

# What's New? Release 3.19 For Adjusters

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**Insurer Edition**

# Timeline for Changes

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- HCAI's spring system release, Release 3.19, goes live on April 9, 2018

# #1 New Guidance Messages in HCAI

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- We're adding new warning messages to the OCF-23, 21C and 21B to assist facilities and insurers with recalling maximum fees and submission timelines
- These messages will appear on both the facility and insurer side of the HCAI application
- These messages won't prevent facilities from submitting forms that exceed guideline amounts or timelines, nor will they prevent you from adjudicating the forms as you see fit

# #1 New Guidance Messages in HCAI

**OCF-21B:** This message will appear if more than one invoice is submitted for the same plan in a calendar month. A similar message appears to health care users prior to invoice submission.

Review OCF21B

SUMMARY 1 2 3 4 BACK NEXT

CANCEL PRINT SAVE

**Claim Identifier**  
Applicant Name: Reynolds, Kris  
Claim Number: 0203  
Policy Number: 1234  
Date of Accident: 2017/09/02

**Return this form to:**  
MCG Insurance  
123 Main St.  
Markham, Ontario  
M1M1M1

**Invoice Identifier**  
Document Number: 18020200002  
Invoice Number: 01  
OCF Type: 21B  
Date Submitted: 2018/02/02  
Source: Web  
OCF Effective Date: 2016/07/22  
Archival Status: Not Archived

**Signature of Insurer**  
Please specify whether you waive the right for the applicant's signature. Use the decision buttons to submit your decision. If applicable, provide a message to the provider.

Adjuster's First Name: Danielle  
Adjuster's Last Name: Robson

\* Does the insurer attest that it has received a claim form directly from the claimant?  No  Yes

**The health care facility has indicated it is not the payee. This invoice is PAYABLE ONLY TO THE CLAIMANT. If the facility did not hold a FSCO service provider licence in good standing on the dates of service listed in the invoice, FSCO has indicated that the insurer is not permitted to pay the facility directly.**

I have reviewed this invoice and based upon the information provided, I:

APPROVE PARTIALLY APPROVE DO NOT APPROVE

**An invoice for this plan has already been submitted within this calendar month. Please refer to the Billing Procedures section of the FSCO's HCAI Guideline.**

we determined that:

available to cover / partially cover these goods and services

	Proposed	Approved	Calculated	Adjuster Response
Sub-total:	59.00	0.00		
* Minus MOH:	0.00	0.00		
* Minus Other Insurer (1 + 2):	0.00	0.00		
Tax (if applicable):	7.67	0.00	0.00	...
Prior Balance:	0.00			
Payment Received from Auto Insurer:	0.00			
Overdue Amount:	0.00			
Interest:	0.00	0.00		...
Auto Insurer Total:	66.67	0.00		

