

HCAI Update

Date: September 9, 2014
To: Health Care Facilities

System Release 3.12

HCAI's Fall system release, Release 3.12, will be available November 3, 2014.

Release 3.12 will include several enhancements developed in response to industry need, together with additional changes to HCAI related to the service provider licensing initiative being overseen by the [Financial Services Commission of Ontario \(FSCO\)](#).

- **System Enhancements**

- An "Applicant Initials Consent" field will be added to the OCF-18.
- The functionality for completing the Other Insurance and Totalling sections of the OCF21B/C has changed.
- The rarely used Amend adjudication feature for the OCF-18 will be fully removed.
- New fields for the OCF-18, OCF-21B/C and OCF-23 will be introduced.
- Facilities will be able to specify a different billing address from their service address.
- Service Provider licence details will be reflected within each HCAI account.

- **Amended Consent Language in the OCF-23**

- In August 2014, FSCO issued [Property and Casualty – Auto Bulletin No. A-07/14](#), which indicates a new version of the OCF-23 with amended consent language for *Part 8 – Signature of Applicant* is effective November 1, 2014.
 - A process change for completing Part 8 will be required until Spring 2015 when the revised language is reflected in HCAI—details are on the next page.

- **Service Provider Licensing**

- [As of December 1, 2014](#), every Health Care Facility that wants to invoice insurers directly and receive direct payment for treatment goods and/or services provided must be in possession of a valid FSCO service provider licence.

Planned HCAI System Unavailability

In preparation for the scheduled November 3, 2014, system release, the following system unavailability window is planned:

October 31 – November 3, 2014

- The HCAI system will be unavailable from **5:00 p.m. (ET) October 31, 2014** and is expected to resume active status at **8:00 a.m. (ET) November 3, 2014**.
- Every Health Care Facility must have all of its transactions successfully processed by **4:59 p.m. (ET) October 31, 2014**.

What's changing?

The following items will be implemented as of November 3, 2014:

1. Addition of the "Applicant Initials Consent" field to the OCF-18.
 - This optional feature is being introduced to ensure applicants have confirmed their awareness of the treatment goods and/or services being billed to their insurer.
2. Improvement to the completion process for the Other Insurance and Totalling sections of the OCF-21B/C.
 - To promote ease of use, negative signs are no longer required to debit an amount.
3. Sunsetting of the Amend adjudication feature for the OCF-18.
 - Consistent with HCAI's commitment to providing a user experience marked by a responsive, high performing system, the second phase of the "Amend" functionality removal process will be completed.
4. Health Care Facilities will be able to specify a different billing address.
 - A separate billing address can be indicated if it is different from the address used for treatments and/or services.
5. Service Provider licence details will be reflected in HCAI account details and on OCFs.
 - New 'FSCO Licence Details' section will appear in the Facility Management section with Service Provider licence-related information.
 - FSCO Licence Number will appear on OCFs, if available.

Further information about each of the above enhancements will be available via video and newsletter formats in the weeks prior to November 3, 2014.

OCF-23, Amended Consent Language

- The modified language in *Part 8 – Signature of Applicant* changes the OCF-23's completion processes starting November 1, 2014.
 - Health Care Facilities are expected to
 1. Complete and print a copy of the OCF-23.
 2. Download a copy of FSCO's revised OCF-23 effective November 1, 2014 and obtain the applicant's signature on page 3.
 3. Attach page 3 to the printed HCAI copy of the OCF-23 to be kept on file at the Health Care Facility.

Next Steps

- **Watch the upcoming HCAI video** about what's new with Release 3.12, available at www.hcaiinfo.ca in early October 2014.
- **Inform your Health Care Facility's HCAI users** about what's included in HCAI System Release 3.12.
- **Complete your [service provider licence application](#) immediately.** FSCO will soon make a public registry of all licensed service providers available.