

Livanta e-MOA Instructions

To initiate a new Memorandum of Agreement (MOA) with Livanta, please complete the following steps.

NOTE: There is no need to submit an additional MOA with Livanta once you have one on file. Once complete, please keep a copy of the fully executed MOA on file locally.

1. Open a web browser (Google Chrome or Microsoft Edge) to <https://LivantaQIO.com/en/Provider/MOA> and select “**Initiate MOA**”
 - a. Enter your CMS Certification Number (CCN).
 - b. Complete the reCAPTCHA verification (I’m not a robot) and select **SUBMIT**.
 - c. Review the providers listed, **SELECT** the appropriate one.
2. Complete the e-MOA Initiation
 - i. Enter details about yourself as the initiator of the MOA. Select **NEXT**.
 - ii. Enter details about the signature authority Select **NEXT**.
 - iii. Review and verify the QIO Liaison details displayed. Select **SUBMIT**.
3. An on-screen message will display indicating success (you may need to scroll up).
4. A notification email with a link will be sent to the signature authority to sign the MOA.
5. A confirmation email will be sent to the initiator. Check your spam folder if you do not receive the email.
6. The signature authority should access the e-MOA page via the email link.
 - a. **VERIFY** the provider details displayed:
 - i. Provider name, dba, CCN, NPI, physical address, phone, and fax number. Select **CONFIRM**
 - b. **VERIFY** Provider mailing address contact details displayed:
 - i. Mailing address lines 1-3, City, State, Zip code. Select **CONFIRM**
 - c. **VERIFY** or enter QIO Liaison contact details displayed:
 - i. QIO Liaison department, title, email address, address, phone, fax, and DSM address (if applicable). Select **CONFIRM**
 - d. Review the legal text on the right and confirm consent for electronic signature.
7. Electronically sign the MOA.
8. An on-screen message will appear. An automated email will be sent to the signature authority with the partially completed MOA attached as a PDF. This is not a fully executed MOA as it has not yet been countersigned by Livanta. The Livanta Admin team will review the e-MOA submission and will:
 - i. Finalize the MOA and countersign.
 - ii. Update CMS and Livanta databases.
 - iii. Send an email to the signature authority with the fully executed MOA attached as a PDF.
9. The signature authority will receive an email with the fully executed MOA. This document should be kept on file.
10. An email will be sent to the e-MOA initiator with a link to update the contacts on the MOA in the future or if necessary.

