

HCAI Becomes Mandatory on February 1, 2011

ALL Ontario Health Care Facilities Must Use HCAI to Submit Ontario Claims Forms Directly to Insurers.

The Financial Services Commission of Ontario (FSCO) recently updated its website (<http://www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp>) stating that, effective on February 1, 2011, the following applies:

Every health care facility and health care provider that practices in Ontario and mails or otherwise delivers, on or after February 1, 2011, any document to which the Health Claims for Auto Insurance September 2010 Guideline – Superintendent’s Guideline No. 07/10 applies, is a Participating Provider.

This means that effective February 1, 2011, every Ontario health care facility (business/clinic/practice) and associated health care provider that submits OCF-18s, -21s and -23s directly to insurers is required to use HCAI to transmit these OCFs. Any OCF-18, -21 or -23 that is mailed or otherwise delivered by health care facilities to insurers directly will be deemed “not received”.

Subsection 64 (7) 4 of the Statutory Accident Benefits Schedule – Effective September 1, 2010 states: “A document [i.e., OCF-18, -21, -23]...shall be deemed not to have been received by the insurer to whom it is addressed, if it is delivered to the insurer otherwise than as specified in the Guideline.” O. Reg. 34/10, s. 64(7).

With the completion of the 2010 rollout of HCAI to health care facilities that were part of the 2008 deployment, HCAI has processed over 1.2 million forms and is now used by more than 18,000 individuals working within over 5,600 named health care facilities and 127 insurers.

What Does This Mean for Health Care Facilities that are Not Yet Enrolled with HCAI?

- Effective February 1, 2011, insurers will not need to process or respond to OCF-18s, -21s and -23s from Ontario health care facilities unless they are submitted through HCAI.
 - See below for details about how to submit forms if your facility chooses not to enrol.
- Health care facilities that have not enrolled with HCAI should do so as soon as possible.
- Instructions on how a facility can enrol and work within the HCAI system are located at: http://www.hcaiinfo.ca/Health_Care_Facility_Provider/index.asp.

How Can a Health Care Facility Enrol?

1. First, decide how your facility will interface with HCAI. There are three options:
 - a. the online web application;
 - b. your practice management software (PMS) system;
 - c. the HCAI Data Entry Centre (DEC).
 - i. If you select the DEC, **ALL** OCF-18s, -21s and -23s must be delivered either by fax or mail to the DEC.
2. To learn more about the three options listed above, and to learn how to enrol, visit the HCAI information (HCAIinfo) website:
http://www.hcaiinfo.ca/Health_Care_Facility_Provider/index.asp.

Once a Health Care Facility is Enrolled with HCAI, Which Forms Must be Sent Through HCAI?

- On and after February 1, 2011, **ALL** OCF-18s, -21s and -23s must be delivered to insurers through HCAI. This applies:
 - to OCFs concerning existing patients and new patients;
 - regardless of whether the date of loss was before or after your facility started using HCAI;
 - to new invoices for treatment/assessment plans originally submitted by fax/mail.
 - Once a facility is enrolled with HCAI, the invoice must be submitted to the insurer through HCAI.

Can a Health Care Facility Choose Not to Use HCAI?

- If a health care facility chooses not to use HCAI, the facility must give the completed OCF-18s, -21s and -23s to the claimant (patient), who can then submit them to the insurer directly herself or himself (without having to use HCAI).
- When claimants submit OCFs to insurers, responses and reimbursement of expenses may be issued to the claimant.
 - Health care facilities may wish to examine their business processes to ensure the claimant understands her/his obligation to reimburse the facility for treatment services received.

Questions?

