



Health Claims for Auto Insurance

PROCESSING

YOUR RESPONSIBILITIES IN HCAI

As the Authorizing Officer of your Health Care Facility's HCAI account, you carry certain responsibilities on behalf of your Facility.

Fulfilling these responsibilities is important for staying compliant with HCAI's Terms & Conditions, while ensuring the accuracy of your Facility's information and that the HCAI system is being used appropriately.

Your Responsibilities

1. Keep your HCAI account information up-to-date.
 - Your Facility's Associated Provider List should reflect ***only those Providers*** currently associated with (i.e. offering treatments on behalf of) your Facility.
 - Instructions on [how to add or remove a Provider](#).
 - The *Facility Details* (Your Facility's name and address) and *HCAI Account Information* (the Authorizing Officer information) must be accurately reflected.
 - Review the resources available for updating your Facility details and account information in the [Manage → Facility Management sub-tab](#).
 - Each HCAI user at your Facility should have a unique HCAI login. The User List should reflect only the current HCAI users at your Facility.
 - Learn how to [remove a user](#) no longer at your Facility.
2. Be familiar with, and keep records of, HCAI's Terms and Conditions.
 - Your HCAI account's [Terms and Conditions](#) that were signed when your Facility was first registered must be kept on file.
 - The [Affiliated Provider](#) and [Dependent Provider](#) Terms and Conditions.
 - Each Associated Provider at your Facility must sign the appropriate Provider form that is then kept on record at your Facility.
3. Share content with users at your Health Care Facility.
 - As a system mandated by the Financial Services Commission of Ontario, HCAI is required to inform your Facility of any changes to the application, most often occurring during each HCAI Release.
 - Some of these changes impact your user experience with the HCAI system, while others may affect certain rules and restrictions within the application.
 - In order to keep HCAI users informed of any changes, the AO must distribute HCAI announcements.