

HCAI Update

Date: April 10, 2014
To: Insurers

System Release 3.11

HCAI's Spring system release, Release 3.11, will be implemented on June 2, 2014.

This release will include several enhancements to optimize HCAI system performance and achieve a high-quality user experience.

Alongside system enhancements, a regulatory-driven change introduced in the auto insurance environment by the [Financial Services Commission of Ontario \(FSCO\)](#) is also included in Release 3.11.

- **System Enhancements**

- HCAI's search functionality will be enhanced to enable quicker, more precise search executions.
- Claim-Claimant file archiving functionality will be introduced.
- The front page for the HCAI application, www.hcai.ca, has been redesigned to provide access to valuable resources.
- The rarely used Amend adjudication feature for the OCF-18 will be removed.
- Browser compatibility and security has been updated for www.hcai.ca.

- **Regulatory Change**

- [As noted previously](#), the new PDF version of the OCF-18, effective February 1, 2014, becomes available in Release 3.11.
 - The language in the second question of the PDF version of the OCF-18, Part 4 has changed to reflect the need for documentation.

Planned HCAI System Unavailability

In preparation for the scheduled June 2, 2014 system release, the following system unavailability window is planned:

May 31 – June 1, 2014

- The HCAI system will be unavailable from **12:01 a.m. (ET) May 31, 2014** and is expected to resume active status at **11:59 p.m. (ET) June 1, 2014**.
- Every Insurer must have all of its integration transactions successfully processed by **11:59 p.m. (ET) May 30, 2014**.

System Enhancements

The following enhancements will be implemented as of June 2, 2014:

1. Search functionality enhanced to enable quicker, more precise search queries.
 - From HCAI's OCF Form Search Screen, users will be able to further refine a document search using a "provider profession" filter, making it possible to locate documents that include a specific health professional discipline.
2. Introduction of Claim-Claimant file archiving functionality.
 - Part of HCAI's comprehensive data management strategy, this functionality is being introduced to help insurers easily identify active files (but will not be activated until a later date).
3. The front page for the HCAI application, www.hcai.ca, has been redesigned.
 - The layout has been simplified and links have been added to the web application's front page, providing new and returning HCAI users with quick access to important resources at HCAI's information website, www.hcaiinfo.ca.
4. Removal of the Amend adjudication feature for the OCF-18.
 - Following industry recommendation and as part of HCAI's commitment to providing a user experience marked by a responsive, high performing system, the "Amend" functionality has been removed.
 - Amend functionality will be removed using a phased approach.
5. Browser compatibility and security has been updated for www.hcai.ca.
 - Current web browser and operating system configurations have been tested, together with an upgrade to SSL 3.0 support.

More information about each of the above enhancements will be available via video and newsletter formats in the weeks prior to June 2, 2014.

Next Steps

- Ensure your organization is using a recommended web browser and operating system configuration when interacting with HCAI via www.hcai.ca.
- Watch the upcoming HCAI video about what's new with Release 3.11, available at www.hcaiinfo.ca in early May 2014.
- Inform your organization's HCAI users about what's included in HCAI System Release 3.11.