

What's New? Release 3.20



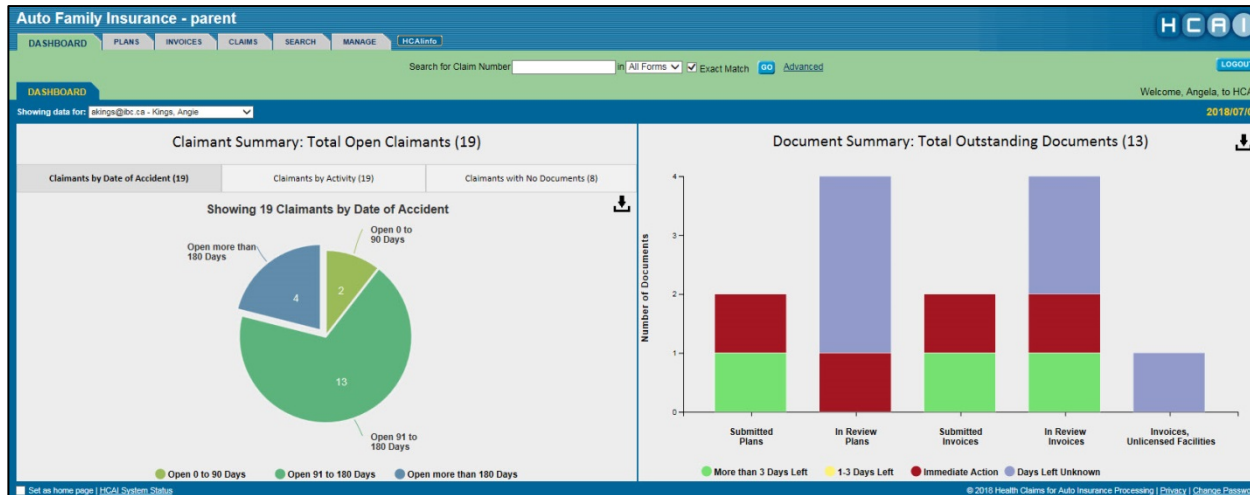
Insurer Edition

Timeline for Changes

- HCAI's fall system release, Release 3.20, goes live on October 1, 2018

#1 The HCAI Insurer Dashboard

- The new HCAI Insurer Dashboard allows adjusters, managers, and claims staff to oversee and prioritize their workload.
- The Dashboard offers an interactive display of claimants and the documents which have been submitted on their behalf.
- To ensure you get the full benefit of your new Dashboard, we've created a separate video walking you through its functionality, viewable today on HCAIinfo.



#2 Allowing Transfer of Claims to Another Branch

- Non-integrating insurers will now be able to transfer claims individually from one branch to another.
- This functionality will provide you with the opportunity to centralize branch operations if minimal clean-up is required.
- Search for a claim and click on the claim number to find the Claim Details page, where the Branch and Adjuster can be edited.

Claim Details

Fill in the fields to add/edit a claim into HCAI. You may deactivate the claim if no further documents are expected to arrive for this claim.
NOTE: All fields with an asterisk (*) are required.

Insurer: H&A Insurance

* Branch: Oshawa Branch

Adjuster : Hamilton Branch

* Claim #: Oshawa Branch

* Policy #: HAIP01

* Policy Holder Last Name: Tricia

Policy Holder First Name: Parsons

* Date of Accident: 2017/12/01

SAVE CANCEL

#3 The Form 1 is Mandatory in HCAI

- FSCO has confirmed that all Facilities enrolled with HCAI are required to submit the Form 1 to Insurers electronically via HCAI as of October 1, 2018.
- Invoices for attendant care services will continue to be processed outside of HCAI.
- To help you view and manage data from the Form 1, it has been added as an option (as below) or automatically included in various reports in HCAI.

Generate New Report

Please select a report from the following list

Proposed vs. Approved Plan Amounts ▼

Include Form 1

Select Insurer(s)

Use the "Ctrl" and "Shift" keys to select multiple insurer(s).

Select All ▲
H&A Insurance
Red Wagon Insurance ▼
Spondrex Insurance

Select Branch(s)

Use the "Ctrl" and "Shift" keys to select multiple branch(s).

Insurer is not selected ▲

This is a management report that contrasts the proposed and the approved amounts for adjudicated OCF plans and, if specified, Form 1s. The report is grouped by adjuster name and also includes the facility name for each document. Only Approved, Partially Approved, or Declined and non-archived documents are included in this report.

#4 A Widescreen View of HCAI

- Users will now experience HCAI in widescreen view. This change is viewable on the Dashboard, Plans, Invoices, Search, Manage, and Claims tab.

