



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Medical Services

Jeffrey H. Coben, MD  
Interim Cabinet Secretary

Cynthia E. Beane  
Commissioner

To: Intellectual/Developmental Disabilities Waiver (IDDW) Agencies  
Aged and Disabled Waiver (ADW) Agencies  
Traumatic Brain Injury Waiver (TBIW) Agencies  
Personal Care (PC) Agencies

From: Randall Hill, Director of Home and Community-Based Services  
WV DHHR Bureau for Medical Services

RH

Date: June 30, 2023

Re: Postponement of Implementation of New Incident Management System

During the training sessions that were held earlier this month for the new Incident Management System (IMS) it was announced that agency staff were to begin entering incidents in the new system on July 1. **The start date for entering incidents in the new system has been moved to August 1.** This will allow time for Agency Administrators to verify their member data has been correctly loaded into the new system and to create worker accounts for Case Managers, nurses and other staff that will be entering incidents.

Next week, Agency Administrators and others that have access to the IMS training site (the IMS sandbox) will receive further instructions and dates for additional training sessions that will be held in July.

Thank you.