

## Did You Know?

### *Business Lead Contact Details are Stored in HCAI*

- The contact details of Business and/or Technical Leads are maintained using information retrieved from the HCAI system.
- Insurers are responsible for ensuring the contact details for their organization's HCAI Business and/or Technical Leads are accurate and current.
- Neither the HCAI Operations team nor the HCAI Development team will follow up with Insurers who have neglected to update their contact information

### *How do we update our Contact Details?*

Contact details can be updated in HCAI under the "Insurer Details" section of the *Manage > Insurer Management* screen. The *Organization Administrator* role is required to update and maintain Contact Details.

The screenshot shows the HCAI interface for managing insurers. The top navigation bar includes 'PLANS', 'INVOICES', 'CLAIMS', 'SEARCH', and 'MANAGE'. The 'MANAGE' section is active, showing 'INSURER MANAGEMENT', 'USER MANAGEMENT', and 'REPORTS'. The main content area is titled 'Insurer Details' and contains a form for updating contact information. The form includes fields for Insurer Name, IBC ID, Address, City, Province, Postal Code, and Phone. Below these are fields for Contact One and Contact Two, including Name, Phone, and E-mail. A green arrow points to the 'Contact One' fields, which are highlighted with a green box.

If your organization is an **integrating insurer**, *Contact One* refers to the current HCAI Business Lead and *Contact Two* could refer to a Technical Lead, if a fulltime individual is consistently responsible for system integration with HCAI.

If your organization **does not integrate with HCAI**, *Contact One* and *Contact Two* refers to the current HCAI Business Lead and his/her back-up.

Remember to click **SAVE** once you have updated the *Contact One* and *Contact Two* fields.

### *More resources*

To learn more about managing your organization in HCAI, visit the eLearning page under the Manager/IT Professional information stream:

- [http://www.hcaiinfo.ca/Insurers/Manager\\_IT\\_Pro/E-learning.asp](http://www.hcaiinfo.ca/Insurers/Manager_IT_Pro/E-learning.asp)