

# HCAI Update

Date: April 9, 2015  
To: Insurers

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## System Release 3.13

HCAI's spring system release, Release 3.13, will be available on June 1, 2015.

Release 3.13 includes changes related to the Ontario government's service provider licensing regime, enhancements to the HCAI web application ([www.hcai.ca](http://www.hcai.ca)), and improvements to HCAI functionality.

- **Service Provider Licensing**
  - Part 4 of the OCF-21 B/C has been revised to help insurers determine whether a health care facility may be paid directly.
  - Functionality to capture details about the claimant-submitted invoice has been added to OCF-21 B/C's *Signature of Insurer* section.
- **Enhancements to the HCAI Web Application**
  - Treatment and intervention code sets will be updated.
  - Insurer adjudication reason codes have been revised.
  - The OCF-18 and -21B/C have been modified to simplify communication about adjudication decisions between adjusters and facilities.
  - Following industry review, the OCF-9 is being updated.
- **Improvements to HCAI Functionality**
  - The rarely used Pending feature for the OCF-18 and OCF-21 B/C will be removed.
  - The duplicate "Make Cheque Payable to" field will be removed from the *Additional Information* section of the OCF-21B/C.

## Planned HCAI System Unavailability

In preparation for the scheduled June 1, 2015 system release, the following system unavailability window is planned:

### May 29 – June 1, 2015

- The HCAI system will be unavailable from **5:00 p.m. (ET) May 29, 2015** and is expected to resume active status at **8:00 a.m. (ET) June 1, 2015**.
- Every Insurer must have all of its integration transactions successfully processed by **4:59 p.m. (ET) May 29, 2015**.

## What's changing?

### *Service Provider Licensing*

Functionality and instructional text will be introduced to clarify whether the facility may be paid directly for the treatment goods and/or services provided.

- **OCF-21, Part 4...**
  - When direct payment is indicated, the HCAI system will validate if the dates of service are permitted as per the facility's [service provider licence](#).
- **OCF 21, Signature of Insurer...**
  - When payment is directed to the claimant, insurers must specify if the OCF-21 has been received from the claimant and, if "yes", specify the date of receipt.

### *Enhancements to the HCAI Web Application*

- Treatment and intervention code sets will be updated.
  - The 2015 versions of the ICD-10-CA and CCI code sets will be displayed.
  - GAP and MIG codes have been altered to better suit facility requirements.
- Insurer adjudication reason codes have been revised.
  - The user interface for reason codes is being updated to eliminate unnecessary codes and enable better searching.
- The OCF-18 and -21B/C will be modified to simplify communication about adjudication decisions between adjusters and facilities.
  - Space will be available for adjusters to communicate and explain the reasons they select in support of their adjudication decisions.
- Following industry recommendation, the OCF-9 has been updated.
  - Now called the *Explanation of Benefits* (EOB), this form will better enable communication between facilities and insurers about adjudication decisions.

### *Improvements to HCAI Functionality*

- The Pending feature for the OCF-18 and -21B/C is being removed.
  - In accord with SABS s38.8 and following industry recommendation, "Pending" functionality is being removed using a phased approach.
- The duplicate "Make Cheque Payable to" field will be removed from the *Additional Information* section of the OCF-21B/C.

## What's next?

- Share the [Insurer Reason Code Update video](#) with the adjusters at your company.
- Watch the [Treatment and Intervention Code Set Update](#) video.
- Ensure your company uses a [recommended web browser and operating system configuration](#) when interacting with HCAI via [www.hcai.ca](http://www.hcai.ca).