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# HCAI Update

To: HCAI Coalition  
Cc: Health Professional Associations/Organizations  
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## HCAI Voluntary Pilot Nearing Successful Completion

On September 28, 2009, the HCAI pilot was successfully re-launched with two insurers and nine health care facilities. After three months of operation, the pilot has grown to include 12 insurers and 235 health care facilities, including over 2,100 active users with business representation from small to large insurers and a variety of different types and sizes of health care facilities. We have learned that the system is stable, that no new processing issues have been identified and that the pilot is expected to be successfully completed in February.

In this bulletin, we provide more information about the pilot and identify the next steps as HCAI moves from pilot to full rollout. We also outline the rollout schedule that is anticipated to be completed prior to the end of 2010.

### Current Status of the Voluntary Pilot

- At the end of December 2009, 235 health care facilities and 12 insurers were participating.
- The 12 insurers represent more than 25% of the Ontario automobile direct written premium.
- The more than 2,100 active users that have joined the pilot represent 10% of the total user base expected in 2010.
- Over 1,000 OCFs have been successfully processed.
- No system stability concerns have been raised.
- No new defects have been identified.
- A pilot participant survey to capture user experience is being prepared.

To view the official list of participants, visit the Financial Services Commission of Ontario's (FSCO's) website at [www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp](http://www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp).

## **What We've Learned So Far**

Based on experience with the voluntary pilot, the following is clear:

1. HCAI transactions are being processed in an accurate and timely manner, as was projected.
2. The [www.hcaiinfo.ca](http://www.hcaiinfo.ca) website has proven to be an effective stand-alone communication and training vehicle, and is intended to be the first place users go for assistance.
3. Any processing issues raised have been confirmed to be configuration-related or due to a problem at the end user's site.
4. Although HCAI is Windows-based and does not directly support Mac systems, Mac users have been able to successfully process HCAI OCF transactions with the assistance of the tutorial found on [www.hcaiinfo.ca](http://www.hcaiinfo.ca).

## **What Is Next?**

### ***Pilot Milestones***

The HCAI pilot has several key conditions that must be met in order to continue to full rollout. The evidence must confirm that:

- the system is successful in processing OCFs;
- insurer adoption represents 25% of the direct written premium of automobile insurance sold in Ontario; and
- Data Entry Centre processes have been validated to support users that choose not to electronically submit OCF information to HCAI.

### ***Data Entry Centre (DEC)***

The DEC is required as an alternative to electronic submission and must be in place, with enhanced error reporting, to support users that choose to utilize the paper submission process. Review and revision of DEC processes is under way.

### ***Survey of Pilot Users***

A survey of pilot participants will be conducted in January to evaluate their qualitative experiences.

### ***Circulation of Pilot Results***

In February 2010, the evidence from the pilot will be summarized and provided to the various stakeholders, so that a recommendation can be presented to governance groups. It is anticipated that the evidence will suggest that HCAI move from the pilot phase to rollout, beginning with full adoption by insurers in March 2010.

Adoption by health care facilities is scheduled to begin in April 2010 and will be driven by a selection process that identifies those that had processed the most HCAI transactions during the initial introduction. Facilities in the first group will be identified on the FSCO website ([www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp](http://www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp)).

Please continue to refer to [www.hcaiinfo.ca](http://www.hcaiinfo.ca) for current information regarding the re-introduction of HCAI in 2010.

**Don Forgeron**  
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