

Memorandum of Agreement (MOA) Update from the Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)

May 28, 2019

Dear Colleague,

It is my pleasure to welcome you to the 12th Statement of Work for Medicare's BFCC-QIO Program. As part of this process, healthcare providers are required to sign a new Memorandum of Agreement (MOA) with Livanta by June 8, 2019. (Please note that previous signed versions of the MOA are invalid after June 7, 2019). Completion of a new MOA is required as a condition of your organization's participation in Medicare.

Your organization will need to complete and sign an MOA for each CMS Certification Number (CCN) under which it operates. You must complete a separate MOA for each facility.

How to access and submit the MOA form:

- **Download the MOA form from the [Livanta website](#).** If needed, please download Adobe Acrobat Reader DC using [this link](#). The MOA form downloads as a fillable PDF file.
- **Please read the entire MOA, complete the fillable form fields, and sign electronically where indicated.** In addition to the signature of the Administrator on the MOA, Livanta requests information for four additional liaison(s)/contact(s) departments in your organization. Non-user specific emails are preferred if available, such as "*medicalrecords@.....*" rather than individual emails which may change with personnel.
- **Save the file to your computer.** When submitting the MOA, please ensure that all required fields are completed before sending.
- **E-mail the completed MOA and contact lists as an attachment to: ProviderUpdate@Livanta.com** Submitting the fillable PDF form via email is the fastest and preferred way to complete the process and have your information updated.
- **Instead of emailing, you may fax your MOA to 443.973.7124.** Note that faxing your MOA may result in delayed processing.

If you have any questions or concerns, including concerns about the MOA language, please email ProviderUpdate@Livanta.com . If you are unable to e-mail or fax your organization's MOA, please call 240.712.4300 ext 2125. We look forward to working with you.

Best regards,

Leasa Novak
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