

HCAI Update

To: HCAI Team and Consumer Centre
Date: June 11, 2010

HCAI Ready to Support Auto Reforms on September 1, 2010

On September 1, 2010, HCAI will comply with the Statutory Accident Benefits Schedule (SABS) reforms.

- On September 1, HCAI will accommodate the new OCFs, the new SABS regulation, and the new Minor Injury Guideline (MIG) intervention codes.
- [HCAIinfo \(www.hcaiinfo.ca\)](http://www.hcaiinfo.ca) will be continuously updated throughout the summer to provide education and information on these changes to the system's users.

Insurers

As of March 31, 2010, 100% of insurers that write auto policies in Ontario are using HCAI.

Health Care Facilities

HCAI's rollout to health care facilities (HCFs) will continue to the end of 2010.

- Tier One is complete.
- Tier Two is underway with effective dates from June through August.
- The Tier Three schedule of effective dates will be published in June.

To view the official list of health care facility participants (updated by the first of each month), visit the Financial Services Commission of Ontario's (FSCO's) website at www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp and click on the most current HCAI Participating Provider List.

This list posts the names of the HCFs effectively mandated to adopt HCAI as well as their assigned effective dates. It is each facility's responsibility to register and follow the enrolment process outlined at www.hcaiinfo.ca.

- If your facility is not enrolled, visit www.hcaiinfo.ca for enrolment instructions.

Options for Submitting to HCAI

HCFs have three options that can be used to interact with HCAI. HCFs can submit forms using:

1. HCAI Web Application
2. Practice Management Software (PMS) that interfaces between your practice and the HCAI application
3. HCAI's Data Entry Centre (DEC), where data submitted on paper forms is entered into the HCAI application.

The DEC is available for those HCFs that wish to use it. All facilities that used the DEC previously will be assigned an effective date in Tier Three.

If HCF users experience difficulty submitting OCF forms through HCAI, learning tools and troubleshooting techniques can be found at [HCAIinfo \(www.hcaiinfo.ca\)](http://www.hcaiinfo.ca).

Minor Injury Guideline

The new OCF 23 will accommodate both the Pre-approved Framework Guideline for Grade I and II Whiplash Associated Disorders (for accidents prior to Sept 1, 2010) and the Minor Injury Guideline (for accidents occurring on or after Sept 1, 2010). For more information about the Minor Injury Guideline, see the Auto Reforms education section below.

Auto Reforms Education for Insurance and Health Industry Participants

Insurance Bureau of Canada and the Coalition Representing Health Professionals in Auto Insurance Reform will host a free webcast on June 17, 2010 from 9:30 a.m. to 12 noon. This webcast will discuss what insurers and health industry participants need to know about the 2010 auto reforms. The link to register for this event is:

http://audability.com/AudabilityAdmin/Clients/IBC/10865_528201093000AM/.

Over the next three months, HCAI will provide additional seminars and webcasts in conjunction with health care association events.

How Is HCAI Working?

- In April, which was the first month after all insurers adopted HCAI:
 - Over 47,000 forms were processed without incident
 - Over 8,600 active users participated
 - Over \$12 million in invoices was approved
- In May, during which almost 1,000 HCFs used HCAI electronically:
 - 47,000 forms were processed without incident
 - More than 10,000 active users participated
 - Nearly \$24 million in invoices was approved

What's Next?

Provider Hourly Rate Calculations

To assist in calculating treatment fees, HCAI was updated on May 31, 2010 to enable HCFs to program default hourly rates for health care providers.

- HCFs will no longer need to do manual calculations for the purpose of proposing intervention costs.
- Insurers will be able to see the hourly rate used by a given provider.

Go to [HCAIinfo](#) for details about this new feature, which will be of great interest to those HCFs who previously used templates for calculating provider information to simplify paper submissions.

Harmonized Sales Tax (HST)

As of July 1, 2010, HCAI will calculate the new HST. [HCAIinfo](#) provides information for processing the HST.

- For information about how to apply the HST, please access FSCO Bulletin Number A-05/10, at http://www.fSCO.gov.on.ca/english/pubs/bulletins/autobulletins/2010/a-05_10.asp.

What's New?

Throughout the summer, watch for a series of HCAI Updates with timely messages – also included in a new video format – as the September 1, 2010 deadline for auto reforms approaches.

Please continue to visit www.hcaiinfo.ca for current information regarding the reintroduction of HCAI in 2010.

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