



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

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Governor

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Karen L. Bowling
Cabinet Secretary

To: ADW Providers

From: Susan Given, Program Manager
Aged & Disabled Waiver Program

Date: July 21, 2014

Re: ADW CareConnection©

Just a reminder, beginning July 28, 2014, the Aged & Disabled Waiver CareConnection© will go live and serve as the primary means to send/receive referrals, retrieve member information including authorization, be informed of member eligibility status, submit re-evaluation MNERs, initiate/request a transfer or discharge (discontinuation) and perform other functions. **Any faxes received by WVMI beginning July 28, 2014 will be returned.** Below are a few notes to assist in your preparedness for this transition.

1. All agencies (CMA, HMA) and PPL must be registered in the system. It is recommended that all agencies have (minimally) two persons who have registered as users.
2. Agencies must have technology and capability to access the internet, scan documents and enter/submit information into the system via a computer (see attached Web User Manual for requirements).
3. All re-evaluation MNERs submitted beginning July 28, 2014 must be done so through CareConnection©. A&D Waiver faxes received July 28, 2014 and after will be returned, and the sender will be asked to resubmit through the system.
4. Faxes sent by WVMI to A&D Waiver stakeholders throughout July 2014 will include a summary of this notice.
5. Each agency is assigned an APS staff to serve as their primary contact for additional training and technical assistance. APS staff has already begun reaching out to providers -and will continue doing so- during the month of July 2014 to assist with preparation/transition to the new system. **You should reach out to your assigned APS staff with questions or training requests.**
6. APS has scheduled ongoing training webinars throughout 2014 (notice and registration information attached).
7. A Web User Manual has been developed to serve as a resource guide for system functions. Please familiarize yourself with this manual (attached).

Prior to system go-live on July 28, 2014, APS staff will reach out to each registered user to notify of the username, password and link to access the system. Aged & Disabled Waiver members will be loaded into the system and assigned to agencies based on the agency who had claims for the member in March 2014. Because of this delay, there may be some members who need to be transferred in the system to a new/different agency. On July 28, 2014, it is recommended you:

1. Log on to the system and verify all members served by your agency are accessible/available.
2. Initiate a system transfer (to the new agency) for any members who you no longer serve.
3. Initiate a system discharge for any members who have since been discharged from the A&D Waiver program.

We look forward to this new system, as it will streamline processes and enhance the ability to be apprised of member status and serve our A&D Waiver program members.