



STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH

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Kay Ivey
Governor

Kimberly G. Boswell
Commissioner

MEMORANDUM

TO: Current and Prospective DDD Providers

FROM: Camille Cumuze, Associate Commissioner
Division of Developmental Disabilities Services

THRU: Brooke Hibbard, Associate Commissioner of Administration

DATE: September 16, 2026

RE: ADMH Application Process

Thank you for your continued interest in becoming a contracted provider with the Alabama Department of Mental Health, Division of Developmental Disabilities (ADMH/DDD).

In partnership with SimpliGov, LLC., ADMH/DDD developed and implemented the Alabama Certification Automation Program (ACAP) to facilitate the electronic processing of provider applications.

Following the system's launch, several technical and operational issues were identified, resulting in delays and impacts on numerous applications. This includes ID/LAH and CWP. ADMH/DDD staff are working diligently to identify, address, and resolve these concerns and to ensure that existing applications are processed appropriately.

Additionally, because of the transition to a virtual application process and the current capacity of the provider network, ADMH/DDD has reached its present processing capacity. Therefore, **applications for new providers and for existing provider new settings will not be accepted at this time.** Existing applications will continue to be processed before the acceptance of additional applications resumes. This also includes New Provider Orientation for Phase I and II in Relias.

Moving forward, ADMH/DDD will continue to assess service needs and provider capacity to ensure that the provider network remains appropriately aligned with the needs of the individuals we serve. Once applications are accepted again, the review and approval process will take into consideration identified service needs and available provider capacity. The Community Services Directors will continue to work with existing providers to process emergency and/or replacement apps.



We sincerely appreciate the time, effort, and interest demonstrated by all provider agencies. We value your commitment to supporting individuals with developmental disabilities and look forward to the opportunity to work with qualified provider agencies in the future.

ADMH/DDD will issue updated correspondence when new provider applications are once again being accepted.

Thank you for your patience, understanding, and continued interest in partnering with ADMH/DDD.

Cc: Commissioner Kimberly Boswell
Associate Commissioner Brooke Hibbard
Fredericka Orange
Nakema Moss
Fred McCoy, III
Barbara Huguley
Katrina Dokas