

HCAI Update

Date: May 8, 2012

Changes to HCAI in 2012

HCAI is evolving to meet two government and regulatory changes for 2012. In accordance with these planned changes, the Financial Service Commission of Ontario (FSCO) will be issuing new HCAI Guidelines.

- I. **July 1, 2012**, in response to stakeholders' request, the OCF-21 invoice must indicate the OCF Plan Number to which it is associated.
- II. **November 1, 2012**, in response to the need for more data, changes will be made to the "Reimbursable Fees Within the Minor Injury Guideline or Pre-Approved Framework" section of the OCF-21C.

HCAI is currently in the final preparatory stages for the implementation of Release 3.7 on July 1, 2012. The remainder of this bulletin focuses on the key information every Insurer must be aware of in preparation for this change.

Planned HCAI System Unavailability*

Two separate system unavailability windows are planned for Release 3.7's implementation:

1. **June 16 – 18, 2012**
 - The HCAI system will be unavailable from **12:01 a.m. (EST) June 16th, 2012** and is expected to resume active status at **12:00 a.m. (EST) June 18th, 2012**.
 - Every integrating Insurer and Health Care Facility must have all of their transactions successfully processed by **11:59 p.m. (EST) June 15th, 2012** if they expect processing prior to system unavailability.
2. **June 29 – July 3, 2012***
 - The HCAI system will be unavailable from **5:01 p.m. (EST) June 29th, 2012** and is expected to resume active status at **8:00 a.m. (EST) July 3rd, 2012**.
 - Every integrating Insurer and Health Care Facility must have all of their transactions successfully processed by **4:59 p.m. (EST) June 29th, 2012** if they are to be processed under the HCAI December 2011 Guideline.

* Please note extended system unavailability is required to accommodate the system changes supporting the transition to FSCO's new OCF processing rules applied to all transactions occurring on or after 5:01 p.m. Friday June 29, 2012.

July 1st, 2012 – What's changing?

New rules will be enforced by HCAI for OCF-21 submissions:

- The Plan number field on the OCF-21 will change to the HCAI document number and it will become a mandatory field (currently optional).

Impact to Insurers

The following information was communicated through the Insurer Town Hall meetings:

Claims Business Users...

- Matching invoices to submitted plans is expected to become more efficient as the HCAI Document number is now mandatory.
- The Plan number field on the OCF-21 will change to the HCAI document number and it will become a mandatory field (currently optional).
 - Two rules will be applied to this new mandatory field.
 1. On the OCF-21, where an HCAI Document Number is entered for the Plan invoiced, the only value accepted is a valid HCAI Document Number.
 2. For the situations where a HCAI document Number does not exist the word "exempt" is to be used.
- HCAI Data Entry Centre (DEC) OCF submissions will always use "exempt", as DEC users do not have access to the HCAI Document Number.

Integrating Insurers...

- The existing Plan field has been repurposed to avoid a schema change.
 - Integration business processes should be reviewed to ensure the new values provided do not negatively impact existing processes.
- An opportunity exists for Insurers to alter current integrated business processes and utilize the HCAI Document Number (where applicable).

What's Next?

Over the next several weeks, more information will be provided to:

- inform the HCAI community that FSCO has published the HCAI Guideline expected to be available in June 2012; and
- prepare your organization for the upcoming changes to the system and corresponding system unavailability.

Current system status information is always available from the HCAI information website, www.hcainfo.ca.