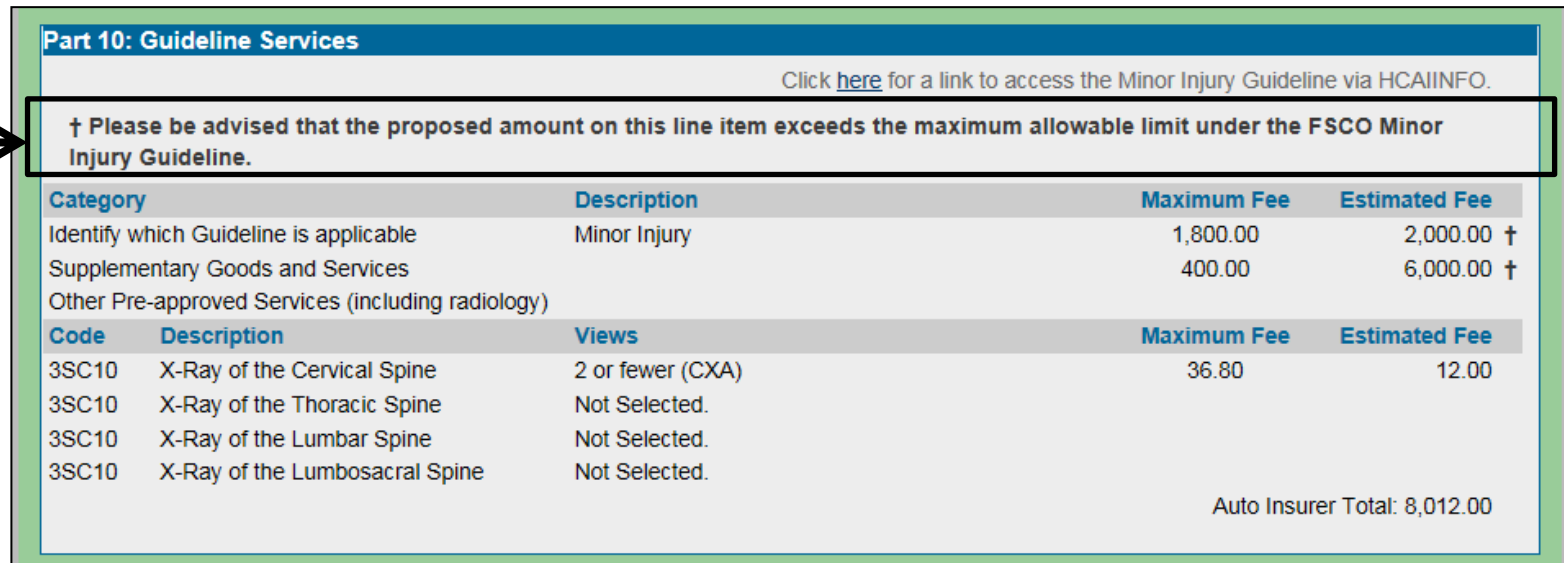
CANCEL PRINT SAVE

SUMMARY 1 2 3 4 BACK NEXT

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# #1 New Guidance Messages in HCAI

**OCF-23:** This message will appear in Part 10 if a line item exceeds the guideline amounts. A similar message will appear to a health care facility user prior to submitting a form.



**Part 10: Guideline Services**

Click [here](#) for a link to access the Minor Injury Guideline via HCAIINFO.

† Please be advised that the proposed amount on this line item exceeds the maximum allowable limit under the FSCO Minor Injury Guideline.

Category	Description	Maximum Fee	Estimated Fee	
Identify which Guideline is applicable	Minor Injury	1,800.00	2,000.00 †	
Supplementary Goods and Services		400.00	6,000.00 †	
Other Pre-approved Services (including radiology)				
Code	Description	Views	Maximum Fee	Estimated Fee
3SC10	X-Ray of the Cervical Spine	2 or fewer (CXA)	36.80	12.00
3SC10	X-Ray of the Thoracic Spine	Not Selected.		
3SC10	X-Ray of the Lumbar Spine	Not Selected.		
3SC10	X-Ray of the Lumbosacral Spine	Not Selected.		

Auto Insurer Total: 8,012.00

# #1 New Guidance Messages in HCAI

**OCF-21C:** This message will appear in the 'Reimbursable Fees' section if a line item exceeds guideline amounts. A similar message will appear to a health care facility user prior to submitting the form.



**Reimbursable Fees within the Minor Injury Guideline**  
Guideline to which this invoice applies: Minor Injury  
The Cost fields specify the total cost for a given block. Click [here](#) for a link to access more information on the Minor Injury Guideline via HCAIINFO.

† Please be advised that the proposed amount on this line item exceeds the maximum allowable limit under the FSCO Minor Injury Guideline.

First Date of Service	Code	Description	Provider Reference	Maximum Fee	Cost	Adjuster Response
<input type="checkbox"/> 2018/02/22	M.IG.01	Block 1 (weeks 1 to 4)	Harry, Potter	775.00	1000.00 †	<input type="text"/> ...

**APPLY REASON CODES** **REMOVE REASON CODES**

Use these buttons with the checkboxes on the left.

Minor Injury Guideline Fee Totals: 1,000.00  
Approved Minor Injury Guideline Fee Totals: 0.00

**CALCULATE**

Explanation of adjuster response

## #2 New Links to Resources in HCAI

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- We know adjusters like having information to support their decision right at their fingertips
- That's why we're adding direct links to HCAIinfo's Resources page
- These new links won't impact your normal adjudication process; it will just make it easier for you to access information

# #2 New links to resources in HCAI

**Example #1:** Easily access FSCO's public registry of licensed service providers through the Resource link in the *Payee Information* section of all invoices and the *Signature* section of all plans

**Review OCF18** HCAI

SUMMARY 1 2 3 4 5 6 BACK NEXT HCAIinfo

CANCEL PRINT SAVE

Claim Identifier	Return this form to:	Plan Identifier
Applicant Name: Smith, Roger Claim Number: 123 Policy Number: 12 Date of Accident: 2018/02/03	MCG Insurance 123 Main St. Markham, Ontario M1M1M1	Document Number: 18020700003 OCF Type: 18 Date Submitted: 2018/02/07 Source: Web OCF Effective Date: 2016/07/22 Archival Status: Not Archived

**Part 4: Signature of Health Practitioner**

Name of Provider: Harry, Potter  
Profession: Nurse Practitioner (77788963)  
Facility Name: EM Rehab Inc.  
HCAI Facility Registry Number: 100794  
FSCO Facility Licence Number: [Redacted]

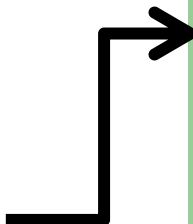
Click [here](#) for a link to access FSCO public registry of Licensed Service Providers via HCAIINFO.

