



Health Claims for Auto Insurance

PROCESSING

Information about **Accessing your Personal Information**

Both federal and Ontario privacy laws give individuals the right to access the personal information organizations hold about them. The following will assist you making an access claim and provide you with information on what to expect.

What is Personally Identifiable Information (PII)?

In the case of the Health Claims for Auto Insurance system (HCAI) PII is any information such as name, date of birth, address, policy number etc. and includes data about testing, diagnosis or treatment that has been submitted about you through the HCAI system.

What does HCAI do?

HCAI is a central processing system that allows your health care providers and your insurers to manage your claims process. Our responsibility is to protect your PII from unauthorized access while in our custody. We take no part in the decision process, we simply enable the transfer of information. Information is submitted on standard government approved Ontario Claim Forms (OCF) and we have no other information about you.

What information does HCAI have?

Depending on which OCF is submitted, the information could include your name, address, phone number, diagnosis, treatment, policy number etc.

If you wish to see these forms, they are available at www.hcaiinfo.ca. We collect forms number 9, 18, 21, 23, and 21.

What can you access?

If your primary purpose for submitting an access request is receiving an explanation of your diagnosis or treatment plan, please speak to the provider who submitted the OCF. We are not part of your medical team therefore do not have the expertise, information or right to discuss treatment with you. We also cannot discuss your insurers' decisions about your claim for the same reasons.

We will show you the information we hold, however, if your file contains information about another person we will first remove that in order to protect their privacy.

How do you access PII?

Please complete the form attached and mail or fax it as indicated. Please understand we will not accept requests on the telephone in order to protect your privacy. No information will be released without a signature and identifying information.

How will you receive your information?

You will receive your information within 30 days of our receiving the request. If for some reason we cannot comply with your request you will receive an explanation in the same time frame. It will arrive by Canada Post with a request for signature to confirm receipt.

You may also pick the information up at our offices. Please call the Privacy Officer and arrange a time to meet. Only the Privacy Officer at HCAIP can complete your request. You will be required to sign for the information and provide picture identification.

Questions or Assistance?

The Privacy Officer will be happy to speak to you and answer questions or provide assistance.

Privacy Officer

privacyofficer@hcaiprocessing.ca

Phone: 416-644-3120

Fax: 416-644-3121