

Did you know?

When most users enter the HCAI application they are brought to the [Plans > Work In Progress](#) sub-tab.

- Adjuster-users should enter the HCAI web application at least once every business day to check for new OCF form submissions.
- When checking for new forms, the adjuster-user should click on both the [Plans](#) and [Invoices](#) tabs to locate new submissions in his/her [Work In Progress](#) work-list.

Every HCAI user that works directly with OCF forms—e.g., adjusters, adjuster support staff—has the option to sort the information that is contained within his/her respective work-list. Sorting takes place by clicking on one of the column headings contained in the [Work In Progress](#) work-list.

Leyton Orient Global HCAI

PLANS INVOICES SEARCH MANAGE ? - User Manual

Search for Claim # in All Forms Advanced **LOGOUT**

WORK IN PROGRESS ADJUSTER RESPONSE PENDING Welcome, Hannah, to HCAI.

Plan Management - Work In Progress

Filter by: All Plans

Work In Progress (1 of 3)
The following items have not been adjudicated.

Sorting can take place by clicking on any of the column headings. Click on a column heading to sort. Click again on the heading to re-sort the worklist items according to the column-data.

Document #	Claim #	Claimant	OCF Type	Status	Days Left	Date Submitted
09112400038	102	Grobbelaar	OCF18	Review Required	4	2009/11/24
09112400039	12	Barnes	OCF18	Submitted	4	2009/11/24
09112400040	12009	Rosenthal	OCF18	Review Required	4	2009/11/24
09112400041	99459	Glen	OCF18	Submitted	4	2009/11/24
09112400042	70043	Staunton	OCF18	Submitted	4	2009/11/24

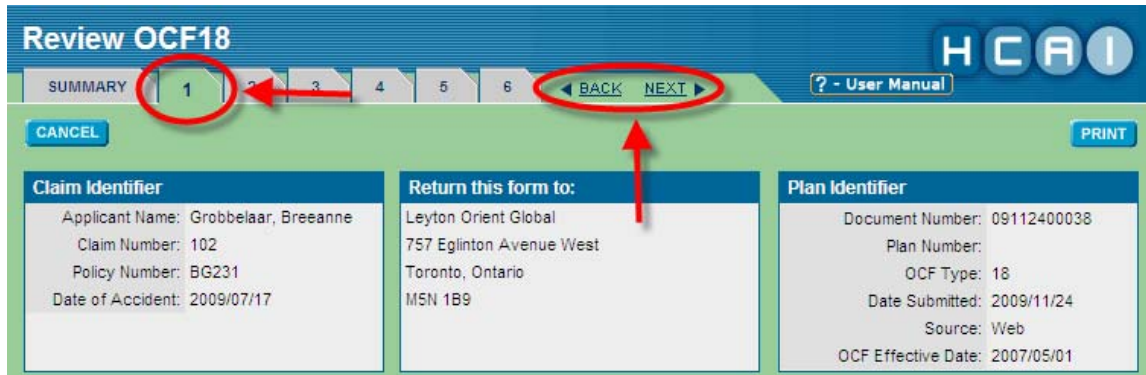
View: 5 items 1 2 3 Next >

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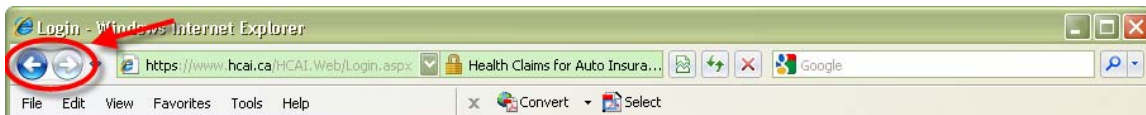
Once sorted, *as long as the user formally logs out of the session rather than just closing the application outright* (e.g., simply closing Internet Explorer), HCAI will remember the user's work-list sort order. This means that next time the user logs into the HCAI application, the previous sort order for the [Work In Progress](#) work-list is maintained.

Navigating the Pages in an OCF Form

When scrolling through the pages of an OCF form, the user should always use either the numbered on-screen tabs to move from page to page or click on the <Next> / <Back> buttons.



Users should always refrain from using the browser “back” and “forward” buttons (the arrow keys) that control forward and back navigation, as using these keys can result in the user losing any progress that has been made or even being logged out of the system.



Exiting an OCF Form

To exit out of an OCF form, the user should hit the <Cancel> button. Clicking the <Cancel> button will return the user to the *Work In Progress* work-list (in either the Plans or Invoices tab, depending on the OCF being exited).



Logging out of HCAI

Users should always logout of the system when they have completed their session, rather than minimizing or using the (close) button on their browser.

