

# HCAI Update

To: HCAI Business Leads  
Cc: Health Care Facilities, PMS Vendors  
Date: March 11, 2010

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**As outlined in the March 8, 2010 HCAI update, the HCAI rollout process has begun. For clarity, please forward this note to all who are part of your HCAI operations team.**

As of the end of February 2010, there are over 5,300 active users in the HCAI system who have processed over 14,000 forms and adjudicated over 9,300 forms successfully.

The rollout schedule for HCAI is fixed and, as previously communicated, is focused on managing change in small increments to ensure all parties have a positive experience.

On March 31, 2010 all insurers will have completed adoption.

Health Care Facilities (HCFs) that have voluntarily joined the pilot will remain on HCAI. All other HCFs will be assigned an adoption date. This means no insurer may request that a HCF adopt HCAI outside of the schedule published by the Financial Services Commission of Ontario (FSCO), which is located on the FSCO website. The established rollout process follows a controlled adoption process that yields a quick lift in transaction volume so that the majority of insurer transactions are within HCAI, thereby minimizing the impact of dual processes during the rollout.

The Health Care Facility rollout is based on the following three groups:

- Initial 500 HCFs — expected to adopt April 19 – May 30, 2010
- Next 1,500 HCFs — expected to adopt June 1 – August 31, 2010
- Remaining HCFs — expected to adopt September 1 – November 30, 2010

The initial 500 HCFs have been contacted. If your facility has not yet been contacted, you are not part of the first group. A list of the HCFs and corresponding effective dates is posted on the HCAI website at:

[http://www.hcaiinfo.ca/Health\\_Care\\_Facility\\_Provider/HCAI\\_Full\\_Rollout\\_Schedule.asp](http://www.hcaiinfo.ca/Health_Care_Facility_Provider/HCAI_Full_Rollout_Schedule.asp).

A mailing to inform the second adoption group is scheduled for later this month. If a HCF is not contacted and does not appear on the first or second list of names in the HCAI Participant List published on the FSCO website, that facility should assume they are part of the 3rd and final adoption group.

For insurers, you should use the HCAI Participant List located on the FSCO website (also linked to on [www.hcaiinfo.ca](http://www.hcaiinfo.ca)) to determine who is submitting HCAI forms electronically. Processes should be in place to ensure only those that are on the list are expected to submit HCAI information electronically.

For HCFs, you should prepare for HCAI by ensuring your registration forms are processed. If your facility is using an integrated solution, you must ensure your PMS vendor is aware of your activation date.

For PMS vendors, you can track which facilities are being activated by reviewing the HCAI Participant list on the FSCO website. To identify effective dates for HCFs, PMS vendors can also use the following HCAI information website link:

[http://www.hcaiinfo.ca/Health\\_Care\\_Facility\\_Provider/HCAI\\_Full\\_Rollout\\_Schedule.asp](http://www.hcaiinfo.ca/Health_Care_Facility_Provider/HCAI_Full_Rollout_Schedule.asp)

Copies of this note are being shared with the Health Care Facilities and PMS Vendors to ensure alignment of expectations around who will be active on HCAI and when that activation will occur.

### **HCAI Insurer Support**