

Health Claims for Auto Insurance

HCAI Update

Date: April 7, 2016
To: Health Care Facilities

System Release 3.15

HCAI's spring 2016 system release, Release 3.15, will be available on June 1, 2016.

Release 3.15 includes changes to every Ontario Claim Form (OCF) in HCAI, including

- the removal of references of the Pre-Approved Framework (PAF),
- amendments to Part 4 of the OCF-18,
- removal of Part 8 of the OCF-21C, and
- the addition of a new section to the OCF-23.

Planned HCAI System Unavailability

In preparation for Release 3.15, two system unavailability windows are planned:

April 29 – May 2, 2016

- The HCAI system will be unavailable from **5:00 p.m. (EDT) Friday April 29, 2016** and is expected to resume active status at **8:00 a.m. (EDT) Monday, May 2, 2016**.
- Every health care facility must have all of its transactions successfully processed by **4:59 p.m. (EDT) Friday, April 29, 2016**.

May 31 – June 1, 2016

- The HCAI system will be unavailable from **5:00 p.m. (EDT) Tuesday, May 31, 2016** and is expected to resume active status at **8:00 a.m. (EDT) Wednesday, June 1, 2016**.
- Every health care facility must have all of its transactions successfully processed by **4:59 p.m. (EDT) Tuesday, May 31, 2016**.

What's Changing for May 2, 2016?

Removal of the PAF

In Release 3.15, references to the Pre-Approved Framework (PAF) will be removed from HCAI, including the removal of all PAF codes from the system. The PAF is not valid for accidents that occurred on or after September 1, 2010 and PAF codes should not be used in HCAI as of May 2, 2016.

With the removal of the PAF, as of May 2, 2016, the only applicable guideline in HCAI will be the Minor Injury Guideline.

What's Changing for June 1, 2016?

FSCO Updates to Ontario Claims Forms

The [Financial Services Commission of Ontario](#) (FSCO) has mandated revisions to all of the Ontario Claim Forms (OCFs) in HCAI, with a June 1, 2016 effective date for the updated OCFs. FSCO's amendments include:

- Revisions to Part 4 (Signature of Health Practitioner) of the OCF-18, which enable facilities to indicate whether the injury is subject to the Minor Injury Guideline (MIG), the circumstances under which the MIG applies – additional services are required within the \$3,500 limit or the applicant has a documented pre-existing condition requiring services beyond the MIG – and to provide a text explanation if a pre-existing condition is present.
- Removal of Part 8 (Other Reimbursable Goods and Services Approved by the Insurer) from the OCF-21C, as this section only applied to the PAF. Surrounding sections will be renamed.
- Addition of a new section – Part 8: Direct Payment Assignment – to the OCF-23. Surrounding sections will be renamed and/or renumbered, with Part 11 (Other Goods or Services Within the Guideline Requiring Insurer Approval) on the OCF-23 to be removed entirely, as it only applied to the PAF.
 - In the new Part 8, facilities must have the applicant assign direct payment to the licensed service provider by initialing the printed form.
 - Applicant initials in this section will not override existing [Service Provider Licensing](#) rules regarding direct payment by the insurer for listed expenses.
- The "Adjuster Response Explanation" field, currently visible on all other adjudicated OCFs, will be added to the OCF-23 to allow facilities to review additional details on the OCF-23 decision if provided by the adjudicator.

Reminder: Delete Old Drafts

OCF drafts older than one year should be deleted before June 1, 2016 to ensure your facility is working off the most current OCF version when using a draft. This will help prevent you spending time modifying a draft that cannot be submitted due to the OCF version.

What's Next?

- Check [HCAIinfo's Health Care portal](#) in the coming weeks for more information about Release 3.15, including a video highlighting FSCO's OCF changes in detail.
- Ensure your facility uses a recommended [web browser and operating system configuration](#) when interacting with HCAI via www.hcai.ca.
 - As of January 12, 2016, [Internet Explorer 11 is the only browser version that will receive technical support and security updates from Microsoft](#)—if you use an older version of Internet Explorer, you may be putting your HCAI data at risk.
 - Learn more about how [your web browser can affect your HCAI experience](#) by reviewing the information available in [HCAIinfo's Did You Know? page](#).
- Share this HCAI Update with everyone at your facility that uses the HCAI system.