The facility does not have a valid FSCO issued licence. It is not permitted to invoice directly through HCAI for goods and or services provided on or after 2014/12/01. See <http://fSCO.gov.on.ca> for more information.



# #2 New links to resources in HCAI

**Example #2:** Easily access FSCO's Attendant Care Hourly Rate Guideline through the Resource link in the *Calculation of Attendant Care Costs* section of the Form 1



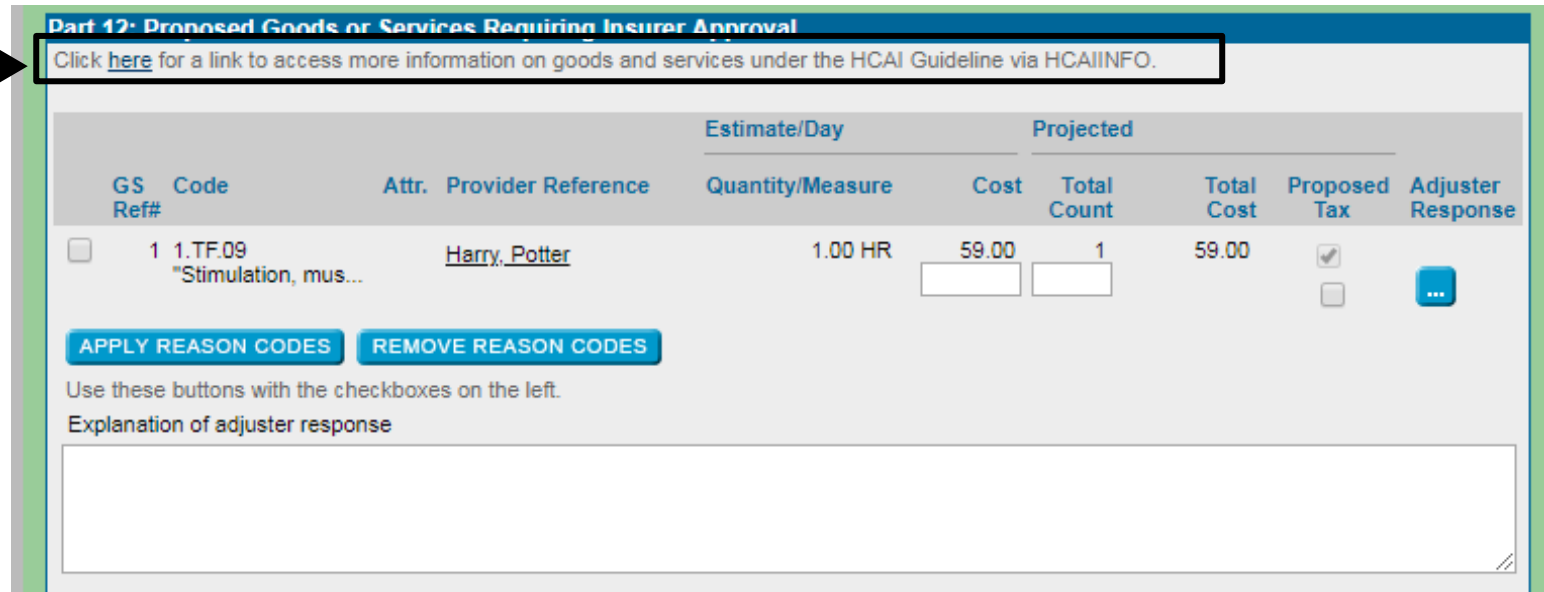
**Part 4: Calculation of Attendant Care Costs**

This section presents the assessed and approved benefits for all the Parts. To adjust the benefits, click on the hyperlink to the respective Part. [Click here](#) for a link to access more information on hourly rates under the Attendant Care Hourly Rate Guideline via HCAIINFO.

