

Health Claims for Auto Insurance

HCAI Update

Date: March 10, 2016
To: Insurers

System Release 3.15

HCAI's Spring 2016 system release, Release 3.15, will be implemented in two parts:

1. **Part 1**, available **May 2, 2016**, includes privacy enhancements and workflow improvements to the HCAI web application (www.hcai.ca)
2. **Part 2**, available **June 1, 2016**, is the effective date for the [Financial Services Commission of Ontario \(FSCO\)](#)'s Ontario Claim Form (OCF) updates.

Planned HCAI System Unavailability

In preparation for Release 3.15, two system unavailability windows are planned:

April 29 – May 2, 2016

- The HCAI system will be unavailable from **5:00 p.m. (ET) Friday, April 29, 2016** and is expected to resume active status at **8:00 a.m. (ET) Monday, May 2, 2016**.
- Every Insurer must have all of its integration transactions successfully processed by **4:59 p.m. (ET) Friday, April 29, 2016**.

May 31 – June 1, 2016

- The HCAI system will be unavailable from **5:00 p.m. (ET) Tuesday, May 31, 2016** and is expected to resume active status at **8:00 a.m. (ET) Wednesday, June 1, 2016**.
- Every Insurer must have all of its integration transactions successfully processed by **4:59 p.m. (ET) Tuesday, May 31, 2016**.

What's changing on May 2?

Privacy Enhancement

- A new "Sent to Wrong Insurer" button added to the Match Claimant screen will hide Personal Health Information (PHI) on misdirected OCFs
 - This will allow insurers to continue to adjudicate misdirected forms without viewing sensitive claimant information

Workflow Improvements in www.hcai.ca

- Deactivated adjusters can now be hidden from the branch details screen, the adjuster user profile and worklist 'filter by' drop-down menus
 - This update will streamline insurer workflow by hiding unnecessary information in the HCAI application
- A new 'Unlink Users' button will enable User Administrators to unlink access rights of deactivated adjusters with one click
- 'Filter by' drop-down menus will be sorted by adjuster last name

What's changing on June 1?

FSCO Updates to Ontario Claims Forms

- OCF-18, new "Is This Injury Subject to a Guideline?" field
 - Health care facilities will be prompted to provide an explanation if treatment for a minor injury exceeds the \$3,500 limit
- OCF-21B/C, removal of Pre-Approved Framework (PAF) references
 - Text references to the PAF and Part 8 (Other Reimbursable Goods and Services Approved by the Insurer) of OCF-21C no longer available
 - OCF-23 Part 11 is also being removed
- OCF-23, addition of "Part 8: Direct Payment Assignment" field
 - This new field instructs facilities to have the applicant initial the OCF to provide consent for direct payment
 - Part 8 will not override existing Service Provider Licensing rules
- OCF-23, addition of the Adjuster Response explanation field
 - Similar to other OCFs, space will be available for adjusters to communicate and explain the reasons they select in support of their adjudication decisions
- Adjuster Reason Code, "Do not agree goods and/or services are essential" added to align with new regulations amending the Statutory Accident Benefits Schedule
 - **Note:** This change will go live May 2, 2016 however, Insurers must not use this reason code until the regulatory change comes into effect on June 1

What's next?

- **Share this HCAI Update** to individual(s) at your organization who interact with the HCAI system
- **Review the new versions** of the OCF-18, OCF-23 and OCF-21B and OCF-21C on [FSCO's website](#).
- **Watch the upcoming HCAI video** about what's new with Release 3.15, available on [HCAIinfo](#) in mid-April 2016.