

HCAI Update

To: All insurers licensed to write auto insurance in Ontario
Attention: CEOs/Vice-Presidents of Claims/Chief Technology Officers
Date: November 2, 2009

HCAI Voluntary Pilot Launched Successfully

On September 28, 2009, HCAI pilot was successfully re-launched. Two insurers, Gore Mutual and State Farm Mutual Auto, and nine health care facilities (hereafter referred to as facilities) began their participation in this voluntary pilot phase. We are pleased to report that no processing issues have arisen after five weeks of active participation by the pilot group.

Re-implementation of HCAI continues as initially communicated. Decisions about enrolling more facilities and insurers will be made on an ongoing basis using evidence-based decision-making to ensure a positive outcome.

Based on the success of the first five weeks of experience, the voluntary pilot base will be expanding. By the end of November, 2009, a total of 11 insurers, representing more than 25% of the Ontario automobile insurance market, will be participating. In addition, the number of participating facilities increased to 87 as of the end of October, with a further 56 confirmed to begin participation during November.

The voluntary adoption process is on target and all evidence suggests that the HCAI system is working as intended.

Current Status of the Voluntary Pilot

- At the end of October 2009, 87 facilities were participating.
- Aviva Group of Companies and Dominion of Canada Group of Companies will join the pilot on November 23, 2009.
- Another 56 facilities are confirmed to join the pilot during November, 2009.
- While November is now closed to new participants, insurers and facilities are encouraged to volunteer to join HCAI in December, January or February.
- One practice management software (PMS) vendor is fully integrated with HCAI and is active in the pilot.
- To view the official list of participants, visit FSCO's website at www.fSCO.gov.on.ca/english/insurance/auto/hcai.asp.

What We've Learned So Far

Based on experience with the voluntary pilot, the following three facts are clear:

1. The new performance-based HCAI system has been operating well and is able to process large batches of claim-claimant information with remarkable speed. As the load is increased, performance indicators reveal that the system continues to perform as expected.
2. Many insurers, and some facilities, have made technological changes since March, 2008. Depending on their size, organizations may wish to establish a project team that includes both business and technical staff having specialized knowledge. We encourage all insurers who will be using integration to adopt early. Likewise, facilities that use PMS may also wish to enrol early.
3. The www.hcaiinfo.ca website has proven to be an effective communication and training vehicle. Feedback from all sources continues to be positive.

PMS Developers

To ensure that all facilities have the opportunity to integrate with HCAI using their current PMS, an information session was held October 28, 2009. Facilities are urged to discuss their integrated HCAI expectations with their PMS vendor or internal developer. PMS integration will simplify patient management by requiring the facility to enter patient data only once with the PMS system interacting with HCAI. This will eliminate the need for the facilities to re-enter patient information manually via HCAI's web application.

For facilities that remain paper users, the Data Entry Centre (DEC) will be made available in 2010. More information will be provided about the DEC alternative in the New Year.

How to Enrol

For information on how to register for HCAI, health care facilities should refer to www.hcaiinfo.ca.

1. Enter the portal for “Health Care Facility/Providers.”
2. Click on “Enrolment” in the blue bar at the top of the page.

If you have questions about enrolment, refer to the FAQs on the website or email facilityenrolment@hcaiinfo.ca.

At this time, insurers are invited to join the pilot or to pre-register for enrolment in March 2010 by completing the re-enrolment forms located at www.hcaiinfo.ca. The forms can be accessed by clicking on the Manager/IT Professional tab in the “Insurers” portal and entering the compliance and enrolment section of the website. If you have questions concerning re-enrolment, the website offers FAQs specific to completing the form as well as e-learning videos about how to prepare your IT environment prior to going live.

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