

## Health Claims for Auto Insurance

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The HCAI system has been up and running since September 2009. At the end of July 2011, more than 1.8 million successful submissions were processed by HCAI. This amounts to approximately \$1.4 billion paid in approved invoices for treatment goods and services for persons injured in motor vehicle collisions. HCAI is clearly operating as intended.

### ***Support for Health Care Facilities Using HCAI***

- During the first 18 months of the Ontario health care community's adoption of the HCAI system, intensive support was provided.
- Currently, the majority of health care facilities are comfortable using HCAI and familiar with the ongoing efforts made to mature HCAI's information and training website ([www.hcaiinfo.ca](http://www.hcaiinfo.ca)).
  - To maintain our commitment to assist the health care community, learning resources will be updated and added to the website as required.
- We continue to deploy a proactive communications strategy that directs more than 24,000 HCAI users from the health care community to the rich library of self-help resources available at [www.hcaiinfo.ca](http://www.hcaiinfo.ca).
  - Every health care facility enrolled with HCAI is also made aware of any changes impacting the HCAI system and/or the Data Entry Centre processes through newsletters and other communication vehicles.

### ***Updated Contact Details***

In recognition of the health care community's changing needs, we have reorganized our support team. Please use the following contact details to reach our support team:

- [facilitysupport@hcaiinfo.ca](mailto:facilitysupport@hcaiinfo.ca)
  - "How to" support for the HCAI web application ([www.hcai.ca](http://www.hcai.ca)):
- 1-888-422-4123
  - To report any technical problems ("how to" questions cannot be addressed at this phone number)