

Health Claims for Auto Insurance

HCAI Update

Date: Thursday, June 23, 2016
To: Insurers

Fall System Release 3.16

HCAI's Fall 2016 system release, Release 3.16, will be available on October 3, 2016.

Updates in Release 3.16 include:

- The addition of Form 1 (Assessment of Attendant Care Needs) to HCAI
- Changes to consent language on all OCFs in HCAI
- Updated names for some Insurer user roles in HCAI
- Enhancements to HCAI's available Explanation of Benefits (EOB)

Planned HCAI System Unavailability

In preparation for Release 3.16, the following system unavailability window is planned:

September 30—October 3, 2016

- The HCAI system will be unavailable from **5:00 p.m. (EDT) on Friday, September 30, 2016** and is expected to resume active status **at 8:00 a.m. (EDT) on Monday, October 3, 2016**
- Every Insurer must have all of its integration transactions successfully processed by 4:59 p.m. (EDT) on September 30, 2016

What's changing?

Form 1 (Assessment of Attendant Care) will be available in HCAI

- Facilities can choose to submit Form 1 via HCAI
 - It is anticipated that facilities already using HCAI for their submission of OCFs will welcome the addition of the Form 1 to HCAI
 - As with the existing paper form, the only Providers who will be able to complete the Form 1 in HCAI will be Occupational Therapists, Registered Nurses, Registered Practical Nurses and Nurse Practitioners
 - HCAI's built-in reporting tools and search functionality will be updated to accommodate Form 1 on HCAI

Updated names for Insurer User Roles in HCAI

- To accommodate the addition of the Form 1 and the possibility of other Forms in the future, some user roles in HCAI are being renamed:
 - “Plan/Invoice Adjuster” will be renamed “Form Adjuster”
 - “Plan/Invoice Manager” will be renamed “Form Manager”
 - “Plan/Invoice Support” will become “Form Support”
- You will not need to update or modify your role to maintain your existing level of access and responsibilities

Updates to Consent Language on HCAI

- FSCO is issuing new paper versions of the OCFs in HCAI (OCF-18, OCF-23 and OCF-21B/C) that will contain amended consent language for health care professionals/practitioners and applicants
- To streamline the viewing experience for Insurer and Facility users, FSCO’s amended consent language will be viewable on the paper or PDF forms only
 - Facility users will still provide an attestation they have retained a signed copy of the paper version on file and will be required to produce it at the request of the Insurer

Enhancements to HCAI’s available Explanation of Benefits (EOB)

- The Applicant’s Rights to Dispute section, has been updated with the new dispute resolution process that became effective in April, 2016
- This new wording will be displayed on the paper or PDF versions of the EOB only
 - To simplify the user viewing experience, Tab 3, which contains the Applicant’s Rights to Dispute will be hidden from the web view

What’s next?

- **Share this HCAI Update** with individual(s) at your organization who interact with the HCAI system
- **Keep checking [HCAIinfo](#)** over the coming months for more information about Release 3.16, including overviews, step-by-step text and video guides