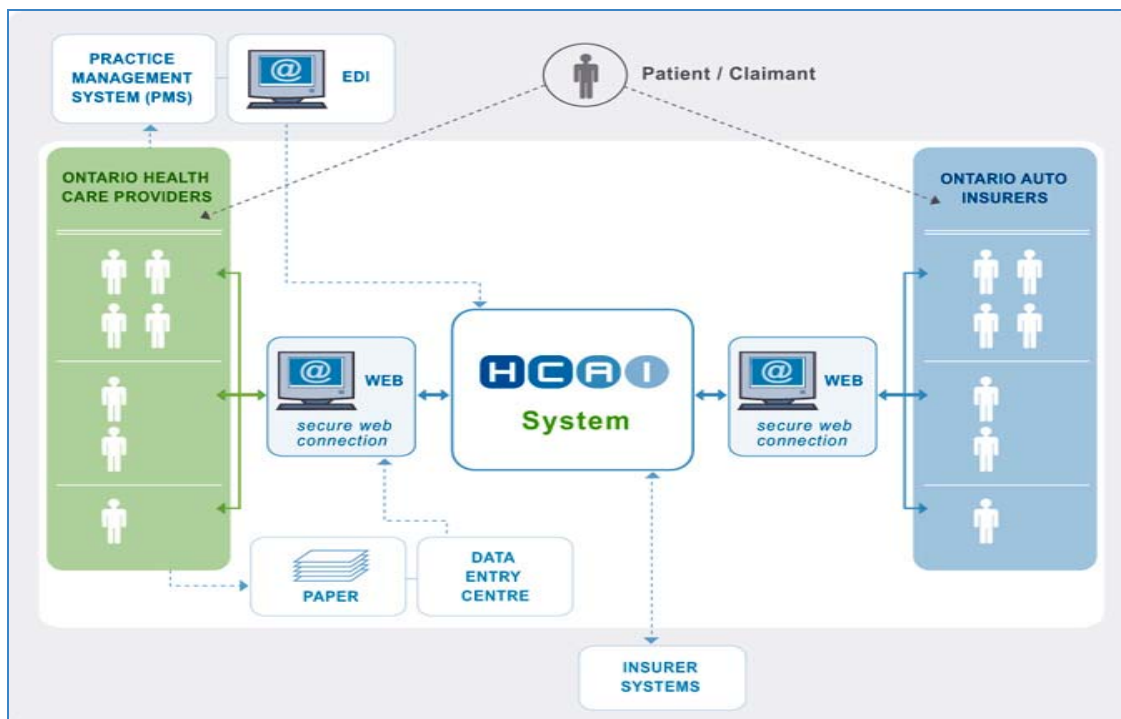


## Did you know?

There are three ways for Health Care Facilities (HCFs), i.e., health practices or clinics, to access the HCAI system:

- I. Through a Practice Management System (PMS);
- II. Using the Web application at [www.hcai.ca](http://www.hcai.ca);
- III. Complete a paper form and send via the Data Entry Centre (DEC).

Insurers will always view information via the web application.



Depending on the access route selected by the HCF, functionality will vary slightly:

### Practice Management System (PMS)

A HCF has purchased software from a vendor for the completion of OCF forms. If the HCF's vendor has integrated with HCAI, the HCF will have the ability to continue to use the vendor's software to submit completed forms to Insurers using the HCAI system. Adjusters will respond via the HCAI Web application and PMS users are able to view their responses.

**Constraints** – The "Need to discuss" and "Amend" functionalities for Insurer Users are currently not supported.

**Workflow** – Communication with HCFs to clarify items on plans or invoices should be pursued by traditional means.

### Web-based

A HCF has been set-up to submit forms using the HCAI Web application, and will receive responses from insurers via the HCAI Web application.

**Constraints** – None.

### Data Entry Centre (DEC)

Note that the DEC option is not available until later in 2010. HCFs without access to the Web or PMS options may choose to submit forms using the DEC. The DEC accepts submission of paper forms, which they transcribe on behalf of the Insurers. For data collection purposes adjusters will view and respond to OCF forms via the Web, but they also must provide a paper response to the HCFs using the DEC option.

**Constraints** – The "Need to discuss" and "Amend" functionalities for Insurer Users are currently not supported. Direct response to the facility by paper is required.

**Workflow** – All communication with HCFs should be conducted by traditional means.

### How will I know the method of transmission of a form?

To determine how a form was submitted, a user will view the box "Plan Identifier" box that is visible at the top of any page of a submitted form or invoice. Within the box is the "Source" category, which will display one of the three options: PMS, Web or DEC. Although the DEC is not yet operational, when it does become active further prompts will be available to notify adjusters that a form has been received via the Data Entry Centre, which will then require a paper response be provided to the HCF.

Claim Identifier	Return this form to:	Plan Identifier
Applicant Name: Staunton, Stephanie Claim Number: 70043 Policy Number: SS0912 Date of Accident: 2009/06/14	Ports Insurance 11 Ajax Rd. Ajax, Ontario M1C 4P9	Document Number: 09110400005 Plan Number: N/A OCF Type: 22 Date Submitted: 2009/11/04 Source: Web OCF Effective Date: 2007/05/01

### As of March 31st should I be receiving all forms via HCAI?

No, as explained in previous HCAI bulletins the Health Care Facility enrolment will continue throughout the 2010 calendar year. To confirm whether a HCF is required to use the system please review the HCAI Participant List published monthly by FSCO and linked to on the [www.hcaiinfo.ca](http://www.hcaiinfo.ca) website.

### I require further HCAI training information...

Please visit our information and training website at [www.hcaiinfo.ca](http://www.hcaiinfo.ca). This learning tool can be accessed via the "Did You Know?" section on the Insurer Homepage.