

Health Claims for Auto Insurance

HCAI Update

Date: June 23, 2016
To: Health Care Facilities

System Release 3.16

HCAI's fall 2016 system release, Release 3.16, will be available on October 3, 2016.

Updates in Release 3.16 include:

- The addition of Form 1 (Assessment of Attendant Care Needs) to HCAI's available OCFs
- Changes to consent language on all OCFs in HCAI
- Changes to the HCAI user interface and updated names for User Management roles
- Enhancements to Part 6: "Applicant's Rights to Dispute" on the Explanation of Benefits (EOB)

Planned HCAI System Unavailability

In preparation for Release 3.16, a system unavailability window is planned:

September 30 – October 3, 2016

- The HCAI system will be unavailable from **5:00 p.m. (EDT) on Friday, September 30, 2016** and is expected to resume active status at **8:00 a.m. (EDT) on Monday, October 3, 2016**.
- Every health care facility must have all of its transactions successfully processed by **4:59 p.m. (EDT) on Friday, September 30, 2016**.

What's Changing?

Form 1 will be available in HCAI

- Facilities can choose to submit Form 1 (Assessment of Attendant Care Needs) via HCAI
 - It is anticipated that facilities already using HCAI for their submission of OCFs will welcome the addition of the Form 1 to HCAI
 - As with the existing paper form, the only Providers who will be able to complete the Form 1 in HCAI will be Occupational Therapists, Registered Nurses, Registered Practical Nurses and Nurse Practitioners

- HCAI's built-in reporting tools and search functionality will be updated to accommodate Form 1 on HCAI

HCAI User Interface Changes

To allow users to easily create and search for the Form 1, it will appear in several new places in HCAI, such as:

- In Worklists on the Plans tab under the Work in Progress, Adjuster Response and Draft sub-tabs as applicable
- Within the "Create New" drop-down menu on the Plans tab
- On document search screens, both for a new search and in search results
- On associated document screens

In addition, two User Management roles will be renamed within HCAI:

- "Plan/Invoice Submitter" will be renamed "Form Submitter"
- "Plan/Invoice Support" will be renamed "Form Support"

Although the names will change, the roles remain the same. Facilities **do not** need to update or modify existing roles as a result of this change.

Consent Language Changes

To streamline the viewing experience for Health Care Facility users, the consent language that previously appeared on all forms in HCAI will now be viewable on the paper or PDF forms only. Consent language will also be viewable on the FSCO website.

- Brief attestation wording will replace consent language in HCAI
- Health Care Providers are reminded to review consent language on printed PDFs prior to signing the form
- Facilities must retain a printed and signed copy of all completed forms at their facility. You may be requested to provide this signed copy to the insurer or to the Financial Services Commission of Ontario

Enhancements to HCAI's Explanation of Benefits (EOB)

- The Applicant's Rights to Dispute section has been updated with the new dispute resolution process that became effective in April, 2016
- This new wording will be displayed on the paper or PDF versions of the EOB only
 - To streamline the user viewing experience, Tab 3, which contains the Applicant's Rights to Dispute, will be hidden from the web view

What's Next?

- **Share this HCAI Update** with everyone at your facility that uses the HCAI system.

- **Keep checking [HCAIinfo's Health Care portal](#)** in the coming months for more information about Release 3.16, including overview videos, step-by-step text and video guides, and a comprehensive Form 1 User Manual.
- **Add eligible Providers** who can complete the Form 1 to your facility by reviewing the "Add a Provider" eLearning materials found on [HCAIinfo's Health Care portal](#) on the "[Managing My Facility Page](#)" under the "Facility Management" tab.