

MEMORANDUM OF AGREEMENT Frequently Asked Questions

1. Why have I received a Memorandum of Agreement (MOA) from Livanta LLC?

Under federal law, in order to participate in the Medicare program, healthcare agencies are required to have a Memorandum of Agreement (MOA) with the Quality Improvement Organization (QIO) that has jurisdiction for their state. MOAs are intended to facilitate the review process by outlining the QIO's administrative and review responsibilities and the provider's responsibility in assisting us in accomplishing our review requirements.

2. What do I need to do with the MOA?

- A. Please read the entire MOA.
- B. On page 1, please enter your provider name twice on page 1 where indicated.
- C. On page 7, complete all blank lines including signing your name electronically or manually. If you are agreeing to sign electronically, just type in your name. If you wish to sign manually, of course, you will first need to download the document.
- D. On page 8, designate an individual from your organization who will serve as the official QIO Liaison to Livanta LLC and complete all blank lines for that individual.
- E. Please send a completed and signed copy of the MOA by email to BFCCQIOarea1@livanta.com and retain a copy for your records. If you are signing manually, of course, you will need to scan the completed MOA before attaching it to your email.

3. What happens if we do not return the MOA to Livanta LLC?

It is critical that Livanta LLC receives your MOA within 30 days of your receipt of this document to avoid having your organization be out of compliance with Federal Law. An organization that does not submit a signed copy of the MOA will be reported to the Centers for Medicare & Medicaid Services (CMS) as violating the Conditions of Participation in the Medicare program.

4. I've completed one of these before. Do I need to complete another MOA?

Yes. Livanta LLC is the new Beneficiary and Family Centered Care (BFCC) QIO for Area 1. Your state is included in this jurisdiction and a new MOA between our organizations must be completed.

5. What privileges does the MOA provide to the QIO?

Section III of the MOA outlines the various provisions that must be afforded the CMS BFCC-QIOs. This includes the ability to request medical records for review.



By signing this agreement, you have agreed to partner with Livanta LLC in the exchange of patient level data and information.

6. When do I need to update my “AN IMPORTANT MESSAGE FROM MEDICARE ABOUT YOUR RIGHTS” (Form CMS-R-193) and what is the new Livanta contact information that I should use?

You should continue to use your existing QIO contact information on forms distributed to Medicare patients through July 31, 2014. Forms distributed on or after August 1, 2014 should be updated to display the following Livanta contact information:

Name of QIO

Livanta LLC

Telephone Number of QIO

1-866-815-5440