		Total Minutes Per Week	÷ 60 =	Total Weekly Hours	× 4.3 =	Total Monthly Hours	×	Hourly Rate	=	Monthly Care Benefit
<a href="#">Part 1</a>	Assessed	279	÷ 60 =	4.65	× 4.3 =	19.995	×	\$25.00	=	\$499.88
	Approved	279	÷ 60 =	4.65	× 4.3 =	19.995	×	\$25.00	=	\$499.88
<a href="#">Part 2</a>	Assessed	0	÷ 60 =	0	× 4.3 =	0	×		=	\$0.00
	Approved	0	÷ 60 =	0	× 4.3 =	0	×		=	\$0.00
<a href="#">Part 3</a>	Assessed	0	÷ 60 =	0	× 4.3 =	0	×		=	\$0.00
	Approved	0	÷ 60 =	0	× 4.3 =	0	×		=	\$0.00


# #2 New links to resources in HCAI

**Example #3:** Easily access the HCAI Guideline through the Resource link in the Proposed Goods and Services section of the OCF-18.



**Part 12: Proposed Goods or Services Requiring Insurer Approval**

Click [here](#) for a link to access more information on goods and services under the HCAI Guideline via HCAIINFO.

GS Ref#	Code	Attr.	Provider Reference	Estimate/Day	Projected		Total Cost	Proposed Tax	Adjuster Response
				Quantity/Measure	Cost	Total Count			
<input type="checkbox"/>	1 1.TF.09 "Stimulation, mus...		<a href="#">Harry, Potter</a>	1.00 HR	59.00	1	59.00	<input checked="" type="checkbox"/>	

Use these buttons with the checkboxes on the left.

Explanation of adjuster response

# #3 An Improved OCF Search Screen

- We're improving the document search screen with a new search layout and a new 'adjuster email' search field
- For now, search results will continue to be limited to the worklists an individual user has access to
- In the future, this functionality will be enhanced to allow you to launch even wider searches
- To prepare for this change, confirm with an organization administrator that all adjuster profiles have an email address entered

# #3 An Improved OCF Search Screen

**How to use the new search option:** Press the '**Adjuster Email**' option to run a single search for all documents assigned to an adjuster across the organization. Press '**Adjuster Name**' for the original search parameters by individual branch and adjuster profile.

MCG Insurance HCAI

PLANS INVOICES CLAIMS SEARCH MANAGE HCAInfo

Search for Claim Number  in All Forms  Exact Match GO Advanced LOGOUT

DOCUMENT SEARCH Welcome, David, to HCAI.

2018/03/07

**OCF Search**

Enter your search criteria and click "Search". Click checkbox next to search criteria value for an exact match.

Document Number: <input type="text"/> <input checked="" type="checkbox"/>	Date Submitted - From: <input type="text"/> <input type="text"/>
Claim Number: <input type="text"/> <input checked="" type="checkbox"/>	Date Submitted - To: <input type="text"/> <input type="text"/>
Policy Number: <input type="text"/> <input checked="" type="checkbox"/>	Claimant Last Name: <input type="text"/> <input checked="" type="checkbox"/>
Date of Accident: <input type="text"/> <input type="text"/>	Claimant First Name: <input type="text"/> <input checked="" type="checkbox"/>
Search by Adjuster: <input checked="" type="radio"/> Adjuster Name <input type="radio"/> Adjuster E-mail	Claimant Phone Number: <input type="text"/> <input checked="" type="checkbox"/>
Branch: <input type="text"/>	Date of Birth: <input type="text"/> <input type="text"/>
Adjuster Name: <input type="text"/>	

Advanced Options >>

SEARCH

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# #4 New Claim-Claimant Editor Role

- We're adding a new user role option that will allow adjuster-level users to update or deactivate their assigned claims
- This new role is optional and can be manually added to the adjuster-level user
- The new role will not affect any of your existing permissions
- To be assigned this new role, send a request to an HCAI user administrator at your organization

# Browser Updates

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- As always, we recommend using HCAI with an up-to-date web browser
- Starting in Release 3.19, HCAI will add support for Safari 10 for Mac users
- HCAI recommends using Internet Explorer 11 for Microsoft Users and Safari 10 for Mac users

# What's Next?

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- **Share this HCAI Update** with individuals at your organization who interact with the HCAI system
- **Keep checking [HCAIinfo](#)** - HCAI's dedicated eLearning resource site—over the coming months for more information
- **Learn about** other changes to the system that will impact **management and claim-claimant administration** users by visiting HCAIinfo's [Recent News](#) page