



COMMONWEALTH of VIRGINIA

DARYL WASHINGTON, LCSW
COMMISSIONER

DEPARTMENT OF
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March 24, 2026

To: DBHDS Waiver Service Provider
From: Heather Norton, DBHDS Deputy Commissioner, Community Services ^{DN}
Ann F. Bevan, DMAS Division Director, High Needs Supports ^{AB}
Re: Quality Service Review Participation, Round 8

Dear Provider,

The Quality Service Review (QSR) process aids the Commonwealth in the evaluation of programs and services to ensure that they are of good quality, meet individuals' needs, and help individuals achieve positive outcomes, including avoidance of harms, stable community living, and increased integration, independence, and self-determination in all life domains (e.g., community living, employment, education, recreation, healthcare, and relationships). The review helps to ensure that appropriate services are available and accessible for individuals receiving Developmental Disability Waiver services. The data gleaned from these reviews are used to demonstrate compliance with Homes and Community Based Services (HCBS) Settings Rule, the DOJ Permanent Injunction, and validation of processes through licensing, quality and developmental services. Participation in the QSR process is required by the Department of Medical Assistance Services (DMAS) regulation [12VAC30-122-120.A.6](#), which states that service providers are required to *"Participate in the completion of Quality Service Reviews conducted by DBHDS or its contractor."*

For providers who have consistently participated in the QSR process, we appreciate your commitment to the review of quality programming and quality service delivery and engaging in a cycle of continuous quality improvement. Your participation has resulted in DBHDS developing quality improvement initiatives, revising resource materials for clearer communication, new training, and QSR process revisions. We have been listening to the concerns you have shared around the process and learned from those concerns shared.

We are planning changes to how providers are sampled for the QSR round to look at the provider overall, rather than by reviewing a specific service. This should be implemented in the Round (9), tentatively scheduled to begin late winter/early spring of 2027. These changes should result in providers having a more comprehensive QSR review conducted on a two or three year cycle. While details are not finalized, we do anticipate that some providers may still experience a back

to back QSR (Round 8 and Round 9). This change in how providers will be sampled is a process improvement informed by your feedback.

Round 8 will use the same sampling process as in previous rounds. The QSR process continues to include record reviews, interviews and observations with individuals, family members, and staff using the Provider Quality Review and the Person-Centered Review tools.

Beginning in QSR Round 8, providers identified by Health Services Advisory Group (HSAG), DBHDS QSR contractor, as non-responsive will receive contact from both DBHDS and DMAS encouraging participation in the QSR round. Failure to respond to DBHDS and/or DMAS contact may result in a full HCBS onsite review AND participation in the following QSR round. Ultimately, the provider's non-responsiveness and decision not to participate could result in a citation or corrective action and may affect the on-going participation as a DMAS waiver provider.

Round 8 begins March 23, 2026. We apologize for the delay in getting this memo out to you but it went through several reviews to ensure clarity. HSAG will begin contacting providers included in Round 8 on March 23rd and will notify DBHDS of providers who do not respond to contact. If you have any questions regarding the QSR, you may contact HSAG or reach out to DBHDS at dbhds_qsr@dbhds.virginia.gov

cc: Darryl Washington, Commissioner

Dr. Alyssa Ward, Chief Deputy Commissioner

Katherine Means, Assistant Commissioner of Quality Management and Strategic Outcomes

Dr. Suzanna Burton, Quality Management Contracts Manager

Rebecca Laubach, Director, Quality Improvement Analytics and Processes