

HCAI Update

February 2010

IBC HCAI Steering Committee accepts pilot findings and recommends that 100% insurer adoption occur in March 2010

Full Rollout – Insurers

On January 26, 2010, the IBC HCAI Steering Committee accepted the pilot findings and made the recommendation to proceed with full adoption by all auto insurers in Ontario by March 31, 2010. The IBC HCAI Steering Committee's recommendation is currently under review with all governance groups. To view the official list of current participants, visit the Financial Services Commission of Ontario (FSCO) website at www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp. The full adoption list will be posted in March 2010.

Full Rollout – Health Care Facilities

The evidence and success criteria from the pilot have been shared with the health care coalition, which represents the health care facilities on the FSCO HCAI working group. Based on the evidence, it is expected the recommendation from the health care coalition will support a rollout to health care facilities beginning in April 2010.

The health care facilities adoption list will be published at www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp after the recommendation to proceed is provided to FSCO by the health care coalition.

Evidence of Success (Gathered from the Voluntary Pilot)

- Over 3,000 forms have been processed without incident:
 - 2,073 forms were submitted in December 2009; and
 - 1,321 forms were adjudicated in December 2009.
- More than 2,300 active users have joined the total pilot user base without incident.
- The system has remained stable and available during the pilot, other than for planned outages.
- No new high-priority defects have been identified.
- The governance success measure of 25% of Ontario auto Direct Written Premium has been exceeded:
 - +30% Direct Written Premium has already been achieved; and
 - +50% Direct Written Premium will be achieved at the conclusion of the voluntary adoption period.
- Multiple Practice Management System (PMS) vendors have successfully integrated into the HCAI pilot and the health care facilities (HCFs) using this feature have not reported any processing issues.
- Insurer integration has been successfully adopted by large volume insurers without affecting system performance, while meeting insurers' expectations for speed and accuracy.
- System performance has been reviewed against expectations, and the system performance indicators are as planned.
- HCAI end-user support is broader and deeper than in the past due to the completely redesigned HCAI Information website (www.hcaiinfo.ca).
- HCAI Helpdesk is more informed and has been successful in addressing appropriate user questions throughout the pilot.
- A survey of all HCFs engaged in the pilot as of December 31 was undertaken to gather qualitative evidence. The results of the survey were very positive with 108 of 245 HCFs responding:
 - 88% of HCF respondents agreed HCAI is ready for other HCFs to adopt, while 7.4% indicated the question was not applicable to them and 4.6% disagreed.
- A survey of all insurers engaged in the pilot as of December 31 was also undertaken to gather qualitative evidence. The results of the survey were again very supportive with 100% of the participants saying HCAI is ready for other insurers to adopt.
- The survey also showed 77.8% of respondents agreed that the www.hcaiinfo.ca website provides the necessary support for self education and obtaining information needed to use HCAI successfully.

All evidence that has been gathered continues to suggest HCAI is ready for full adoption. As identified in early bulletins, the adoption plan continues to follow a prudent approach. Risk mitigation plans include:

- proactively validating the performance plan and business capacity plan at each step of the adoption process; and
- slowing down or pausing the deployment if performance issues are either experienced or are projected, based on proactive validation that is part of the ongoing operational support of HCAI.

What's Next?

Pilot Milestones

- During 2009, the Top 500 health care facilities were engaged and told they had been identified as part of the Top 500 Group.
- Early February 2010, the Top 500 will be notified that they will be part of the first adoption group to start using the system between April and May 2010.
- Mid-March 2010, complete the Data Entry Centre User Acceptance Testing and expect to secure a positive recommendation to be presented to FSCO.
- March 31, 2010, HCAI will move to full insurer adoption.
- April 2010, communicate with HCFs that will be part of the June, July and August adoption groups.

Circulation of Pilot Results

The evidence from the pilot has been summarized and provided to the various stakeholders, along with the recommendation to proceed to full adoption. The pilot process has provided the evidence necessary to show that HCAI is a usable tool for successfully processing patient information in a timely and accurate manner. The move to full insurer adoption is the first step in successfully reintroducing HCAI.

Please continue to refer to www.hcaiinfo.ca for current information regarding the reintroduction of HCAI in 2010.

Ralph Palumbo
Vice-President, Ontario