

Did you know?

This bulletin is being sent to all health care facilities (businesses/practices/clinics) that are already using HCAI. If you have a question, please direct it to providersupport@hcaiinfo.ca.

HCAI Full Enrolment – Do you have to do anything?

NO – existing users do not have to do anything else.

We anticipate that FSCO will shortly release a new HCAI Guideline that will compel health businesses NOT already using HCAI, to participate by a certain date.

Businesses (such as yours) that are already using HCAI must continue to use the system.

You are receiving this bulletin because your practice is already enrolled and activated and you should be using HCAI for submission of all OCFs 18, 22, 23 and 21 (invoices) to automobile insurers. **Continue to use HCAI for OCF 18s, 22s, 23s and 21s.**

Tips: Select the Correct Insurer

DO Select the Right Insurance Company

In the past, if you sent an OCF to the wrong insurance company, adjudication of the form may have been delayed. This is still true in HCAI, and underscores the importance of determining which insurance company is managing your patient's claim. In most cases the correct information is available from your patient.

When a claim is reported to the insurer, the insurer is required to send written notification to the claimant about his/her claim number, branch office, adjuster name and phone number. Ask your patient for this information so your records are correct and forms can be submitted to the correct insurer.

In HCAI, a web user must select the insurer from the dropdown list available in Tab 1 of any OCF form. Pay attention to make sure you select the correct insurer from the list.

When creating a patient profile, Practice Management System (PMS) users must also be careful to select the correct insurer for their patient.

DO Know How to Select the Right Insurer When an Independent Adjusting (IA) Company is Adjudicating?

Independent Adjusting (IA) companies are hired or contracted by insurers to do work on behalf of the insurance company—just as your practice may contract health providers to do work on behalf of your practice. The insurance company continues to be the insurance company of record, just as your business is the health care facility of record, even though services may be delivered by a contracted health professional.

If an insurance company has an independent adjusting firm adjudicate an OCF on the insurer's behalf, the insurer will provide the IA with access into HCAI.

The IA company should share the name of the insurance company. The HCAI user will select the insurance company from the dropdown list when creating the form. PMS users will enter the insurance company information into their PMS system. It is the responsibility of the insurance company to give the IA company access to that specific claim form.

How to Handle Forms Submitted BEFORE Your Effective Date

How does the insurer respond to an OCF submitted PRIOR to your effective date?

- The insurer must respond by fax or mail. The insurer will not respond via HCAI.

How does a health care facility follow up on OCF that were submitted to the insurer PRIOR to their HCAI effective date?

- The health care facility should submit follow up documents, copies or statements by fax/mail.

Faxing OCFs

- Once you have reached your effective date. Do NOT fax or mail forms to insurers.
- The only exception to this is when you are following up on OCF that were submitted PRIOR to your effective date.

Learn Some Shortcuts

Don't forget to take a look at the training videos available at www.hcainfo.ca, in either the [Facility Management](#) or [Working with OCF Forms](#) section of the website.

In particular, valuable shortcuts for plan and invoice preparation can be seen in the following videos:

- [Create an Invoice from an Adjudicated Plan \(like an OCF 21A\)](#)
- [Apply One Provider to Several Lines of Goods and Services](#)
- [Creating Session Codes in HCAI](#)