

Using the Data Entry Centre

To: Health Care Facility Management

Date: October 29, 2010

Why process paper when the electronic alternative works so well?

Any health care business that used the HCAI Data Entry Centre in 2008 will remember the procedure was fraught with errors, frustration and delays in processing Ontario Claim Forms (OCFs).

To ensure that the 2010 version of the HCAI Data Entry Centre (DEC) would work, representatives of the Ontario Health Care Coalition and the Alliance of Community Medical and Rehabilitation Providers participated in testing. Karen Rucas and Justine Hamilton volunteered to test - not only because they had previously used the 2008 version of the DEC - but also because both have good insight into the injury claims process.

The DEC test process on February 14, 2010 took paper-based OCFs that had previously been accepted and processed by insurers. Our plan was to process these forms to provide a benchmark for what should be expected when the DEC is re-introduced as a processing alternative to the online HCAI web application.

Our expectations of this test:

1. Previously processed forms would pass through the test cycle and become electronic forms.
2. Any errors would be a result of processing errors at the DEC.

What did we discover?

The DEC processes themselves did not result in errors.

1. We found 100% of errors generated were a result of OCFs not being completed fully or correctly in accordance with the HCAI 2010 Rollout Guideline issued by the Financial Services Commission of Ontario (FSCO).
 - a. If you want to review the validation rules for the OCFs that are processed via HCAI, go to the [HCAI September 2010 Guideline](#) and scroll to Appendix 3 (at the end of the Guideline).
2. After correcting the OCFs to comply with the validation rules for each data field containing an error, the forms were successfully processed by the DEC.

Why are we writing you?

We want to address the misconception that submitting OCF information via paper is easier and less costly than using an electronic alternative. At this point in time, there are still about 3,000 health care businesses that need to enroll with HCAI before the end of 2010. Before enrolling, you will need to determine whether you will use the online web application, an integrated Practice Management System or the DEC.

What we know

1. To complete an OCF successfully, health care businesses must invest a significant amount of time to ensure they understand the HCAI September 2010 Guideline and the corresponding validation rules for completing OCFs.
2. The DEC error correction process is time consuming and consists of several steps, including:
 - a. Receiving the error report (within 2 business days after you first fax your OCF to the DEC).
 - b. Analyzing the error and determining the correct data.
 - c. Writing the correction(s) on the error report.
 - d. Faxing/mailing the error report back to the DEC.

Where can you learn more?

One of the best resources available for understanding the business rules and the process for completing OCFs is to review the eLearning videos as found at www.hcaiinfo.ca.

Please carefully consider this information before deciding whether you will use the online web application, an integrated Practice Management System or the DEC to submit OCF information via HCAI to insurers.

Common Errors Tracked in Early DEC Users

The errors that prevented successful transmission of OCFs via the DEC were primarily related to coding, incomplete fields and fields that were completed when not authorized to be completed. The following is a detailed list of errors found with pilot facilities:

- Missing codes
- Injury
- PAF block codes for invoices
- Session codes
- Goods and services
- Incomplete fields (OCF18 - tick box not completed)
- Entered explanation when not required (OCF18 - ticked No, but provided explanation)
- Goods & Services not completing all fields such as quantity, total account
- Often seemed to be an expectation that the DEC would fill in the blanks
- Total count field not completed
- Missing 2nd page of invoice, so totals are incorrect
- No area code provided on phone number
- No policy holder last name
- Font in some cases is size 8, different size font used on forms (forms are typed - not hand written)
- Issue may be related to fillable forms
- Sending to Independent adjusters
- Wrong measures used (GD used where should be PR or HR)
- Incorrect total count
- Much confusion around quantity and total count fields (User Manuals are being updated with clearer instructions)
- OCF21A G/S reference field filled in with month instead of goods and services reference number
- Duplicates are being sent

Other items noted:

- Access to Internet is a huge advantage for HCAI DEC Facilities – even if a facility does not use internet in the office, it is possible to download training resources using a home/library connection
- Facilities appear not to be in tune with changes associated with reforms (again – perhaps an internet access issue?) .

If you have any questions, you can contact your health professional association or HCAI Provider Support at providersupport@hcaiinfo.ca.