

## CHAPTER 2

# Technical Information and Troubleshooting

This chapter considers various issues that may contribute to problems while using the HCAI Web application.

### Recommended Requirements for Using HCAI

<i>Operating System</i>	Windows 2000, Windows XP, Windows Server 2003, Windows Vista
<i>Internet Access</i>	High-speed Internet connection using cable, DSL or wireless access with a firewall (more reliable + firewall is more secure)
<i>Web Browser</i>	Internet Explorer 6.0+ or Netscape 7
<i>Other Requirements</i>	HCAI user account (or user profile – see Chapter 3)

### Minimum Computer Requirements

<i>Operating System</i>	Windows 98 (please note that updates from Microsoft are no longer available for Windows 98)
<i>Internet Access</i>	Dial-up Internet connection (response time will be slower than high-speed connections)
<i>Web Browser</i>	Internet Explorer 5.5 (some icons and page layouts may not be optimized for the screen)
<i>Other Requirements</i>	HCAI user account

### Common Problems and Causes of Crashes

- HCAI utilizes the same layout and format of the printed OCFs currently in use.
- If you already know how to use existing OCFs to create a Treatment Plan or Invoice, you can do it using the HCAI system.

#### Can't Save a Draft?

- The HCAI application – unlike paper forms – will not allow you to save a form unless you have entered, at minimum:
  - Claim and/or policy number
  - Last name of applicant
  - First name of applicant.

#### Can't Submit a Form?

- If you are unable to submit a form, it is usually because there is an error in or absence of data. An error will appear as an orange-coloured tab, and within the tab will be a description of the error (see figures 2.1 and 2.2).

Figure 2.1: Error Notice via Orange Tab

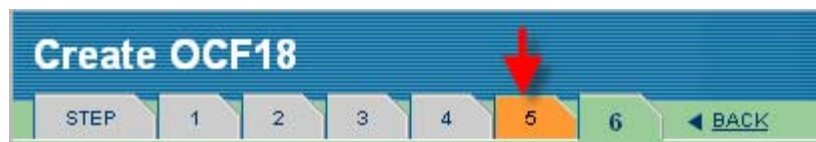


Figure 2.2: Error Description Within Orange Tab

• Part 12: Proposed Goods and Services has an error.

**Part 12: Proposed Goods and Services**

To the extent possible, this Treatment Plan should include all Goods & Services contemplated by the Health Professional / Facility for the period of the Treatment Plan. Please fill out all Goods and Services and associated information. To create a session, select the check box for each Goods & Services to be included in this session and then click the **Create Session** button. To delete any items from a session code, select the session code in question and use the **Separate Session** button.

**Line 2 has the following errors:**

- Quantity must be a whole number when Measure is GD, PR, PG or SH
- The measure (GD) is invalid for the goods and services code (1SC02).

		Estimate Day				Projected			
GS Ref#	Code	Attr	Provider Ref.	Quantity/Measure	Cost	Total Count	Total Cost	Proposed Tax	
<input type="checkbox"/> 1	H.XX.MR Med/Rehab	<input type="checkbox"/>	Riis, Vivivi	1.00 PR	500.00	1	500.00	<input type="checkbox"/> PST	<input type="checkbox"/> GST
<input type="checkbox"/> 2	1.SC.02 "Exercise, spinal...	<input type="checkbox"/>	Riis, Vivivi	0.25 GD	25.00	12	300.00	<input type="checkbox"/> PST	<input type="checkbox"/> GST

- HCAI will not permit you to submit a form if any of the following errors occur:
  - Mandatory fields are not completed (mandatory fields are indicated by an asterisk [\*]).
  - Incorrect formatting of dates (yyyy/mm/dd).
  - Incorrect formatting of postal code (M1M1M1).
  - Valid injury/problem codes are not used.
  - Valid intervention codes are not used.
  - Incorrect unit measure is used for an intervention (see Figure 2.2).
  - Signatures certifying plans may only be provided by regulated health professionals (for OCF 22s) and regulated health professionals who are deemed to be health practitioners (as defined in the Statutory Accident Benefits Schedule [SABS]) for OCF 18s and 23s.

**Note:** The HCAI application is intended to provide an online environment in which you can manage the submission and completion of various OCFs utilizing HCAI's extended features. It is not intended to instruct you on how to run your business or administer treatment to Ontarians injured in automobile collisions.

“HCAI Is Unavailable” Error Message

Figure 2.3: Concurrency Error Message

**HCAI is unavailable**

An error has occurred with the HCAI System.

