Health Claims for Auto Insurance

HCAI Update

Date:	Thursday, November 17, 2016
To:	Insurers

Claim-Claimant Archiving is coming to HCAI

As part of HCAI's data management plan, claim-claimant archiving is scheduled to come into effect in Spring 2017. Claim and claimant archiving will allow the system to safely archive dormant data while minimizing impact to end users.

HCAI was built to manage active transactions only, and was never intended to be an archival repository. HCAI implemented archiving foundations in 2011 in consultation with the HCAI Insurer User Group (IUG). The first step (document archiving) was successfully implemented in 2013 and continues to be fully functional in HCAI today.

Archiving Criteria

To be eligible for archiving, a claim and all its associated claimant records must meet all the following criteria:

- The Claim and all of its Claimants are deactivated
- All associated documents are archived or no documents are associated with them
- The Claim and all its Claimants have been inactive for at least one calendar year *

* A separate archival activity, document (OCF) archiving, automatically takes place one year after an adjudication decision is made on a form. Because this counts as a claimant activity, claim and claimant records will not be archived until at least two years after the most recent adjudication decision.

How will Claim-Claimant archiving affect my business processes?

Once a Claim and its Claimants are archived:

- In the unlikely event that an OCF is received for an archived claim, HCAI will not automatically match it; instead, these OCFs will be placed in 'unmatched' status and insurers can re-create the claim and claimant record
  - If a claim and claimant record is re-created, the new record will not have any HCAI system association between its archived counterpart or its associated archived documents
- Like archived OCFs, archived claim and claimant records cannot be altered
- Archived claim and claimant records will not be searchable or viewable via web

How can I prepare for Claim-Claimant archiving?

Insurers can prepare for this change by following these few best practices:

- Reviewing your organization's data management strategy and ensuring that your records, including claim and claimant records, are stored somewhere outside of HCAI
- Ensuring your organization has established clear processes for deactivating claim and claimant records
- Distributing HCAI communications regarding claim and claimant archiving with colleagues and proactively discussing how it will impact your business
- Plan to attend our virtual town hall and Q&A session on **January 19, 2017**

Special Considerations for insurers who integrate with HCAI

If you currently send claim and claimant information to HCAI via the Claim-Claimant Feed, please discuss with our HCAI Integration analyst how this may impact your future states. HCAI Insurer Integration Support can be reached at InsurerIntegrationSupport@hcaiinfo.ca. We also encourage you to attend our virtual town hall and Q&A session on January 19, 2017.

What's next?

- **Share this HCAI Update** with individual(s) at your organization who interact with the HCAI system
- **Attend our virtual town hall and Q&A session** on January 19, 2017 to discuss claim-claimant archiving and how you can prepare