

# HCAI Update

To: HCAI Health Care Facilities and Practice Management Software Developers  
Date: June 22, 2009

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## HCAI Reintroduction Update

Remediation of the Health Claims for Auto Insurance (HCAI) system remains on schedule. This update identifies activities and timing of milestone events between now and the end of the program.

HCAI is being reintroduced using a quality review process at each implementation step. If success criteria are not met at a specific step, the schedule will be re-evaluated at that time.

Training will become more important as we move closer to the pilot, which is scheduled to begin in September. The HCAI team will provide opportunities for users to become comfortable with the system prior to adoption. In addition to specific training tools that will be available on the HCAI information website, HCAI will provide a sandbox for individuals to practice using the application.

### ***Initial Testing: June / July***

Testing of the HCAI application continues, and all indicators suggest that the system will be ready for reintroduction in the pilot phase as scheduled on September 1, 2009.

### **Decommissioning the Current HCAI System**

In our last communication (May 1, 2009), we informed you that the current HCAI system, which is still being used by some HCFs to create and print OCFs, will be decommissioned on July 31, 2009. Below we clarify the decommissioning process:

- The current system will be turned off and will not be available after July 31, 2009. All access through the Internet and through integration will be revoked, and all user names and passwords will become void.

- Insurers
  - Insurer setup information and claim/claimant information will be migrated to the new HCAI environment as insurers enroll in accordance with the adoption schedule.
  - All insurer data extracts scheduled on or before July 30th will be processed prior to the system being decommissioned.
- Health care facilities
  - The registration and setup information used by HCFs previously registered with HCAI will be migrated to the new production environment in accordance with the adoption schedule. This means that a previously registered facility will only have to update its information – including user and provider lists – rather than re-enter it.
  - Any HCF that was not previously registered with HCAI (such as a new business) will simply register its facility from scratch.
- OCFs
  - OCFs in the old system will not be migrated to the new system.
  - If insurers or HCFs wish to preserve PDF versions of OCFs that are currently on the HCAI system, they should download the files to their hard drives prior to July 31, 2009.

### **Practice Management Software (PMS) Users**

The integration tool kit for PMS vendors and developers will be made available prior to the pilot to allow time to integrate HCAI into their practice management tools. PMS vendors opting to integrate with HCAI are being engaged directly by the HCAI team to ensure that testing and validation opportunities are provided prior to the rollout.

### **Public Testing**

Insurer and HCF volunteers will conduct test sessions throughout the month of August, and over 30 sessions have been scheduled. The outcomes will be shared as the testing proceeds.

### **Pilot Stage**

During the initial startup of the reintroduction, two insurers and a handful of HCFs will use the new HCAI system to ensure that the production environment is operating as tested.

In early October 2009, the process will be opened up to a larger community of insurers and HCFs with the intent of creating a user base that reflects 25% of the HCAI transaction volume by the end of the pilot phase, which is currently scheduled for the end of February 2010.

## **Want to Volunteer?**

Health care facilities interested in using HCAI during the pilot stage may register with Viivi Riis at [vriis@ibc.ca](mailto:vriis@ibc.ca) and insurers may register with Allison Brand at [abrand@ibc.ca](mailto:abrand@ibc.ca).

## **Quality Assurance**

The rollout process is driven by a series of control gates that are designed to ensure a positive user experience and avoid adoption problems. The control gate metrics will be reviewed by IBC's IT Oversight Committee and the results will be shared with several HCAI governance bodies and the HCAI working group, which includes representatives from health care providers and the Financial Services Commission of Ontario.

## **What Are the Differences from the Last Rollout?**

1. Each rollout phase will use a control point to confirm that the system is capable of adopting the next group of users.
2. The schedule will introduce OCF transactions volume in a controlled manner.
3. The regulated adoption will not require HCFs to maintain dual processes.
4. PMS vendors will be provided a long runway to integrate and validate integration to HCAI.
5. HCAI has developed and will deploy a set of self-help tools for both insurers and HCFs. These tools will be made available on a redesigned HCAI information website ([www.hcaiinfo.ca](http://www.hcaiinfo.ca)), which is expected to be available in August during the public testing phase. This website will continue to be available as we move forward.

## **Full Rollout (Mandatory Enrolment) Schedule**

At the end of the pilot phase, the production volunteer experience will be reviewed. If the system has met performance expectations, we expect that regulated adoption will begin in March 2010. The HCAI regulated enrolment process has been designed to avoid any last-minute rollout problems. It is expected that all insurers will be enrolled by the end of March 2010, and that HCFs will enroll in a series of three groupings over an eight-month period (April to November 2010).

We expect that HCFs will be able to determine their groups and schedules for enrolment by reviewing the HCAI Participant List, which we expect will be published on the FSCO website once approval to proceed is received.

### **Initial Mandatory Adoption Phase**

- In phase 1, all insurers will adopt HCAI no later than March 31, 2010.
- The first 500 HCFs named on the HCAI Participant List will be required by a guideline issued by FSCO to adopt HCAI over the two-month period of April and May 2010.
- At the end of the initial adoption phase, the production experience will be reviewed.
- If the system continues to meet performance expectations, phase 2 will then commence.

### **Second Mandatory Adoption Phase**

- It is expected that an additional 1,500 HCFs as named on the HCAI Participant List will be scheduled to adopt HCAI in June, July and August at the rate of 500 per month.
- If the system continues to meet performance expectations, phase 3 will then commence.

### **Final Mandatory Adoption Phase**

- It is expected that the remaining HCFs named on the HCAI Participant List will be scheduled to adopt HCAI in September, October and November at the rate of 750 per month.
- Any HCF not identified on the HCAI Participant List will adopt HCAI on November 30, 2010.
- HCFs that did not exist prior to March 12, 2008 may enroll with HCAI sooner than the final adoption phase by enrolling during the pilot stage.

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