There are several options available to you:

1. [Close](#) this window.
2. [Logout](#) of the system and try again.
3. If problem persists contact your administrator or IT helpdesk and provide the following :
  - Your user name
  - What you were working on
4. Your administrator may submit the information to the HCAI helpdesk.

Sorry for the inconvenience.

The above message may be experienced if a user opens more than one version of a single draft form and tries to save changes to one of the forms. This may also happen if two people

are sharing one user profile. Should you open the same form twice (whether a draft, submitted or adjudicated form), the system may throw this error message.

Solution: Open only one version of any individual form.

## How the HCAI Application Is Organized

- The flow of HCAI screens is based on user/system interaction, which lets the system decide which screens should be accessible based on the user's security level.
- The log-in screen is common to all system users.
  - Based on the username and password, the system directs the user to the facility's homepage.
  - Upon reaching the homepage, the user can view the different tabs in the application.
- Tabs – A variety of tabs are visible to users. Not all tabs are visible to all users, depending on the level of access the user has been assigned.
  - Plans: consists of OCF-18 Treatment Plan, OCF-22 Application for Approval of Assessment or Examination, and OCF 23 Pre-approved Framework Treatment Confirmation forms
  - Invoices: consists of the OCF 21 Automobile Insurance Standard Invoice form
  - Search: allows users to search for forms
  - Manage: allows access to reports, facility and user management.

## Technical Requirements

### Managing Pop-ups

- Some screens in HCAI appear as pop-ups.
- If you have pop-up blocking software or settings on your PC, this may prevent you from viewing screens and will prevent HCAI from working optimally.
- Please consult with your system technical staff to learn how to remove pop-up blocking.

## Receiving Email (and Password Resets) from HCAI

### How to Whitelist HCAI Communications

HCAI users should be able to receive email from up to three HCAI-specific addresses:

1. Password resets from [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca)
2. Bulletins and general information from [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca)
3. Enrollment questions, responses, issues from [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca).

Instructions are provided below for whitelisting your mail system. Solutions for many common email service providers are included. If your email service is not listed, review the product's documentation on how to whitelist email addresses. Or, if you are using a hosted mail solution, contact your provider to arrange the necessary whitelisting.

### Outlook 2003/2007

Add HCAI's "from" address, [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca), to your Safe Senders list:

1. On the *Tools* menu, click *Options*.
2. On the *Preferences* tab, click *Junk E-mail*.
3. On the *Safe Senders* tab, click *Add*.
4. In the *Add Address* blank, put [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca).
5. Click *OK*.

Repeat for [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca) and [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca).

## AOL

Add HCAI's "from" address, [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca), to your AOL address book by following the steps below:

1. Click the *Mail* menu and select *Address Book*.
2. Wait for the *Address Book* window to pop up, then click the *Add* button.
3. Wait for the *Address Card for New Contact* window to load.
4. Paste [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca) into the *Other E-Mail* field.
5. Make HCAI's "from" address the Primary E-Mail address by checking the associated check box.
6. Click the *Save* button.

Repeat for [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca) and [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca).

If HCAI emails end up in your AOL Spam Folder, open the bulletin and then click the *This Is Not Spam* button. Next, add [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca), [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca) and [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca) into your Address Book as described above.

## Yahoo!

You will need to set up a filter to redirect HCAI emails into your inbox:

1. Open your mailbox and click on *Mail Options* (upper right-hand corner).
2. Select *Filters* (bottom left corner).
3. Click the *Add* link on the *Filters* page.
4. Update the "From header:" rule with the following two pieces of information: "contains" and [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca). (This tells Yahoo! to identify HCAI emails based on the "from" address.)
5. Click the *Choose Folder* pull-down menu and select *Inbox*.
6. Pick the *Add Filter* button.

Repeat for [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca) and [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca)

If our emails are getting stuck in your Yahoo! Bulk Folder, open the email and click the *Not Spam* button. Next, check to see if the password reset or bulletin email address is in your Blocked Addresses list. If you see [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca), [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca) or [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca) on this list, select it and click the *Remove Block* button. Lastly, set up a filter as outlined above.

## Gmail

1. Go to the *Settings* link in Gmail.
2. Go to *Filters*.
3. Click *Create a New Filter*.
4. Type the desired email address under *From*.
5. To whitelist an entire domain (all mail from an address ending in "about.com," for example), type just the domain name or the domain name preceded by "@"." To whitelist "about.com," for instance, type "@about.com" (not including the quotation marks).
6. You do not have to create a separate filter for each address. Separate addresses with "|" in the *From* field instead. For example, to whitelist both "jenny@example.com" and "jelani@example.com," enter "jenny@example.com|jelani@example.com."
7. Click *Next Step* ».
8. You can click *Test Search* before, of course, to make sure you did not mistype.
9. Make sure *Never Send It to Spam* is checked.
10. Click *Create Filter*.

