



Health Claims for Auto Insurance

User Names and Passwords Manual

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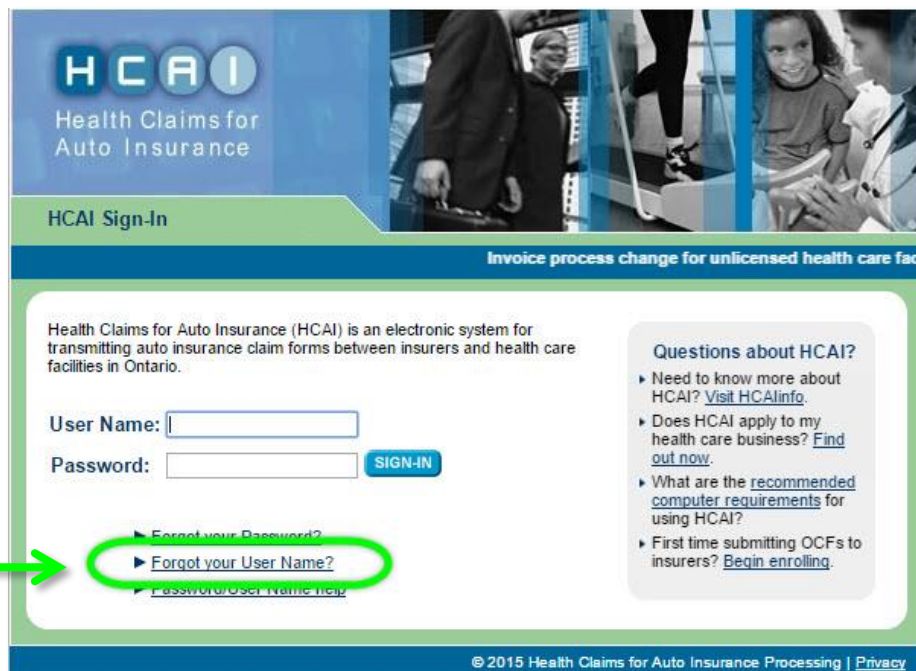
User Names & Passwords

This manual is intended to assist users in using the HCAI application by describing how user names and passwords work in the system.

Retrieve Your User Name(s)

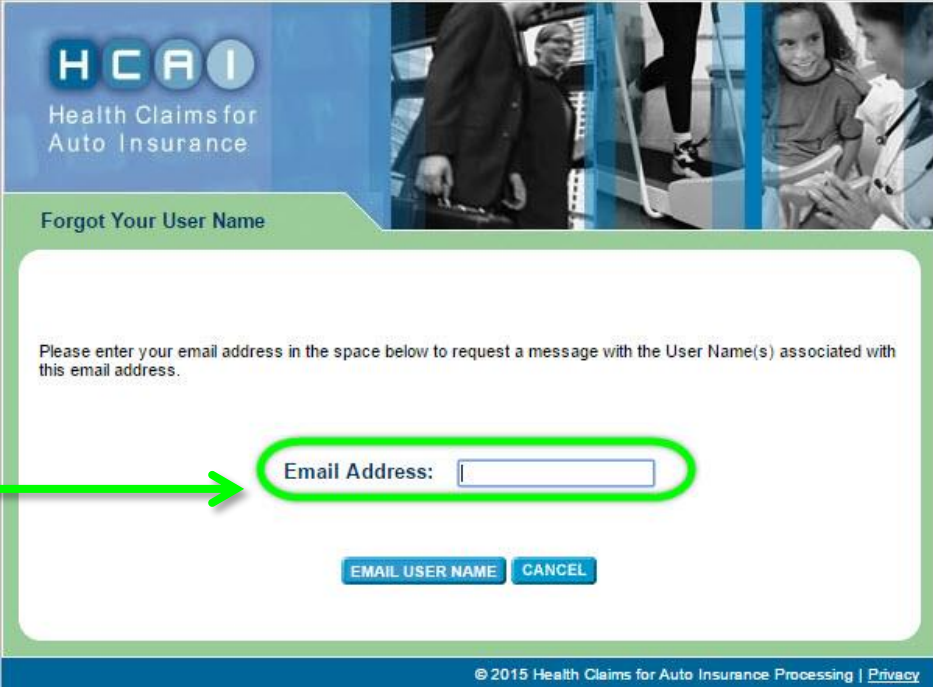
To retrieve your HCAI User Name(s), click on the "Forgot your User Name?" link.

Click on "Forgot your User Name?"



The screenshot shows the HCAI Sign-In page. At the top left is the HCAI logo (Health Claims for Auto Insurance). Below it is the text "HCAI Sign-In". To the right is a banner image showing people in a medical setting. Below the banner is a blue bar with the text "Invoice process change for unlicensed health care fac". The main content area has a heading "Health Claims for Auto Insurance (HCAI) is an electronic system for transmitting auto insurance claim forms between insurers and health care facilities in Ontario." Below this heading are two input fields: "User Name:" and "Password:". To the right of the "Password:" field is a blue "SIGN-IN" button. Below the input fields are three links: "Forgot your Password?", "Forgot your User Name?", and "Password/User Name help". A green arrow points from the text "Click on 'Forgot your User Name?'" to the "Forgot your User Name?" link. To the right of the main content area is a box titled "Questions about HCAI?" containing four bullet points with links: "Need to know more about HCAI? Visit HCAIinfo.", "Does HCAI apply to my health care business? Find out now.", "What are the recommended computer requirements for using HCAI?", and "First time submitting OCFs to insurers? Begin enrolling." At the bottom of the page is a footer: "© 2015 Health Claims for Auto Insurance Processing | Privacy".

