

HCAI Update

Date: September 9, 2014
To: Insurers

System Release 3.12

HCAI's Fall system release, Release 3.12, will be available November 3, 2014.

Release 3.12 will include several enhancements developed in response to industry need, together with additional changes to HCAI related to the service provider licensing initiative being overseen by the [Financial Services Commission of Ontario \(FSCO\)](#).

- **System Enhancements**

- An "Applicant Initials Consent" field will be added to the OCF-18.
- The functionality for completing the Other Insurance and Totalling sections of the OCF21B/C has changed.
- The rarely used Amend adjudication feature for the OCF-18 will be fully removed.
- New fields for OCF-18, -21B/C and -23 will be introduced.
- The All-data, Payment and Facility integration extracts will be updated.

- **Amended Consent Language in the OCF-23**

- In August 2014, FSCO issued [Property and Casualty – Auto Bulletin No. A-07/14](#), which indicates a new version of the OCF-23 with amended consent language for *Part 8 – Signature of Applicant* is effective November 1, 2014.
 - A process change for completing Part 8 will be required until Spring 2015 when the revised language is reflected in HCAI—details are on the next page.

- **Service Provider Licensing**

- [As of December 1, 2014](#), every health care facility will require a service provider licence issued by FSCO and in good standing to invoice and receive payment directly from insurers for treatment goods and/or services provided.

Planned HCAI System Unavailability

In preparation for the scheduled November 3, 2014 system release, the following system unavailability window is planned:

October 31 – November 3, 2014

- The HCAI system will be unavailable from **5:00 p.m. (ET) October 31, 2014** and is expected to resume active status at **8:00 a.m. (ET) November 3, 2014**.
- Every Insurer must have all of its integration transactions successfully processed by **4:59 p.m. (ET) October 31, 2014**.

What's changing?

The following items will be implemented as of November 3, 2014:

1. Addition of the "Applicant Initials Consent" field to the OCF-18.
 - This optional feature is being introduced to ensure claimants are aware of the treatment goods and/or services being billed to their insurer.
2. Improvement to the completion process for the Other Insurance and Totalling sections of the OCF-21B/C.
 - To promote ease of use, the calculation functionality in the above sections has been modified.
 - Negative signs are no longer required to debit an amount.
 - The "Yes" radio button must be selected if an amount is to be credited.
3. Full removal of the Amend adjudication feature for the OCF-18.
 - Consistent with HCAI's commitment to providing a user experience marked by a responsive, high performing system, the second phase of the "Amend" functionality removal process will be completed.
4. New fields added for all OCFs transmitted using HCAI.
 - The HCAI Facility Registry Number and FSCO Licence Number fields have been added to accommodate FSCO's service provider licence information, while the option to provide a service address along with the billing address is now available.
5. Changes to HCAI schema.
 - The changes noted above affect HCAI's All-data, Payment and Facility integration extracts.

OCF-23, Amended Consent Language

- The modified language in *Part 8 – Signature of Applicant* changes the OCF-23 's completion processes starting November 1, 2014.
 - Health care facilities are expected to
 1. Complete and print a copy of the OCF-23.
 2. Download a copy of FSCO's revised OCF-23 effective November 1, 2014 and obtain the applicant's signature on page 3.
 3. Attach page 3 to the printed HCAI copy of the OCF-23.

Next Steps

- **Watch the upcoming HCAI video** about what's new with Release 3.12, available at www.hcaiinfo.ca in early October 2014.
- **Inform your organization's HCAI users** that FSCO will soon make available a public registry of all licensed service providers.
- **Encourage every health care facility** with whom you work to complete its FSCO [service provider licence application](#) immediately.