Repeat for [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca) and [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca).

## Hotmail

1. Click on *Mark as Safe* near the *From* portion of the email or;
2. Open your mailbox and click *Options* (upper right-hand corner).
3. Click the *Safe and Blocked Senders* link (under *Junk E-mail*).
4. Select the *Safe Senders* link (first in list).
5. Copy and paste [systemdelivery@hcai.ca](mailto:systemdelivery@hcai.ca) into the dialog box titled *Type an Address or Domain*.

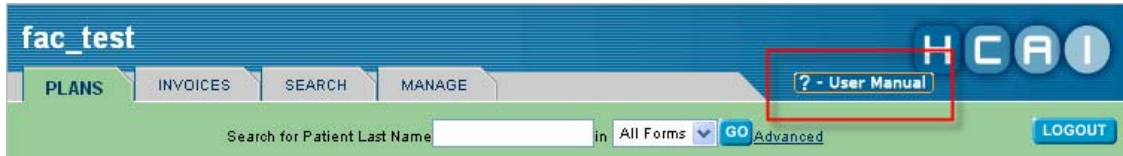
6. Click the *Add* button next to the dialog box.

Repeat for [providersupport@hcaiinfo.ca](mailto:providersupport@hcaiinfo.ca) and [facilityenrollment@hcaiinfo.ca](mailto:facilityenrollment@hcaiinfo.ca).

## Online Help

- Click on the question mark icon at the top of any HCAI application page (see Figure 2.4).

Figure 2.4 – Online User Manual



- Search through the help file by clicking the “Search Contents” tab and typing the criteria desired into the text box provided.
- The Help section contains a Table of Contents, which is located on the left side of the application screen. This allows you to find information without having to use the lookup search.

## HCAI Information Website

Figure 2.5: Self-training Materials



Many self-help tools reside on the HCAI Information website, [www.hcaiinfo.ca](http://www.hcaiinfo.ca).

### OCFs

OCF user manuals can be downloaded from [www.hcaiinfo.ca](http://www.hcaiinfo.ca).

### Coding

A partial pick list of ICD10-CA, CCI, GAP, PAF, Unit Measure and other codes is located at [www.hcaiinfo.ca](http://www.hcaiinfo.ca).

Contact your professional association for any questions relating to coding of injuries, interventions, health care services and guidelines as they relate to your specific practice.

### Password Reset

Password resets are discussed on the HCAI Information website at [www.hcaiinfo.ca](http://www.hcaiinfo.ca).

## Report Technical Problems by Phone

Technical problems (e.g., system crashes) should be reported to the HCAI Helpdesk at:

**1-888-422-4123**

The HCAI Helpdesk is only able to address technical problems (e.g., system crashes) and password resets.

- When you contact HCAI by phone, you will get a **ticket number** to facilitate follow-up.
- Be sure to record your ticket number.

If you choose to phone the HCAI contact centre for non-technical issues, please see the chart below for information about response times and other considerations.

### Other Problems?

Type of Support	Email	Phone	Comments
<b>General Questions</b>	providersupport@hcaiinfo.ca	416 644 3110	Email response times may be faster than phoning
<b>Enrollment Questions</b>	facilityenrollment@hcaiinfo.ca	416 644 3110	Email response times may be faster than phoning
<b>HCAI Helpdesk:</b> Report technical difficulties (i.e. system crashes) and Password Resets	NA	1 888 422 4123*	"How to" questions should <b>not</b> be submitted here *.  Only persons with "User Administrator" permission can obtain a password reset
Injury or intervention coding questions	N/A	HCAI is not equipped to address coding questions. <a href="#">Click here</a> for coding information or contact your health professional association or the Financial Services Commission of Ontario (FSCO).	
SABS questions	N/A	HCAI is not equipped to answer SABS questions. Refer to the <a href="#">SABS document</a> or <a href="#">HCAI FAQs</a> . If you can't locate the answer, contact your health professional association or the Financial Services Commission of Ontario (FSCO).	
OCFs	N/A	HCAI is not equipped to answer OCF questions. Refer to the <a href="#">OCF user manuals</a> or <a href="#">HCAI FAQs</a> . If you can't locate the answer, contact your health professional association	
<b>PMS Issues</b>	Contact your PMS vendor		