

HCAI Update

Planned HCAI System Outage November 26-27, 2011

Please be advised that a system outage is planned during the weekend of November 26 - 27 for the implementation of a new release in the production environment.

This implementation will promote the upcoming Release 3.5. Details of this release will be sent to the User community next week in our newsletter format.

During the planned outage, the HCAI system will be unavailable. The HCAI System Status at HCAIinfo will show red with the message "Planned outage underway."

System Outage Details:

The HCAI system will be unavailable from **12:01 am Saturday, November 26, 2011** and is anticipated to resume active status at **11:59 pm on Sunday, November 27, 2011**.

Please note that during the outage period:

- The www.hcai.ca website will be unavailable.
- All integration transactions from integrating insurers and health care facilities should be withheld until the system has returned to active status.
- Up-to-date information concerning the release can be confirmed by reviewing the HCAI System Status on the HCAIinfo front page (www.hcaiinfo.ca) and specifically the Maintenance and Updates section.
- The HCAI System Status will show as red for the duration of the outage and will be moved to green once the system is available.

Submission Channel Considerations

The HCAI system outage will apply to all HCAI submission channels:

- Web
- Integration with insurers
- Integration with health care facilities
- Data Entry Centre (DEC)

The HCAI system outage will require every integrating insurer and health care facility to have all of their transactions successfully processed by **11:59 pm Friday, November 25, 2011.**

As with every system release, companies and individual Users should continue to access the HCAI system through the published web address.

HCAI Operations

If you believe you have received this notification in error, please click on the link below:

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