

What's New? Release 3.26

November 15, 2021



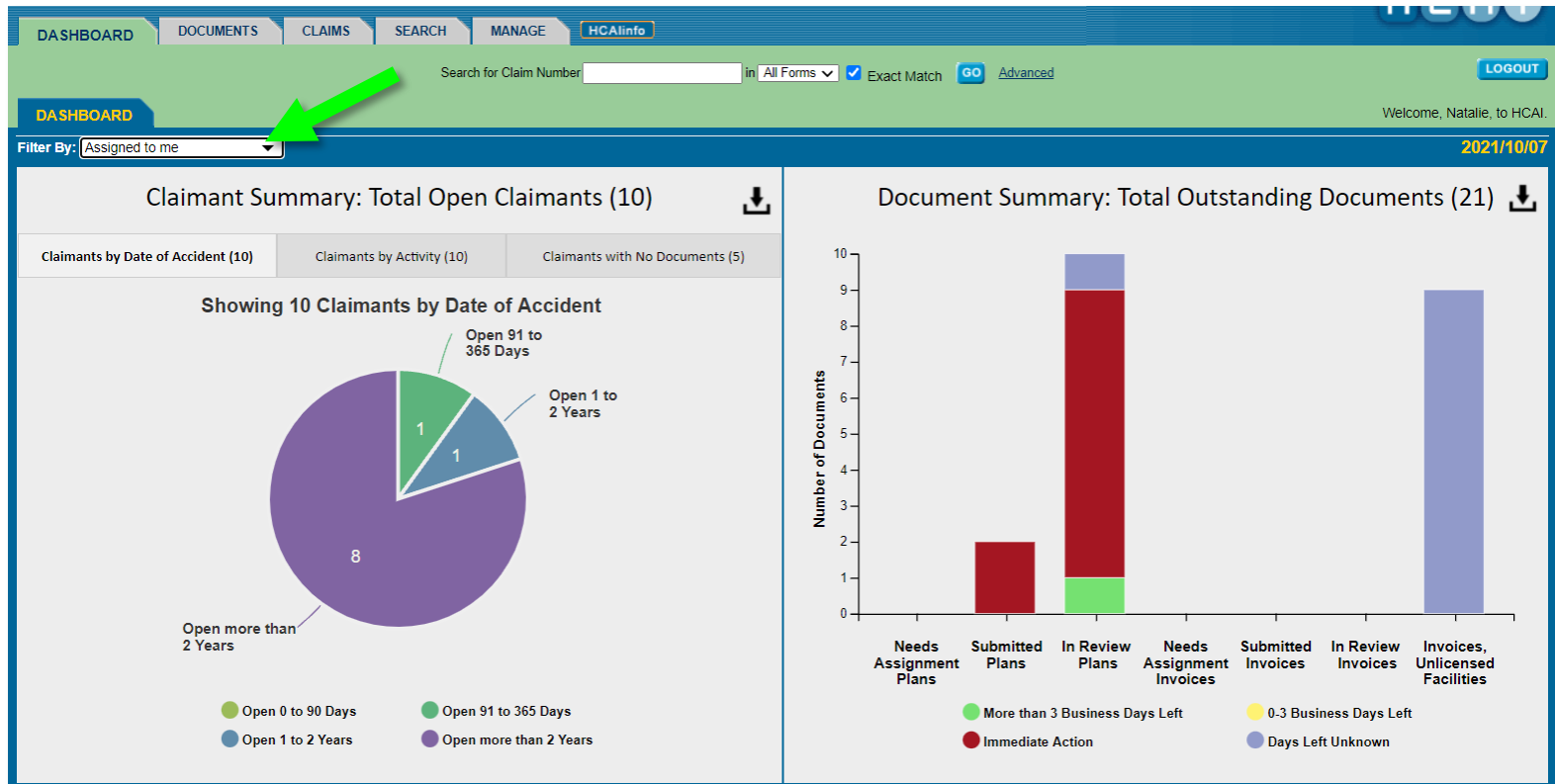
Insurer Edition

Timeline for Changes

- HCAI System Release 3.26 goes live on **November 15, 2021**

#1 HCAI Will Remember User Preferences

- HCAI will now remember your user preferences by **preserving your last selection** on functionality like column sort order, view count, and Dashboard filter
- For example, if you choose to filter your Dashboard by “Assigned to me”, HCAI will remember this selection and default to this the next time you visit the Dashboard



