



1 February 2021

## Livanta Case Notification Update

Dear Colleague,

Thank you for your ongoing support during these unprecedented times as we face the COVID-19 pandemic together. Your dedication to your patients and to public health continues to inspire. Even during the Public Health Emergency, Livanta is continually evaluating our existing processes and searching for ways to improve the user experience, as well as increase efficiency for healthcare providers, patients, and caregivers.

As part of this ongoing effort toward innovation, burden reduction, and environmental sustainability, Livanta is pleased to announce that all hard copy notification letters for **appeals cases** will be transmitted to healthcare providers and health plans by fax. This process change is underway now and the new process will be fully transitioned in the coming weeks.

What does this mean?

- Livanta will continue to **call** patients, patient representatives, and healthcare providers with **all** case review determinations by telephone.
- Previously, Livanta sent printed copies of physician review determinations for **all appeals and quality of care cases** by U.S mail.
  - For **appeals cases**, determination letters will now be faxed to the appeals fax number you provided on your required Memorandum of Agreement (MOA).
  - For **quality of care cases**, Livanta will continue to mail determination letters until further notice.
- For **appeals cases**, faxed determination letters are considered official and Livanta will not send a printed copy by mail.

As we move toward more efficient and environmentally sustainable processes, we look forward to implementing new technologies such as Direct Secure Messaging (DSM) and other secure communication platforms that may one day replace the need for faxes and other printed media altogether.

For more information on options for electronically transmitting medical records to Livanta, including DSM, please visit our website at the following link:  
[https://LivantaQIO.com/en/Provider/Medical\\_Records](https://LivantaQIO.com/en/Provider/Medical_Records).

Best regards,

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