HCAI Update

Date: January 29, 2015
To: Insurers

HCAI 2015, the Year Ahead

2015 will contain two planned HCAI system releases: Release 3.13 and Release 3.14

- *Spring Release*
    - Release 3.13 will include modifications related to the Ontario government`s service provider licensing regime, user interface updates to the HCAI web application (www.hcai.ca), and improvements to HCAI functionality.
- *Fall Release*
    - Release 3.14 is expected to concentrate on HCAI system enhancements, and may include regulatory changes as requested by the Financial Services Commission of Ontario (FSCO).

Both HCAI's insurer web user community and HCAI`s integrating insurer community will be affected by the changes in R 3.13 and R3.14.

- *Web Users*
    - Insurers can expect several system improvements and other user interface changes to www.hcai.ca. Communications describing these changes will be distributed in the weeks preceding Release 3.13`s implementation.
- *Integrating Insurers*
    - Changes to HCAI`s schemas are included in Release 3.13. Documentation discussing these changes will soon be made available, together with details about the upcoming integrating insurer Town Hall meeting.

Planned HCAI System Unavailability

To prepare for the implementation of both Release 3.13 and Release 3.14, two system unavailability windows are expected. Announcements regarding the dates of these windows are forthcoming.

Service Provider Licensing

Effective December 1, 2014, FSCO successfully implemented service provider licensing. As of the end of 2014, **licensed health care facilities represented 93% of HCAI's total invoice dollar volume**.

- **OCF-21 Submission Process Change**
    - A business process change is required for both the unlicensed facility and the insurer being invoiced.
    - Unlicensed facilities or those facilities billing insurers outside their licensed dates of service must submit the OCF-21 to the insurer via HCAI, then a printed copy of the HCAI-validated OCF-21 must be submitted to the insurer by the patient.

- **Payment Process Change**
    - Insurers are not permitted to pay unlicensed facilities directly for treatment goods and/or services provided on or after December 1, 2014.
    - Two learning aids are available to help insurers and unlicensed facilities navigate the business process change successfully:
        - I. Business Process Change eLearning video
            - See how the process change affects unlicensed and licensed health care facilities
        - II. Business Process Change Guide
            - OCF-21 submission process flow diagrams for both licensed and unlicensed facilities

- **Know a facility that's not yet licensed?**
    - Unlicensed facilities can visit FSCO's Service Providers website and apply for a licence today.
    - Resources about the HCAI-related information required for service provider licensing can be found at the HCAI information website, HCAIinfo (www.hcaiinfo.ca), specifically within the Service Provider Licensing section of the Related Initiatives portal.

What's Next?

- Further information regarding Release 3.13 and Release 3.14 will be distributed ahead of each release to describe specific user interface or regulatory-driven changes.

- Insurers can visit FSCO's online Public Registry of Licensed Service Providers and review service provider licence details.

- Current HCAI system status information is always available at the HCAIinfo website, www.hcaiinfo.ca.

HCAI Operations