Go to the HCAIinfo website at www.hcaiinfo.ca and click on the *Health Care Facility/Provider* portal. Useful information is accessible from the following web pages:

- *New to HCAI* (figure 1),
http://www.hcaiinfo.ca/Health_Care_Facility_Provider/New_to_hcai.asp
- *Enrolment* (figure 2),
http://www.hcaiinfo.ca/Health_Care_Facility_Provider/Web_Access/Facility_Mgmt/enrolment.asp
- *Frequently Asked Questions/FAQs* (figure 3),
http://www.hcaiinfo.ca/Health_Care_Facility_Provider/Faqs.asp

Figure 1

The screenshot shows the HCAI website interface. At the top left is the HCAI logo with the tagline "Health Claims for Auto Insurance". To the right is the header "Health Care Facility/ Provider" and "HCAI Information Resource Site". Below the header is a navigation bar with links for "Insurers", "Media/Public", "PMS", "HCAI Logon", and a search box. A secondary navigation bar contains "Facility Home", "Web", "PMS", "DEC", "Troubleshooting", and "New to HCAI", with the latter highlighted by a green circle and an arrow. A left sidebar lists "Popular Links" such as "Enrolment", "Web Access Enrolment", "PMS Access Enrolment", "DEC Access Enrolment", "Current Communication", "Coding", "Events Calendar", "Privacy", "Expert User Library", "FSCO Participant List", "FSCO Guidelines & Regulations", "Professional Associations Links", "Prof Assn Events & Updates", and "Frequently Asked Questions (FAQs)". The main content area features a "HCAI Videos & Related Information" section with a film reel icon and a list of links: "Learn to Use HCAIin", "Did You Know?", "HCAI Newsletter", and "Need Help? Contact Us". Below this is a "What is HCAI?" section, followed by "Accessing HCAI" which lists "Web Access", "PMS Access", and "Data Entry Centre Access". A "How is HCAI Working Today?" section shows a "Well" status on a performance meter. A "Troubleshooting" section provides a link for help. The footer contains a disclaimer, privacy policy, site map, and contact information, along with the copyright notice "© 2011 HCAIInfo.ca. All rights reserved."

Figure 2

The screenshot shows the HCAI website interface for Health Care Facility/Provider. The main navigation bar includes links for Facility Home, Web, PMS, DEC, Troubleshooting, and New to HCAI. A search bar is located on the right. The left sidebar contains a 'Popular Links' section with a dropdown menu for 'Working with OCFs'. The 'Enrolment' link in this dropdown is circled in red. The main content area is titled 'Enrolment' and contains the following sections:

- HCAI is Mandatory:** Effective February 1, 2011, every Ontario health care facility (and every associated health care provider) that directly submits OCF-18s, -21s and -23s to insurers in Ontario must do so only through HCAI. If you are not enrolled with HCAI, OCFs faxed or otherwise delivered to insurers will be deemed not received.
- Enrolling with HCAI:** Enrolling with HCAI is easy. [Click here](#) for more information.
- Enrolment Forms:**
 - [HCAI Terms and Conditions Form \(PDF\)](#)
 - [Sample Facility Enrolment Form \(PDF\)](#)
 - [Dependent Provider Form \(DOC\)](#)
 - [Affiliated Provider Form \(DOC\)](#)
- HCAI Full Rollout:** For more information about HCAI's rollout, [click here](#).
- Enrolment FAQs:** For more information about enrolment, [click here](#) to review the enrolment FAQs page.

The footer contains links for Disclaimer, Privacy, Site Map, Health Care Provider Links, Contact Us, and a copyright notice for 2011 HCAIInfo.ca.

Figure 3

The screenshot shows the HCAI website interface for Health Care Facility/Provider. The top navigation bar includes 'Insurers', 'Media/Public', 'PMS', 'HCAI Logon', and a search box. Below this is a secondary navigation bar with 'Facility Home', 'Web', 'PMS', 'DEC', 'Troubleshooting', and 'New to HCAI'. The 'New to HCAI' dropdown menu is open, showing 'Enrolment', 'First Time User', 'Learn to use HCAInfo', and 'FAQs'. The 'FAQs' link is circled in red, with a red arrow pointing to it from the 'Frequently Asked Questions' section. The 'Frequently Asked Questions' section lists links for 'Enrolment', 'Troubleshooting', 'Password', 'Facility Management', and 'Working with OCFs'. On the left, the 'Popular Links' sidebar contains numerous links, with 'Frequently Asked Questions (FAQs)' circled in red and a red arrow pointing to it from the right.