

What's New? Release 3.24

November 16, 2020



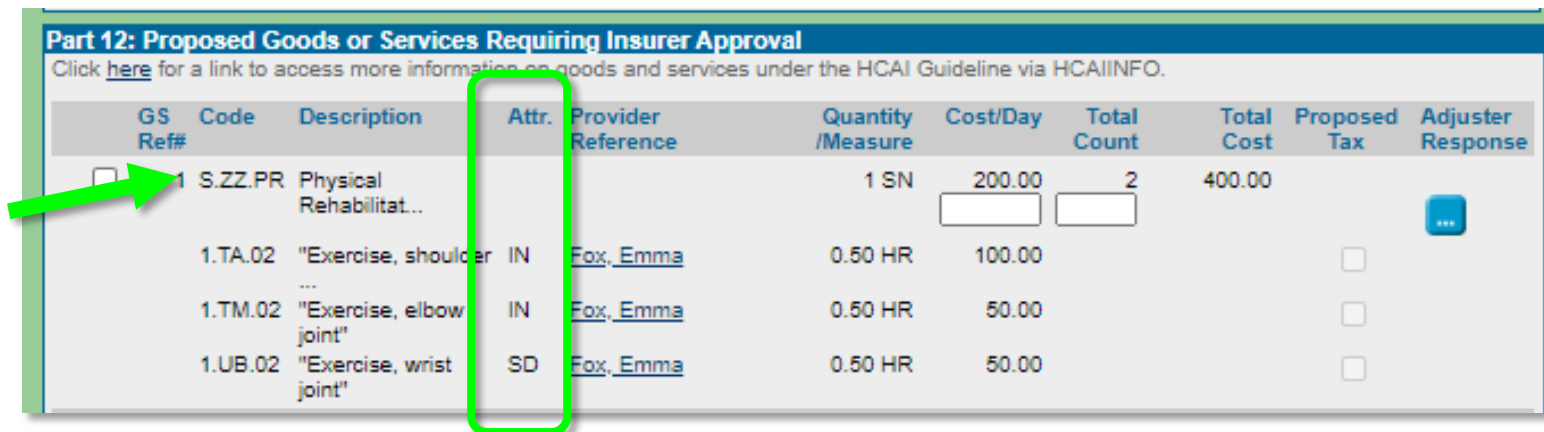
Insurer Edition

Timeline for Changes

- HCAI System Release 3.24 goes live on **November 16, 2020.**


#1 Attribute Code Updates

- We're making **attribute codes** easier to understand with two new enhancements:
 1. You can now hover your mouse over an attribute code to view its description
 2. On an OCF-18, you can now easily view any attribute codes that are applied to services within a session.



Part 12: Proposed Goods or Services Requiring Insurer Approval

Click [here](#) for a link to access more information on goods and services under the HCAI Guideline via HCAIINFO.

GS Ref#	Code	Description	Attr.	Provider Reference	Quantity /Measure	Cost/Day	Total Count	Total Cost	Proposed Tax	Adjuster Response
<input type="checkbox"/>	1 S.ZZ.PR	Physical Rehabilitat...			1 SN	200.00	2	400.00		
	1.TA.02	"Exercise, shoulder ...	IN	Fox, Emma	0.50 HR	100.00			<input type="checkbox"/>	
	1.TM.02	"Exercise, elbow joint"	IN	Fox, Emma	0.50 HR	50.00			<input type="checkbox"/>	
	1.UB.02	"Exercise, wrist joint"	SD	Fox, Emma	0.50 HR	50.00			<input type="checkbox"/>	

#2 Two New User Roles

- We've added two new roles to give administrators more control over user experience.
- A user with the **Claimant Search Results** role may perform a Claimant search and use the Download Report button to download the results in a spreadsheet.
- Similarly, a user with the **Document Search Results** role may perform a Document search and use the Download Report button to download the results in a spreadsheet.

