



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: October 6, 2025

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

As stated in memoranda on July 14 and August 5, 2025, Acentra Health and BMS are preparing to replace CareConnection with Atrezzo/ANG for the ADW and PC programs. **The go-live dates are now the following:**

- **ADW on November 3, 2025**
- **PC on December 1, 2025.**

Because it launches first, the ADW training schedule is attached to this memorandum. Registration will open soon. Stay tuned for the PC training schedule.

CareConnection® will be **unavailable** one week prior to go-live. All providers should have their work completed by close of business on 10.24.25 for ADW. Acentra Health 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.

Module 1 – Provider Portal Administrator Training

30-minute session; 3 sessions; all times below are ET

The objective of this 30-minute training session is to demonstrate how to access the Atrezzo Provider Portal and all Administrator role functions. During this session, users will learn how to login, complete multi-factor authentication (MFA) registration, and all administrative functions including adding and managing users, adding additional NPIs, and resetting MFA for active users. This session is for all Administrator users. An administrator is commonly a supervisor or manager as they will have the highest system permissions. Initially only one administrator should be designated to register for the provider portal. Additional administrators can be added once initial registration is complete.

Date	Time	Curriculum
Tuesday, October 14	10:00 am	- Provider Portal Access and Multi-Factor Registration - Provider Administrator Role-Registration code will be emailed to administrators - o Add and manage users - o Reset accounts - o Registering multiple locations
Wednesday, October 15	10:00 am	
Thursday, October 16	11:00 am	

Module 2 – Provider Portal System Training

60-minute session; 6 sessions; all times below are ET

The objective of this 60-minute training session is to demonstrate how to submit cases, upload supporting documentation, utilize the message center, and all provider portal functions. This session will be for all users who will have access to the provider portal to submit cases.

All provider groups will need to dedicate a Provider Group Administrator that needs to attend Module 1 – Provider Portal Administrator Training to learn how to manage provider portal accounts.

Date	Time	Curriculum
Monday, October 20	10:15 am	- Provider Portal Login - Forgot/Reset Password - Message center - Assessment case submission - o Annual - Upload supporting documentation - UM case - o Case summary - o Request Service Level Change, Service continuation, Discharge, Transfer, Member-Hold.
Tuesday, October 21	9:30 am	
Tuesday, October 21	1:00 pm	
Wednesday, October 22	10:00 am	
Thursday, October 23	10:30 am	
Thursday, October 23	1:15 pm	