



STATE OF WEST VIRGINIA
DEPARTMENT OF HUMAN SERVICES
BUREAU FOR MEDICAL SERVICES

Alex J. Mayer
Cabinet Secretary

Cynthia Beane
Commissioner

MEMORANDUM

TO: Aged and Disabled Waiver (ADW) Agencies
Personal Care (PC) Agencies

FROM: Cynthia Parsons
Director, Community and Long Term Care Services

DATE: July 14, 2025

RE: Transition from CareConnection to Atrezzo Next Generation (Atrezzo or ANG)

Background

For 25 years, Acentra Health (formerly known as Kepro) has served as the West Virginia Administrative Services Organization (WV ASO) for the WV Department of Human Services (DoHS). Its comprehensive healthcare management includes utilization management and prior authorization of ADW and PC services for the DoHS Bureau for Medical Services (BMS).

Transition from CareConnection to ANG

Acentra Health and BMS have been transitioning several programs to ANG (also called Atrezzo), which provides a secure, comprehensive solution for essential care management, data collection and analysis, and intuitive user experience. You likely already use the Incident Management System (IMS) in ANG to document, report, and act upon critical and simple ADW and PC incidents. Following rigorous testing, Acentra Health and BMS are preparing to replace CareConnection with ANG for ADW and PC.

Implementation and Training Updates

The ANG go-live dates are as follows:

- **ADW on September 2, 2025**
- **PC on October 1, 2025.**

Leading up to the go-live dates, CareConnection may be intermittently unavailable. Acentra Health and BMS will share training, technical assistance, and periodic updates with providers to assist with the transition. Updates will also be posted on the Acentra Health website at <https://wvaso.acentra.com/wv-aso-notices/>.

If you have any questions about the ANG transition, please feel free to reach out to Melody Cottrell, Acentra Health's Long-Term Care Director, at 304-343-9663 or melody.cottrell@acentra.com. Together, we will continue to accelerate better health outcomes for the West Virginians we serve. Thank you for all you do.