

HCAI Update

July 26, 2010

HCAI Operational Highlights

- System capacity has been reviewed and is functioning and scaling as expected.
- A video email campaign was launched at HCAI users in June to raise awareness about the updated HCAI information website at www.hcaiinfo.ca.
- HST was activated in the HCAI system on July 1, 2010.
- Auto insurance reforms and HCAI:
 - HCAI will accommodate the required OCF form (OCF) and process changes for September 1, 2010.
 - Integration testing for Practice Management System (PMS) vendors and insurers will be available beginning July 26, 2010 to validate the auto reform functionality.

How Is HCAI Working?

Tier 1 Governance Review

System utilization is compared to the capacity plan at the end of each rollout tier to ensure the next tier will not experience a performance issue.

- Results at the end of Tier 1: The HCAI system continued to scale well to meet the growing volume. This is expected to continue through Tier 2.

Recent Statistics

- 1,299 health care facilities (HCFs) are actively using HCAI.
- 100% of insurers are using HCAI.
- 11,722 users are registered to use HCAI electronically.
- In June, over \$37 million in invoices was approved.
- Cumulatively, since the relaunch of HCAI over \$83 million in invoices has been approved.
- As of June 30, a total of 280,940 OCFs had been processed through HCAI.

HCAI Rollout

The schedule for HCAI adoption by HCFs can be found at http://www.hcaiinfo.ca/Health_Care_Facility_Provider/Web_Access/Facility_Mgmt/HCAI_full_rollout.asp.

What Happens if a Health Care Facility Has Not Enrolled with HCAI by Their Assigned HCAI Effective Date?

- Each HCF has been or will be assigned an effective date. This is the date on which the HCF is required to submit OCF 18s, 21s, 22s and 23s to Insurers via HCAI.
- The Financial Services Commission of Ontario (FSCO) publishes the HCF names and assigned effective dates in the HCAI Participating Provider List (whether or not the facility has submitted its enrolment form) at <http://www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp>.
- Insurers should refer to the FSCO Participating Provider List regularly.
- Should a HCF that has passed its assigned effective date submit an OCF to an insurer by fax or mail, the insurer will deem the form NOT received.
- HCAI-participating insurers are prohibited from paying invoices submitted by HCAI-participating HCFs if submitted by fax or mail.
- HCFs that have not enrolled with HCAI by their effective date must submit OCF 18s, 22s, 23s and 21s (invoices) to the claimant/patient, who should be instructed to submit the OCFs to the insurer.

What Are the Options for Using HCAI?

There are three options currently available:

1. Register for the online web application.
2. Register and interface using PMS.
3. Register to use the HCAI Data Entry Centre (DEC).

All clinics listed in Tier 2 were previous web or PMS users; therefore, it is anticipated that DEC users will begin to enrol with effective dates late in Tier 2 or in Tier 3.

Change in Tier 3 Schedule

Because of the September 1, 2010 introduction of auto reforms, a 30-day break in HCAI enrolment will be implemented for September. This will permit HCFs and insurers to adapt to the reforms.

For this reason, Tier 3 effective dates will begin on October 4 and conclude on December 15.

Auto Reforms – The Impact on HCAI

Auto reform requirements were solidified, and the development of the functionality for OCF 18s, 21s and 23s is currently underway.

- Effective September 1, 2010:
 - **IMPORTANT:** All DRAFT forms created prior to September 1, 2010 will NOT be valid on or after September 1. New draft forms must be created on and after September 1.
 - Old versions of the OCF 18, 21 and 23 will not be accepted by HCAI.
 - New versions of OCF 18, 21 and 23 as published by FSCO will be accepted by HCAI.
 - The OCF 22 will no longer be a Superintendent-approved form and will not be available on HCAI for new submissions.
 - The OCF 9 will still be available on HCAI but will no longer be a Superintendent-approved form.
 - HCAI will accommodate the new Statutory Accident Benefits Schedule (SABS) regulation and the new Minor Injury Guideline (MIG) intervention codes.
- The changes noted above are available for vendor testing, and the computer code is expected to be available in the test environment beginning July 26, 2010.
- A series of videos have been added to the HCAI information website to show the before-and-after processing of OCFs through HCAI, to assist you in understanding the impact of the reforms that will be implemented on September 1.

Education

The HCAI information website (www.hcaiinfo.ca) was enhanced to provide more information for HCFs. The enhancements include a robust library of “how to” videos in addition to improved printed materials.

Please refer to www.hcaiinfo.ca for current information regarding HCAI.

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