



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: August 5, 2025

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

As stated in a memorandum on July 14, 2025, Acentra Health and BMS are preparing to replace CareConnection with Atrezzo/ANG for the ADW and PC programs. **To allow more time for system updates, the ADW and PC Atrezzo go-live has been postponed. Acentra Health will notify providers when a new go-live date is set.**

Leading up to the go-live date, CareConnection may be intermittently unavailable. Acentra Health, BMS, and the Bureau for Senior Services (BoSS) 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 Atrezzo/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.