available to CSBs) and your information is up to date, you do not need to upload information that is already available.

A successful QSR involves participating in kick-off calls with HSAG, reviewing all the materials provided as these outline expectations and detail needed documentation, and responding to HSAG requests and contacts for observations and interviews. As a reminder, Department of Medical Assistance Services (DMAS) regulation [12VAC -30-122-120-A.6](#) requires providers to *“Participate in the completion of Quality Service Reviews conducted by DBHDS or its contractor.”* There are no exceptions.