#2 Bulk Deactivate Eligible Claims and Claimants

- Insurers can now **deactivate eligible claims and claimants** in bulk
- Users with the Form Manager, Claim/Claimant Administrator, or Claim/Claimant Editor role can search for claimants that are eligible for deactivation and deactivate them in bulk on the search results screen
- A claimant is eligible for deactivation when it has no outstanding documents associated with it


The screenshot shows the 'CLAIMANTS' search interface. At the top, there's a navigation bar with 'CLAIMS' and 'CLAIMANTS' tabs, and a user greeting 'Welcome, Natalie, to HCAI.' with the date '2021/10/07'. Below the navigation, there's a 'General Notification' section with a message about recent claims and a table showing counts for unassigned claimants. The main section is 'Search for Claimants', which includes various search criteria like Claim Number, Policy Number, Claimant Status, Date of Accident, Insurer, Branch/Claim Group, Team, and File Owner. A 'SEARCH' button is at the bottom right. Two callouts highlight the 'Eligible for Deactivation?' options. The first callout, located in the bottom right of the search criteria area, shows a dropdown menu for 'File Owner:' and three radio button options: 'Yes - No documents' (checked), 'Yes - All documents adjudicated' (checked), and 'No - Outstanding documents or claimants already deactivated' (unchecked). The second callout, located in the bottom left of the search criteria area, shows the same three radio button options for 'Eligible for Deactivation?'.

#2 Bulk Deactivate Eligible Claims and Claimants

- Similarly, they can also search for **claims that are eligible for deactivation** and deactivate these in bulk on the search results screen
- A claim is eligible for deactivation when it has no active claimants associated with it

Search for Claims

Enter your search criteria and click "Search"

Claim #:	<input type="text"/>
Policy #:	<input type="text"/>
Date of Accident:	<input type="text"/> 
Policy Holder Last Name:	<input type="text"/> <input type="checkbox"/> Exact Match
Policy Holder First Name:	<input type="text"/>
Insurer:	<input type="text"/> ▼
Branch/Claim Group:	<input type="text"/> ▼
File Owner:	<input type="text"/> ▼
Claim Status:	<input type="checkbox"/> Active
	<input type="checkbox"/> Deactivated
Eligible for Deactivation?	<input checked="" type="checkbox"/> Yes – All associated claimants deactivated
	<input checked="" type="checkbox"/> Yes – No associated claimants
	<input type="checkbox"/> No – Either associated claimants are active or claim is deactivated

#2 Bulk Deactivate Eligible Claims and Claimants

- **Integrating insurers** must coordinate with their integration teams before attempting to do this via the web to ensure it will not cause your claim-claimant feed to become out-of-sync

Claims > [Claim Search](#) > Search Results

Claims - Claim Search

Claim Search Results (Page 1 of 1)

Claim search results for "Eligible for Deactivation? Yes – All associated claimants deactivated, Yes – No associated claimants"

View: 10 items

<input checked="" type="checkbox"/>	Claim #	Date of Accident	Policy Number	Policy Holder	Status	Insurer	Branch/Claim Group	Claimant File Owners
<input checked="" type="checkbox"/>	15951	2019/05/02	14744	Reynolds	Active	Atria Insurance	Oshawa	
<input checked="" type="checkbox"/>	5656	2019/01/18	2323	Smith, Steve	Active	Atria Insurance	Oshawa	

View: 10 items

DEACTIVATE Move Claims: **MOVE**

#3 An Update to HCAI's Explanation of Benefits PDF

- HCAI's Explanation of Benefits is being updated
- While previously it contained instructions for filing an application to the Licence Appeal Tribunal (or "LAT") automobile accident benefits service, it will now instead provide **a link to the LAT website** where claimants can find the most up-to-date information and instructions
- As a reminder, the final page of HCAI's EOB is available for insurers to include additional information and allows for 20,000 characters of text

For instructions to file an application to the License Appeal Tribunal - Automobile Accident Benefits Services please visit: <https://tribunalsontario.ca/>

What's Next?

- **Keep checking [HCAIinfo](#)**—HCAI's dedicated eLearning resource site—for more information about Release 3.26