Type the email address associated with your HCAI account into the space provided and click **EMAIL USER NAME**. A system-generated email will be immediately sent with all the User Name(s) and organization(s) associated with the submitted email address.



The screenshot shows the HCAI 'Forgot Your User Name' form. At the top left is the HCAI logo and the text 'Health Claims for Auto Insurance'. Below this is a header 'Forgot Your User Name' and a sub-header 'Please enter your email address in the space below to request a message with the User Name(s) associated with this email address.' A green arrow points from the text 'Enter your email address associated with your HCAI account.' to the 'Email Address:' input field. Below the input field are two buttons: 'EMAIL USER NAME' and 'CANCEL'. At the bottom right of the form is the copyright notice '© 2015 Health Claims for Auto Insurance Processing | Privacy'.

Enter your email address associated with your HCAI account.

EMAIL USER NAME

EMAIL USER NAME **CANCEL**

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If you cannot remember your User Name and your account has no associated email address, you must ask someone with the Facility User Administrator role to do a User Search (Under Manage > User Management) for your first or last name and tell you the User Name listed on your user profile.

The Facility User Administrator can also perform a search with only the "Active" User Status selected to retrieve a list of all active User Names in that Facility.

The screenshot shows the HCAI User Management interface. At the top, there are navigation tabs for PLANS, INVOICES, SEARCH, and MANAGE. The MANAGE tab is selected. Below the navigation, there is a search bar for Patient Last Name, a dropdown for 'in All Forms', a checkbox for 'Exact Match', and buttons for 'GO', 'Advanced', and 'LOGOUT'. The main content area is titled 'USER MANAGEMENT' and 'REPORTS'. The 'USER MANAGEMENT' section is active. Below this, there is a 'User Management > User Search' breadcrumb. The 'Add a New User' section is visible, with a button for 'ADD NEW USER'. The 'Search for Users' section is the main focus, with a prompt to 'Enter your search criteria and click "Search"'. The search criteria include: 'User Status' with 'Active' selected (indicated by a green arrow), 'Last Name' with 'Smith' entered, 'First Name', 'User Name', 'Employee ID', and 'E-mail' fields. Below the search criteria, there is a 'Facility Roles' section with checkboxes for 'Facility Administrator', 'Facility User Administrator', 'Form Support', 'Provider Report Viewer', and 'Form Submitter'. A 'SEARCH' button is located at the bottom right of the search criteria section, also indicated by a green arrow.

General Password Rules

HCAI Users should pick a password they can easily remember; however, it is not recommended that dates or names be used. In order to protect HCAI Users and to keep the privacy of Applicants/Patients, HCAI has rules for choosing passwords. All passwords must:

- Contain at least eight characters.
- Passwords must meet all of the following sub-rules:
 - At least one uppercase letter
 - At least one lowercase letter
 - At least one numeral
 - At least one symbol (examples: #, @, !)
- Not contain the User's actual name, the HCAI User Name, or either of these spelled backwards.



Your HCAI password is private.

Don't share your password with anyone else. Your HCAI account belongs to you and only you.

Resetting Your Password

If you incorrectly enter your password five times, your HCAI account will be suspended. To avoid being locked out of your HCAI account, simply click on "Forgot your password?" link.

Click on "Forgot your Password?"

If your email address was entered at the time of HCAI registration, type in your HCAI User Name and click **RESET PASSWORD**. A system-generated email containing a link to reset your password will be immediately sent to your email address as entered into the HCAI system.

If your email was not entered at the time of HCAI registration, or if you can't remember your User Name, you must ask your HCAI Facility User Administrator to do a User Search using your name and reset your password via your user profile.

If an Authorizing Officer does not have a backup Facility User Administrator at their Facility to reset their password, the AO should request a manual password reset from HCAI Facility Support.

Enter your User Name and click on the "Reset Password" button

HCAI
Health Claims for Auto Insurance

Forgot Your Password

If your email address is listed in your user profile, you can get your password reset by entering your User Name and clicking the "Reset Password" button below.

If there is no email address in your profile, you will have to contact your organization's HCAI user administrator to get your password reset.

[Who's my HCAI user administrator?](#)

If you elect to have your password reset, you will be emailed a link to a web page which you will have to visit to confirm that you want your password reset.

User Name:

[RESET PASSWORD](#) [CANCEL](#)

[▶ Forgot your User Name?](#)

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Logging Out of HCAI

When you have completed your session in HCAI, click [LOGOUT](#).

Properly logging out of HCAI, as opposed to shutting down the application by closing your internet window, keeps your account information safe. In addition, when logged out properly, HCAI will remember the order of your worklists.

Always log out of HCAI when done working.

We Care Ontario **HCAI**

[PLANS](#) [INVOICES](#) [SEARCH](#) [MANAGE](#) [? - User Manual](#)

Search for Patient Last Name in [All Forms](#) Exact Match [GO Advanced](#)

[WORK IN PROGRESS](#) [ADJUSTER RESPONSE](#) [PENDING](#) [DRAFT](#) [LOGOUT](#)

Plan Management - Submitted Welcome, Mark, to HCAI.