

March 16, 2020

Dear Colleague,

As you are likely aware, the Centers for Medicare & Medicaid Services (CMS) has been at the forefront of our nation's response to the Coronavirus Disease 2019 (COVID-19). At this time, I wanted to share with you some information about Livanta's efforts in this national emergency, to assure you of our commitment to your patients and to acknowledge the value of our partnership with your organization.

Since the beginning of this coronavirus outbreak, Livanta has been in daily communication with CMS. The agency is taking decisive and meaningful actions to ensure that patients remain at the center of the response. Here at Livanta, with guidance from CMS and the Centers for Disease Control and Prevention (CDC), we are also putting patients first by taking the following actions:

1. Implementing our contingency plan, which includes continuity of operations during a pandemic;
2. Deploying additional assets and resources to augment the capabilities of our infrastructure; and
3. Following CDC guidance for reducing the spread of germs.

Livanta is committed to providing the services that patients and providers expect - even under the most challenging conditions. We have the needed flexibility, adaptability, and situational awareness to accommodate rapidly changing conditions. Our team here at Livanta includes seasoned and experienced healthcare leaders with deep industry knowledge and government expertise. Our team is dedicated to the work we do with the healthcare community, and it is layered with talented support staff who ensure that our infrastructure remains fully operational.

Our teams are knowledgeable and understand the issues that can impact patient care. If you have patient concerns to address, please use our Provider Support Helplines to bypass the main call center and reduce call volume for patient inquiries. These numbers are provided below for your convenience.

Finally, I want to offer my sincere gratitude to you for your commitment to patient care. During an extenuating situation like the one we find ourselves in currently, we will do everything we can to support you in our shared goal of positive patient outcomes. For up-to-date information on the COVID-19 pandemic, please visit the CDC and CMS websites. URLs to these sites are listed below.

Best regards,

Leasa Novak, MS, LNHA, LPN, BCC
Director, Communications

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

<https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>