The screenshot displays the H&A Insurance HCAI interface. The top navigation bar includes tabs for DASHBOARD, PLANS, INVOICES, CLAIMS, SEARCH, MANAGE, and HCAIInfo. A search bar is present with a dropdown for 'All Forms' and a checkbox for 'Exact Match'. The main content area is titled 'Work In Progress (1 of 3)' and contains a table of items that have not been adjudicated. The table has columns for Document #, Claim #, Claimant, OCF Type, Status, Days Left, and Date Submitted. The data rows are as follows:

Document #	Claim #	Claimant	OCF Type	Status	Days Left	Date Submitted
18080800003	HAIC03	Beck	OCF18	Review Required	4	2018/08/08
18080800002	HAIC03	Beck	OCF18	Review Required	4	2018/08/08
18080800001	HAIC03	Beck	OCF18	Unmatched	4	2018/08/08
18080700037	HAIC04	Mccoy	OCF18	Submitted	3	2018/08/07
18080700036	HAIC01	Spencer	OCF18	Review Required	3	2018/08/07

#5 Set a Preferred Tab as Home Page

- You can now choose which tab you'd like to see first when you open HCAI.
- With your preferred tab open, click the "Set as home page" button, found on the bottom left of the screen, to set the tab as your home page.

The screenshot displays the H&A Insurance HCAI system interface. The top navigation bar includes 'DA SHBOARD', 'PLANS', 'INVOICES', 'CLAIMS', 'SEARCH', 'MANAGE', and 'HCAIinfo'. The main content area shows 'Work In Progress (1 of 3)' with a table of items. A green arrow points from the 'Set as home page' button in the bottom left of the screen to the 'Set as home page | HCAI System Status' button in the bottom right of the table.

Document #	Claim #	Claimant	OCF Type	Status
18080700028	SpondrexCO4	Quemco	OCF21B	Review Required
18080700027	RWIMBC02	Watkins	OCF21B	Review Required
18080700026	RWIMBC02	Patton	OCF21B	Submitted
18080700025	SpondrexCO3	Hammond	OCF21B	Unassigned
18080700024	SpondrexCO4	Daniel	OCF21B	Unmatched
18080700023	HAIC01	Seencer	OCF21B	Unmatched
18080700003	HAINewMCO1	Becker	OCF21B	Unmatched
18080700002	HAIC01	Seencer	OCF21B	Unmatched
18071600042	SpondrexLegacyCO3	Bryant	OCF21C	Unmatched
18071600041	HAIC01	Seencer	OCF21B	Unmatched
18071600040	HAIC01	Parsons	OCF21C	Unmatched
18071600039	SpondrexCO4	Daniel	OCF21B	Unmatched
18071600038	RWLLegacyCO1	Summers	OCF21C	Submitted
18071600037	SpondrexLegacyCO3	Bryant	OCF21C	Unmatched
18071600036	RWLLegacyCO1	Summers	OCF21C	Review Required
18071600035	RWLLegacyCO1	Summers	OCF21C	Submitted
18071600034	HAIC03	Hardy	OCF21B	Unmatched
18071600033	HAINewMCO1	Becker	OCF21B	Unmatched
18071600026	RWIMBC01	Aldrouez	OCF21B	Submitted
18071600025	RWIMBC01	Boddyqvst	OCF21B	Review Required
18071600023	SpondrexCO4	Daniel	OCF21B	Submitted
18071600022	SpondrexCO4	Daniel	OCF21B	Review Required
18071600020	RWLLegacyCO1	Summers	OCF21B	Submitted
18071600019	RWLLegacyCO1	Summers	OCF21B	Submitted
18071600014	HAIC03	Hardy	OCF21B	Unmatched

#6 Updated OCF & Claimant Search

- The OCF search and Claimant search screens will now display up to 100 search results in tabular format.
- You can now download your search results in .CSV format which can be opened using spreadsheet software like Microsoft Excel.

H&A Insurance

DASHBOARD PLANS INVOICES CLAIMS SEARCH MANAGE HCAInfo

Search for Claim Number in All Forms Exact Match GO Advanced

LOGOUT

DOCUMENT SEARCH

Welcome, Roberta, to HCAI. 2018/08/16

Search Results (1 of 1)

Document Results for "Adjuster Name: McGinnis, Emily (EM2), Insurer Name: H&A Insurance, Archival Status: Not Archived"

View: 100 items

!	Document #	Claim #	Claimant	OCF Type	Status	Days Left	Date Submitted	Proposed Amount (\$)	Approved Amount (\$)
	18080700004	HAINewMC02	Townsend	OCF18	Review Required	3	2018/08/07	\$1,696.10	\$0.00
	18032900003	HAINewMC02	Townsend	OCF18	Review Required	-87	2018/03/29	\$2,200.00	\$0.00

View: 100 items

Only active documents are shown. Click "Search Archives" if you would like to search for archived documents that match these search criteria. Please note that searching the archives may take several minutes.

SEARCH ARCHIVES

- When opening a .CSV file in Excel, your tool's settings will determine how the data is displayed. If you would like the data to be formatted in a specific way (for example, dates formatted as MM/DD/YY), this can be modified in your Excel settings.

Use HCAI on a Supported Browser

- As always, we recommend using HCAI with an up-to-date web browser.
- HCAI recommends using **Internet Explorer 11** and Windows 7 for Microsoft Users and **Safari 10** and Mac OS X 10.12 for Mac users.
- We recommend **not** enabling [Compatibility view](#) for HCAI.ca when using Internet Explorer 11.
- Visit HCAIinfo's [Computer Requirements page](#) for more information about recommended settings.

What's Next?

- **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