

## Did you know?

### HCAI - Data Entry Centre (DEC)

HCAI's Data Entry Centre (DEC) has undergone successful User Acceptance Testing and is ready to launch into its pilot phase beginning August 3<sup>rd</sup>, 2010. The DEC pilot will be controlled with only a few Health Care Facilities (HCFs) participating.

DEC enrolment is anticipated to increase in Tier 3, which is scheduled to begin October 4<sup>th</sup>, 2010. Upon receipt of paper OCF forms from HCFs via fax or mail, the DEC will enter data from the forms into HCAI, where the electronic versions of forms may be viewed by insurance adjusters through the Web.

#### Important information regarding the DEC:

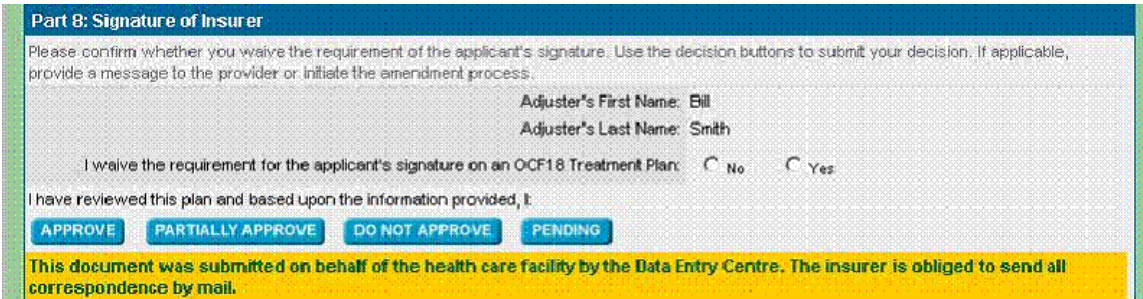
- Prior to submitting OCF forms to the DEC, a facility must enrol with HCAI.
- HCFs may submit forms to the DEC by mail or fax.
- OCF forms that are received after 5:00pm will be deemed to be received on the following business day.
- The DEC will determine, on the day a document is received, whether or not the document is complete (as defined by the SABS).
  - Please note, it is the facility's role to ensure the paper forms are completed accurately and conform to all HCAI business processing rules. The DEC must key only what is entered on the OCF form
    - HCFs will be notified by the DEC within 2 business days if an OCF form was deemed complete or contained errors or omissions, in which case the form cannot be processed.
    - HCFs whose OCF forms are deemed incomplete or containing errors will receive an error report that will provide sufficient explanation of the OCF form errors so that the OCF forms can be resubmitted the required changes.
    - If a facility has not been notified of errors or omissions after 2 business days, the facility will assume the form has been processed and submitted to the insurer on the day it was received by the DEC.
- HCFs using the DEC will charge a slightly lower form completion fee in accordance with the Financial Services Commission of Ontario (FSCO) Professional Services Guideline. To review the Professional Services Guideline, click [here](#).

## Insurer Response to OCF Forms Received via the DEC

Adjusters will review and enter their adjudication decisions in HCAI regardless of an OCF form's method of submission. The "Amend" and "Need to Discuss" options are not available for OCF forms submitted via the DEC. All other functionality is the same as for Web-submitted forms.

Before the adjudication decision is recorded HCAI will alert the adjuster that the OCF form s/he is working on has been submitted via the DEC and so requires a paper notification of the decision.

Once the adjuster has made his/her decision in HCAI, s/he will send a traditional paper response to the facility. If the adjuster neglects to submit a paper (fax-back) decision to the facility, the facility has no way of determining what the decision is apart from contacting the adjuster.



**Part 8: Signature of Insurer**

Please confirm whether you waive the requirement of the applicant's signature. Use the decision buttons to submit your decision. If applicable, provide a message to the provider or initiate the amendment process.

Adjuster's First Name: Bill  
Adjuster's Last Name: Smith

I waive the requirement for the applicant's signature on an OCF18 Treatment Plan:  No  Yes

I have reviewed this plan and based upon the information provided, I:

**APPROVE** **PARTIALLY APPROVE** **DO NOT APPROVE** **PENDING**

**This document was submitted on behalf of the health care facility by the Data Entry Centre. The insurer is obliged to send all correspondence by mail.**

If the OCF form received is an invoice, the adjuster will provide HCAI with the decision, notify the facility and claimant in writing, and then issue a cheque using the insurance company's cheque requisition process.

## DEC Inquiries

Inquiries regarding the status of a form or to confirm receipt of a form should be made directly with the data entry centre (DEC).

The DEC may be contacted at 1-866-348-9133. To request a status of a form please be prepared to answer the following questions:

1. Facility Name
2. Claim Number
3. Policy Number
4. Date of Accident
5. Date of Birth of Claimant

The DEC Call Centre will advise the adjuster whether the OCF form was received and if it was successfully sent to the insurer via HCAI or if an error report is outstanding.

Please visit our training and information website at [www.hcaiinfo.ca](http://www.hcaiinfo.ca) for additional information about the DEC.