

January 26, 2022

Dear Colleague,

On behalf of Livanta's Claim Review team, we are pleased to announce that the online case lookup tool is now available for Higher Weighted Diagnosis Related Group (HWD RG) and Short Stay (SSR) post-payment claim reviews.

How to Use Online Case Lookup

No log-in is required to use **Arrow**, Livanta's online case lookup tool. To quickly and easily track the status of a claim review, just follow the steps below.

1.) Click this link to visit Livanta's Claim Review website:

https://www.livantaqio.com/en/ClaimReview/Provider/case_lookup.html

2.) Enter the Livanta Claim Review QIO ID number. *Example: H1234-56-7890*

3.) View the results

Support

In order to use **Arrow**, Livanta's online case tracking tool you will need to access the website using a modern browser such as the latest versions of Google Chrome or Microsoft Edge. Users may only input one QIO ID number at a time.

Questions and Education

If your organization would like to schedule an orientation session or if there are questions about the review process, please send an email to ClaimReview@Livanta.com.

Get critical BFCC-QIO information for providers.

Case and Claim Review: To stay current with Livanta's review requirements, sign up for Provider Bulletins at <https://LivantaQIO.com/en/Provider/Provider>.

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Other questions?

Email ClaimReview@Livanta.com

This material was prepared by Livanta LLC, the Medicare Beneficiary and Family Centered Care - Quality Improvement Organization (BFCC-QIO) that provides claim review services nationwide and case review services for Medicare Regions 2, 3, 5, 7, and 9, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 12-SOW-MD-2022-QIOFCC-TO33

Regards,
Livanta Communications Team