



Health Claims for Auto Insurance

# Data Entry Centre

## HCAI & the Data Entry Centre (DEC)

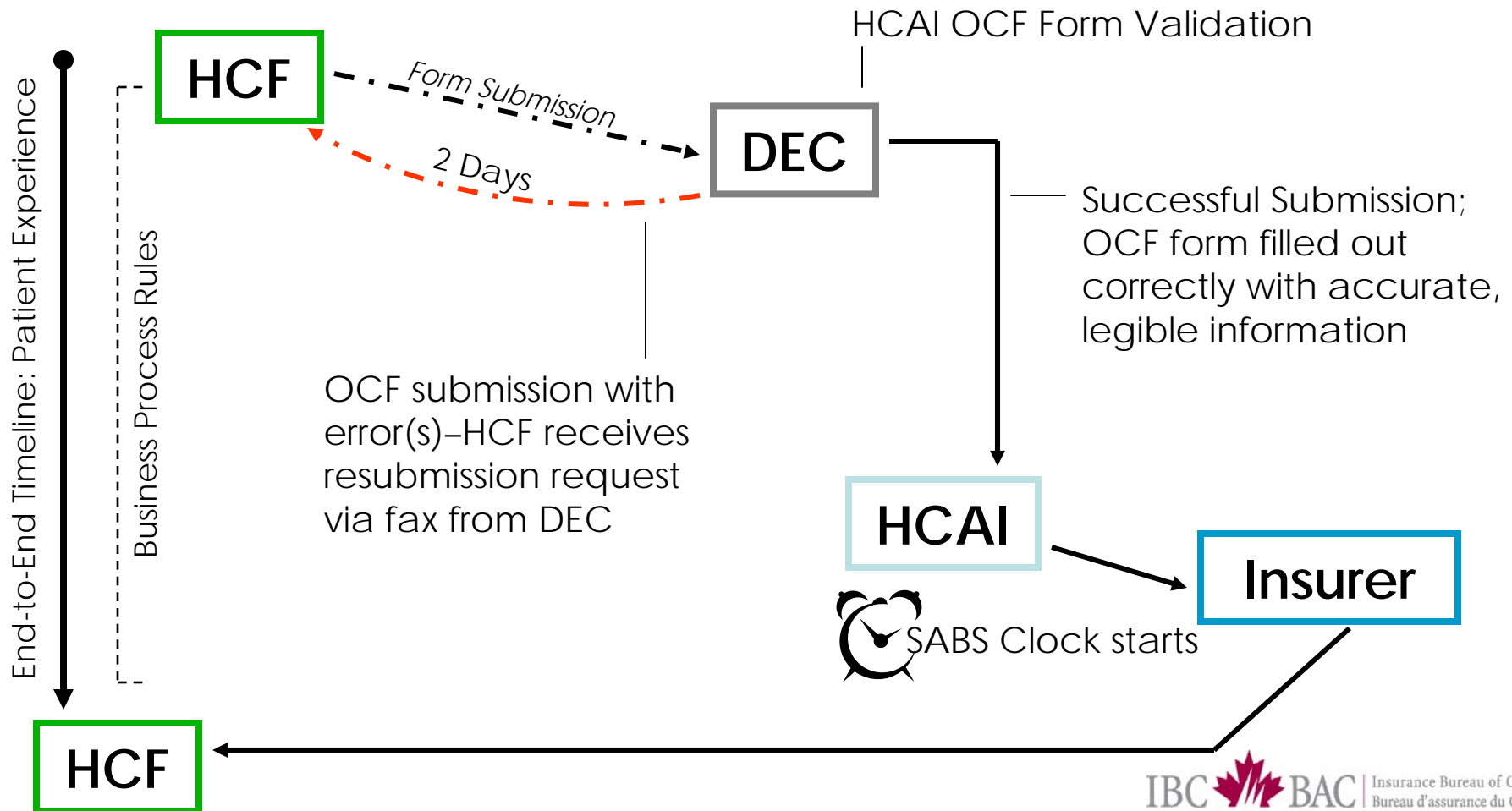
Health Care Facilities (HCFs) who do not have access to the internet can use the DEC for submission of paper versions of OCF forms.

