

# HCAI Update

Date: December 18, 2013  
To: Insurers

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The HCAI Team would like to wish the HCAI community a safe and enjoyable holiday season.

We are anticipating an exciting year ahead. As we continue to enhance our offerings to assist the health care and auto insurance industries, 2014 looks to be a busy year for the HCAI community.

## 2013, the Year in Review

2013 was an eventful year for HCAI with the implementation of two system releases and the HCAI system's hardware refresh activity.

- **Release 3.9** focused on system maintenance, performance optimization and the introduction of Ontario Claim Form (OCF) archiving functionality.
- **Release 3.10** addressed regulatory changes requested by the Financial Services Commission of Ontario (FSCO) and included several changes to HCAI's schema.
- The **hardware refresh** activity provides the ability to expand and add onto the HCAI system, which supports the potential for future product development.

## Holiday Schedule of Support

HCAI is operating on a limited support basis throughout the holidays.

- From **December 23, 2013** to **January 6, 2014**, HCAI will be providing *reduced business support* through its email support channels.
- Support will be *unavailable* **December 25, 26, 27** and **January 1**.
- Business support resources in both text and video formats *are always available* at the HCAIinfo website throughout the holiday season.

## What's Next?

A bulletin describing the changes expected in the coming year will be distributed in early 2014.