Bay Insurance Company

HCAI

DASHBOARD DOCUMENTS CLAIMS SEARCH MANAGE HCAIinfo

Search for Claim Number in Exact Match [Advanced](#)

DOCUMENT SEARCH Welcome, Natalie, to HCAI. 2020/10/16

Search Results (1 of 1)

Document Results for "Insurer Name: Bay Insurance Company, Branch/Claim Group: General Claims (Bay Insurance Company), Archival Status: Not Archived, Claimant File Owner: Brown, Davis (dave100); Dixon, Natalie (natalie100)"

View:

!	Document #	Claim #	Claimant	Facility Name	Claimant File Owner	OCF Type	Status	Target Date	Date Submitted	Proposed Amount (\$)	Approved Amount (\$)
	19102100006	25		Orchard Rehabilitation Inc.	Dixon, Natalie	OCF21C	Review Required		2019/10/21	\$215.00	\$0.00
	19102100003	25		Orchard Rehabilitation Inc.	Dixon, Natalie	OCF23	Responded	2019/10/28	2019/10/21	\$2,200.00	\$2,200.00

View:

Only active documents are shown. Click "Search Archives" if you would like to search for archived documents that match these search criteria. Please note that searching the archives may take several minutes.

#2 Two New User Roles

- All users are granted these roles automatically. User Administrators can unassign either of the roles to prevent a user from using the corresponding Download Report feature.

Assign Roles to the User

Management & Administrator Roles allow users to manage HCAI users, organization information and report generation. Support Roles allow users to manage claim and claimant information, assign adjusters, and provide administrative support, but not to deliver approval decisions. Adjusting Roles allow users to record approval decisions and manage forms. Download Report Roles allow users to download reports on the selected pages that contain claimants' data. Multiple roles may be selected.

Management Administrator Roles

<input type="checkbox"/> Organization Administrator	<input type="checkbox"/> Insurer User Administrator	<input type="checkbox"/> Team Administrator
<input type="checkbox"/> Report Viewer	<input type="checkbox"/> Executive Report Viewer	<input type="checkbox"/> Manager Dashboard Viewer
<input type="checkbox"/> Form Manager		

Support Roles

<input type="checkbox"/> Form Support	<input type="checkbox"/> Claim/Claimant Administrator
---------------------------------------	---