The following forms must be submitted to the DEC:

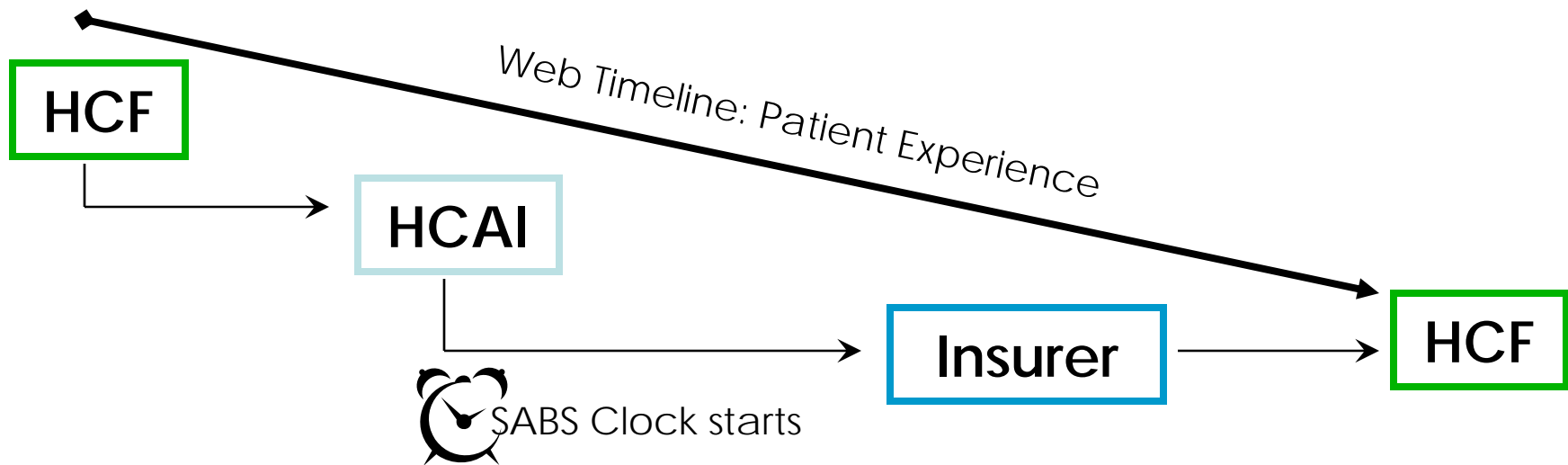
- OCF-18 – Treatment Plan
- OCF-22 – Application for Approval of an Assessment or Examination
- OCF-23 – Pre-approved Framework Treatment Confirmation Form
- OCF-21 – Auto Insurance Standard Invoice

Once submitted to the DEC, OCFs are transcribed and submitted into HCAI for transmittal to the insurer.

# DEC Workflow



# Web-based Workflow



# Web vs. DEC Submission

Feature	HCAI Web Application	HCAI Data Entry Centre
<b>Error Handling</b>	Immediate notification to health care facility to user	Error report delivered to health care facility User within 2 business days following receipt of OCF form Time delays in processing
<b>Enhanced Convenience</b>	Time saving functionality built into application (e.g., making an invoice directly from a plan)	No change from current processes
<b>Timelines</b>	Upon submission, HCAI database is immediately updated with OCF Form	Additional time required for data entry of OCF Form Additional time because of health care facility transcription errors

## Submitting Forms to the DEC

OCF forms can be faxed or mailed to the Data Entry Centre:

- By fax, please send to (866) 346-6744
- By mail, please send to,

HCAI Processing – Data Entry Centre  
PO Box 254  
Orangeville, ON L9W 3Z5

## When will an insurer receive the form after I have submitted it to the DEC?

- Forms submitted to the DEC prior to 5 pm on business days will be processed and submitted to HCAI the same day assuming no errors on the form. Once successfully processed, forms are available on the HCAI system for insurer review.
- Forms received after 5 pm or on a weekend or holiday that can be successfully transcribed will be processed on the next business day.

## No Errors On An OCF Form Means...



- 1) The entries were all legible
- 2) The codes were all valid
- 3) All mandatory fields are completed and in the required format (e.g., date)
- 4) All providers referenced on the form have been properly enrolled by your Facility

If there are errors/omissions in your submission to the DEC, you will be notified within 2 business days.

Please do not contact the DEC to confirm whether they have received your form.

## OCF Form Error Reports



If an OCF form is submitted with errors, an **error report** will be faxed or mailed by the DEC to the facility within **2 business days** of receiving the form.

The following identifying information will be returned on the error report:

- Date of submission
- Claim number
- Policy number
- Date of accident
- Date of birth of applicant
- Gender
- First initial
- Last initial

## OCF Form Error Reports

The error report will contain the details of the field error and a space for the correction of the error.



Enter the correction(s) in the fields supplied, and then fax or mail the OCF form back to the DEC.

If the resubmitted OCF Form has no errors, the DEC will enter the form into the HCAI application.

## Where Do I Send Associated Documents?

Associated documents (such as progress reports, radiology reports, FAE reports, assessment reports etc.) that the Insurer may need when considering an OCF form *must be sent directly to the adjuster handling the claim.*

**IMPORTANT:** Any associated documents or attachments sent to DEC will be destroyed.