

HCAI Update

To: Health Professional Associations, Health Regulatory Colleges,
Health Interest Groups, Health Organizations
Date: April 13, 2010

Pilot Phase Successfully Completed

- The HCAI voluntary pilot phase is now complete. Over 700 health care facilities (HCFs), i.e., health practices or clinics, enrolled during the pilot stage. Currently, HCAI is successfully processing over 1000 transactions a day with more than 7500 active users on the system.
- HCAI technical remediation has been successful and is functioning as expected with no technical or processing issues.
- All Ontario automobile insurers adopted HCAI prior to April 1, 2010.

What's Next?

- **All HCFs that are already enrolled will remain on HCAI and do not have to enrol again.**
- The adoption process for the remainder of HCFs (i.e., those that have not yet enrolled) is expected to begin late April or early May 2010, as follows:
 - HCFs that enrolled with HCAI previously (i.e., between April 2007 and March 2008) will be assigned an “effective date” by which they will be required to use HCAI for submission of OCFs (18, 21, 22 and 23) to Ontario auto insurers.
 - The assignment of effective dates will be published in three phases, or tiers.
 - The list of HCFs assigned in Tier 1 will be published at http://www.hcaiinfo.ca/Health_Care_Facility_Provider/HCAI_Full_Rollout_Schedule.asp.
 - If your practice or clinic is named in Tier 1, simply follow the instructions posted on the [HCAI Information website](#).
- The list of HCFs assigned in Tier 2 will be published in May 2010.
- The list of HCFs assigned in Tier 3 will be published in June 2010.

If your practice or clinic is new or was not previously enrolled with HCAI, you can enrol in Tier 3. Check the website in June for more details on how to enrol. If you have questions about the three-tiered rollout, more information is provided at http://www.hcaiinfo.ca/Health_Care_Facility_Provider/HCAI_Full_Rollout_Schedule.asp.

The complete and official list of HCAI participants (insurers and HCFs) is published monthly and posted on the Financial Services Commission of Ontario (FSCO) website at www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp.

It is anticipated that FSCO will be issuing an amended HCAI Guideline in late April 2010, which will identify the date (expected to be in early May 2010) that HCAI's Data Entry Centre (DEC) will be available to receive and process paper submissions from HCFs who are unable to submit OCFs electronically.

It is further anticipated that, once the DEC is available, use of electronic submission via HCAI will be mandatory for all HCFs listed on FSCO's website for all OCF-18, 21, 22 and 23 forms.

Does Your Practice Use Practice Management Software (PMS)?

If you are intending to use a PMS system to link with HCAI electronically, you must work with your PMS vendor to ensure that your system is capable of interfacing with HCAI by your effective date.

Should Your Practice Use the Web/PMS or the Data Entry Centre (DEC)?

HCFs that use the web or PMS application will have the benefit of real-time error identification and correction, as well as immediate notification of the receipt of forms by insurers. Likewise, web/PMS users will be able to track submitted OCFs and see if the insurer has reviewed a form or if it has already been adjudicated.

DEC users do not require computers or access to high-speed internet. However, in order to seamlessly process OCFs, users must invest in some resources to ensure that they are compliant with the business requirements.

What Is the Status of the Data Entry Centre?

The DEC paper submission process has been reviewed by members of the Ontario Health Coalition. The Coalition has agreed:

- the DEC process can successfully transcribe paper submission;
- the electronic transmission of OCF data to insurers has been validated, assuming the paper forms have been correctly completed by the HCFs.

Ontario Health Coalition representatives have informed the Financial Services Commission of Ontario (FSCO) that the DEC procedures and error reports have been sufficiently improved to meet the processing requirements.

Statutory Accident Benefits Schedule (SABS) Reforms and Harmonized Sales Tax (HST)

HCAI is working with the Accident Benefits Claim Forms Advisory Committees and FSCO to ensure that HCAI will be compliant with both the HST on July 1, 2010, and the new SABS that comes into effect on September 1, 2010.

- If your HCF is using the web interface, the process will automatically be compliant.
- If you are using PMS, your PMS vendor will need to provide updates to your software to make the process compliant.
- If you are using the DEC, you will be responsible for understanding the impact of the reforms and remaining informed about any rule changes to the paper forms.
 - The DEC will process forms as they are submitted and, if there are errors related to compliance with the new SABS or HST, will fax an error report to the practice or clinic.
 - HCFs must then submit the corrections to the DEC, which will then transmit the corrected forms to the insurer.

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