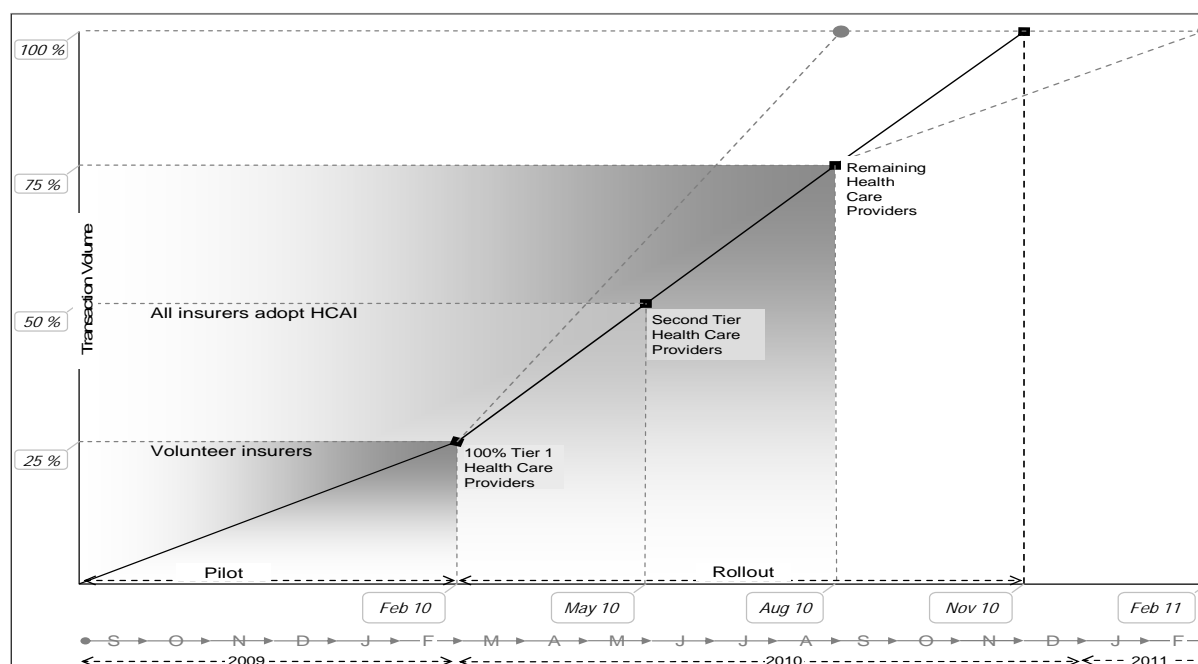


Did you know?

Working with Health Care Facilities (HCFs) during the tiered enrolment process that runs from April 2010 until November 2010.

Unlike Insurers who adopted the system by March 31, 2010, the Health Care Facility (HCF) enrolment process continues throughout 2010. HCF enrolment in HCAI is being implemented in tiers.

- Tier 1 has been provided with dates from April 19th to May 31st, 2010
- Tier 2 will run from June 1st until August 30th, 2010
- Tier 3 will run from September 1st to November 29th, 2010



Each HCF will be assigned an effective date, which they can look up on the www.hcaiinfo.ca website.

- Currently, only those HCFs that have been assigned an effective date between April 19th and August 30th are listed.
- In mid-June, the Tier 3 list will be posted with instructions for all remaining (non-Tier 1 or 2) HCFs.

HCFs are not authorized to use the system until their activation date.

Insurers can verify whether a facility is required to use the system by reviewing the HCAI Participant List published by FSCO.

- This list is conveniently located on the www.hcaiinfo.ca website.
- When reviewing the list be careful to not only review the name of the HCF but also the address, as some HCFs operate with multiple locations and **only those outlined on the list are required to use the system on the effective date.**



Expert User Links
FSCO
Ontario Reg. 533/06 (PDF)
Ontario Reg. 534/06 (PDF)
HCAI Guidelines 03/09
HCAI Participant List
Insurer Enrolment
HCAI Re-enrolment Forms
Terms and Conditions (PDF)
Current Communication
Events Calendar
HCAI Bulletins
FSCO Bulletins
E-Learning



*First Time Using HCAI?
Let's Get Started.*

- [What's New - Events](#)
- [Need Help? Contact Us](#)
- [Did You Know?](#)

Insurer Users - Welcome

The Insurer section of this website is organized in such a way that it gives you information based on how you will be interacting with the HCAI system. Generally, the best way to know this is based on your role within your company.

In order to get the information most relevant to you, please tell us which of the following roles most accurately describes you.

Working with OCF 18s, 21s, 22s and 23s that have been submitted by a HCF PRIOR to their HCAI Effective date.

Any OCFs (18s, 21s, 22s or 23s) that are submitted BEFORE a HCF's effective date must be addressed outside of HCAI. This means that:

- if the original OCF was faxed/mailed to you prior to the HCF's effective date, insurers may not ask a HCF to resubmit an OCF through HCAI;
- the HCF may re-fax or re-mail the OCF submitted prior to its effective date;
- if you are suspicious that the OCF was not faxed/mailed prior to the HCF's effective date, ask to see proof that it was submitted to you prior to the HCF's effective date (e.g., fax confirmation).

Some commonly asked questions regarding enrolled facilities:

Question 1: Are health care facilities (practices, clinics, businesses) that have not enrolled with HCAI and/or that have not reached their assigned effective date, required to use HCAI for submission of OCFs 18, 21, 22 and 23?

Answer: No. However, starting on their effective date, health businesses that are named on the FSCO HCAI Participant List must submit all OCFs 18, 21, 22 and 23 through HCAI.

Question 2: Do invoices created and submitted PRIOR to a health care facility's effective date have to be sent by HCAI?

Answer: If an invoice was submitted to an insurer PRIOR to the facility's HCAI effective date, then the insurer is required to respond to that invoice by fax/mail. Once a health care facility is participating in HCAI, all new invoices (regardless of when the invoice was created) must be submitted by HCAI.