

# Are you receiving this error on your OCF but your Facility is licensed?

Line 1 has the following errors:

- This facility is not licensed by FSCO to invoice the insurer directly for dates of service on or after 2014/12/01.

## Here's why:

If your Facility was not licensed at the time of any listed treatment or service and "Yes" was selected to the question, "Is the payee the health care facility?", you will see the error message above in the "Reimbursable Goods and Services" section of the OCF-21B and/or the "Goods and Services Rendered" section in the OCF-21C. To eliminate this error message, you must go back to "Part 4: Payee Information" and select "No" as indicated in the screenshot below.

**Part 4: Payee Information**

Please indicate if the payee of this invoice is the health care facility. The payee may be the facility only if all dates of service are allowed by the facility's FSCO service provider licence. Otherwise, FSCO has indicated this invoice is payable only to the claimant.

Facility Name: Orchard Rehabilitation Inc.  
HCAI Facility Registry Number: 100804

Click [here](#) for a link to access FSCO public registry of Licensed Service Providers via HCAIINFO.

FSCO Licence Number:

Is the payee the health care facility?  No  Yes

**THE HEALTH CARE FACILITY IS INDICATING THE INSURER SHOULD PAY THE CLAIMANT DIRECTLY.** The insurer is required by FSCO to determine whether the facility held a service provider licence in good standing on the dates of service listed in the invoice. If not, FSCO has indicated the insurer must receive a paper copy of the invoice from the claimant prior to adjudicating and issuing payment.

Make Cheque Payable To:  
Payee First Name:  
Payee Last Name:  
Payee Number:

**Part 4: Payee Information**

Please indicate if the payee of this invoice is the health care facility. The payee may be the facility only if all dates of service are allowed by the facility's FSCO service provider licence. Otherwise, FSCO has indicated this invoice is payable only to the claimant.

Facility Name: Orchard Rehabilitation Centre  
HCAI Facility Registry Number: 100804

Click [here](#) for a link to access FSCO public registry of Licensed Service Providers via HCAIINFO.

FSCO Licence Number:

Is the payee the health care facility?  No  Yes

**THE HEALTH CARE FACILITY IS INDICATING THE INSURER SHOULD PAY THE CLAIMANT DIRECTLY.** The insurer is required by FSCO to determine whether the facility held a service provider licence in good standing on the dates of service listed in the invoice. If not, FSCO has indicated the insurer must receive a paper copy of the invoice from the claimant prior to adjudicating and issuing payment.

Make Cheque Payable To:  
Payee First Name:

This view is in the HCAI application at [www.hcai.ca](http://www.hcai.ca). If your Facility uses a Practice Management Software, your view may be different.

## Want to learn more?

For video walkthroughs and supported text instructions on how to complete Part 4: Payee Information, please visit HCAIinfo's [OCF-21B](#) and [OCF-21C](#) page.

*HCAI Bootcamp, your resource for the optimal HCAI experience*