Adjusting Roles

Form Adjuster

Allow this user to have ownership of claimant files? Yes No

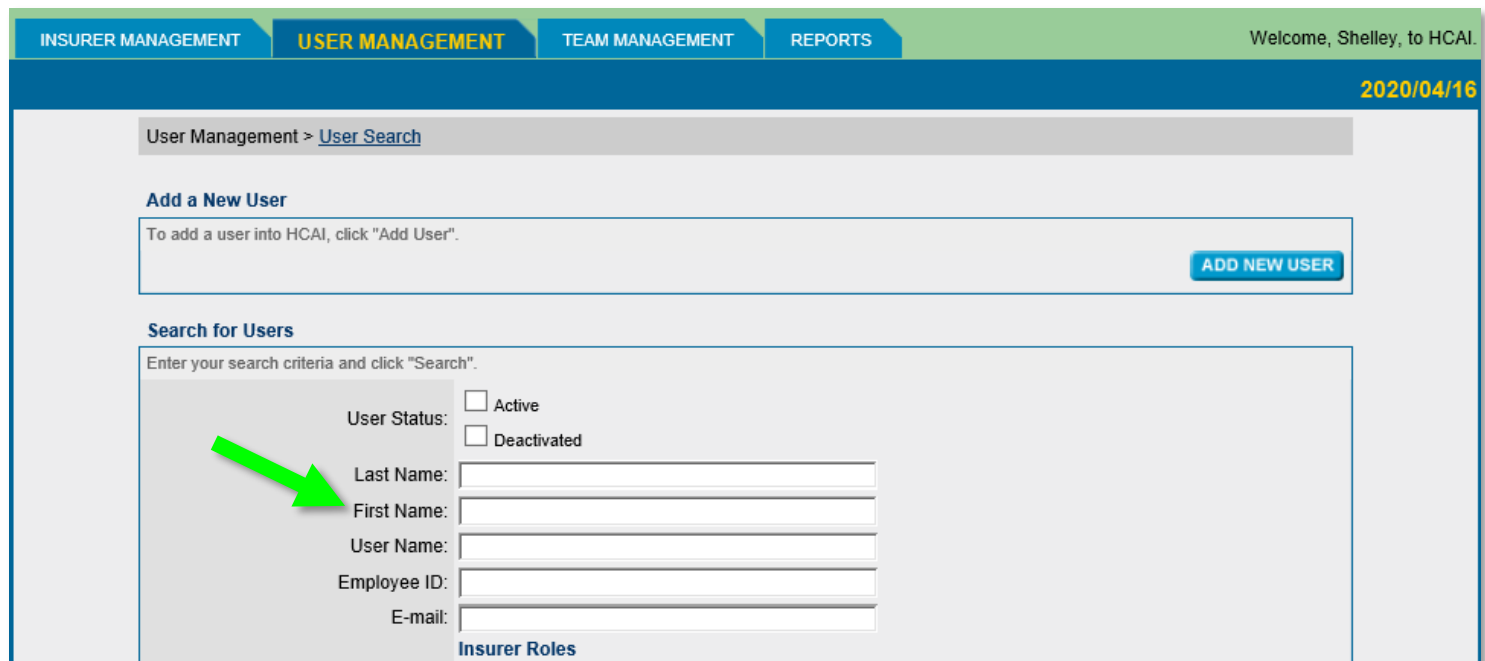
Claim/Claimant Editor

Download Report Roles

<input checked="" type="checkbox"/> Claimant Search Results	<input checked="" type="checkbox"/> Document Search Results
---	---

#3 Search for Users by First Name

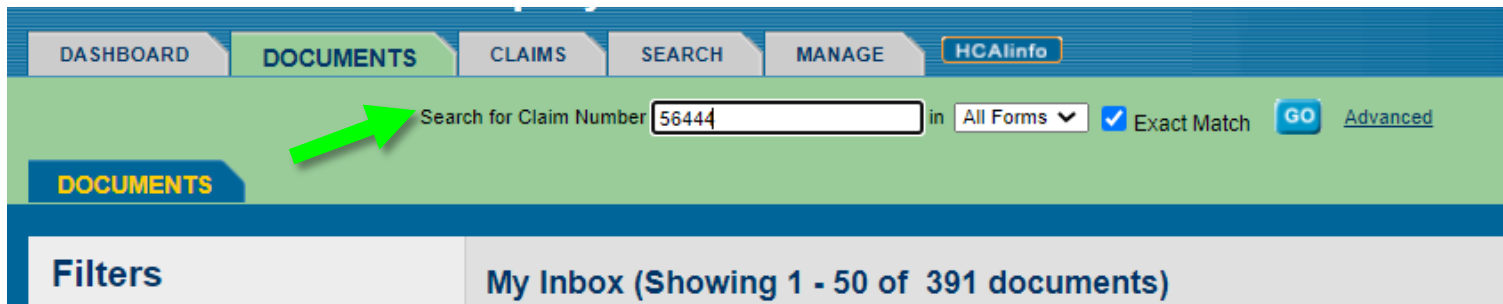
- User Administrators can now search for users by **first name**.
- This is also available on the Team Management tab when browsing for users.



The screenshot displays the HCAI User Management interface. At the top, there are navigation tabs for INSURER MANAGEMENT, USER MANAGEMENT (highlighted), TEAM MANAGEMENT, and REPORTS. The user is logged in as Shelley, and the date is 2020/04/16. The main content area is titled "User Management > User Search". Below this, there is a section for "Add a New User" with a text box and an "ADD NEW USER" button. The "Search for Users" section contains a form with the following fields: "User Status" (with checkboxes for "Active" and "Deactivated"), "Last Name", "First Name", "User Name", "Employee ID", and "E-mail". A green arrow points to the "First Name" input field. At the bottom of the search form, there is a link for "Insurer Roles".

#4 Enhanced Quick Search

- We've made the **Claims Quick Search** bar more intuitive to use. Now you can perform a search by hitting the Enter key on your keyboard.



The screenshot displays a web application interface with a navigation bar at the top containing tabs for DASHBOARD, DOCUMENTS, CLAIMS, SEARCH, and MANAGE, along with an HCAInfo button. Below the navigation bar is a search bar with the text "Search for Claim Number" followed by a text input field containing "56444". A green arrow points to the search bar. To the right of the input field are options for "All Forms" (a dropdown menu), a checked "Exact Match" checkbox, a "GO" button, and a link for "Advanced". Below the search bar is a "DOCUMENTS" tab. At the bottom of the interface, there is a "Filters" section and a header for "My Inbox (Showing 1 - 50 of 391 documents)".

What's Next?

- **Keep checking [HCAIinfo](#)**—HCAI's dedicated eLearning resource site—for more information about Release 3.24