

HCAI Update

August 9, 2010

Auto Reforms and HCAI

Auto insurance reforms take effect on September 1, 2010. As a result, the Health Claims for Auto Insurance (HCAI) application will be modified to support the new versions of Ontario Claims Forms used on the system. The forms which are available for creation of drafts and submissions as of September 1, 2010 8:00 am EDT will be:

- OCF-18 Treatment and Assessment Plan
- OCF-23 Treatment Confirmation Form
- OCF-21 Auto Insurance Standard Invoice

Planned HCAI System Outage

The servers will be offline and taken down at 5:00:01 pm EDT on August 31, 2010. During the outage, the HCAI Performance Meter will show red with the message "Auto Reform activation underway". This means that all transactions that are intended to be processed prior to September 1st must be submitted through HCAI and successfully completed prior to 5:00 pm EDT August 31, 2010.

The new revised HCAI system, which will be aligned with the new SABS, will become available at 8:00 am EDT September 1, 2010 for all users. The HCAI Performance Meter will then move back to green.

Impacts to Submission Channels

HCAI system outage will impact all three HCAI submission channels:

- Web
- Integration with insurers
- Integration with health care facilities through Practice Mgmt. Software (PMS Integration)
- Data Entry Centre (DEC)

HCAI system outage will require every integrating insurer and health care facility to have all of their transactions successfully processed by 5:00 pm EDT on Tuesday August 31, 2010.

Business Process Changes

- Draft forms that health care facilities have saved prior to September 1, 2010 may not be modified and submitted after August 31, 2010.
- New draft forms will have to be manually created starting September 1, 2010.
- The HCAI information website (www.hcaiinfo.ca) has videos and written material that show the changes to forms. For more information, [click here](#).
- www.hcaiinfo.ca has material to assist you in understanding the introduction of the Minor Injury Guideline (MIG) as it pertains to HCAI.
- Any additional information needs related to the introduction of the MIG should be addressed with your professional association.

Web Users

All August 31, 2010 transactions that you require to be processed on August 31, 2010 must be successfully submitted to, and processed by, HCAI by 5:00 pm, EDT August 31, 2010.

Integrating Insurers

All scheduled jobs for the night of August 31 will need to be successfully submitted to HCAI before 5:00 pm EDT on August 31, 2010 or rescheduled after the system is available on September 1, 2010. It is strongly recommended that integration requests not be scheduled for the last few minutes before the planned system outage.

PMS Vendors

Vendors must ensure that their process schedules are changed so that claims that use the pre-September 1, 2010 forms are successfully submitted to, and processed by, HCAI by 5:00 pm EDT on August 31, 2010. It is strongly recommended that jobs not be scheduled for the last few minutes before the planned system outage.

More information about how HCAI is affected by the September 1, 2010 Auto Reform changes is available at www.hcaiinfo.ca. Click on the Auto Reforms portal, and you will be directed to the [HCAI & Auto Reforms webpage](#). From this page you can drill down to the information you need to understand how HCAI will be affected by the September 1, 2010 Auto Reforms changes.

HCAI Operations