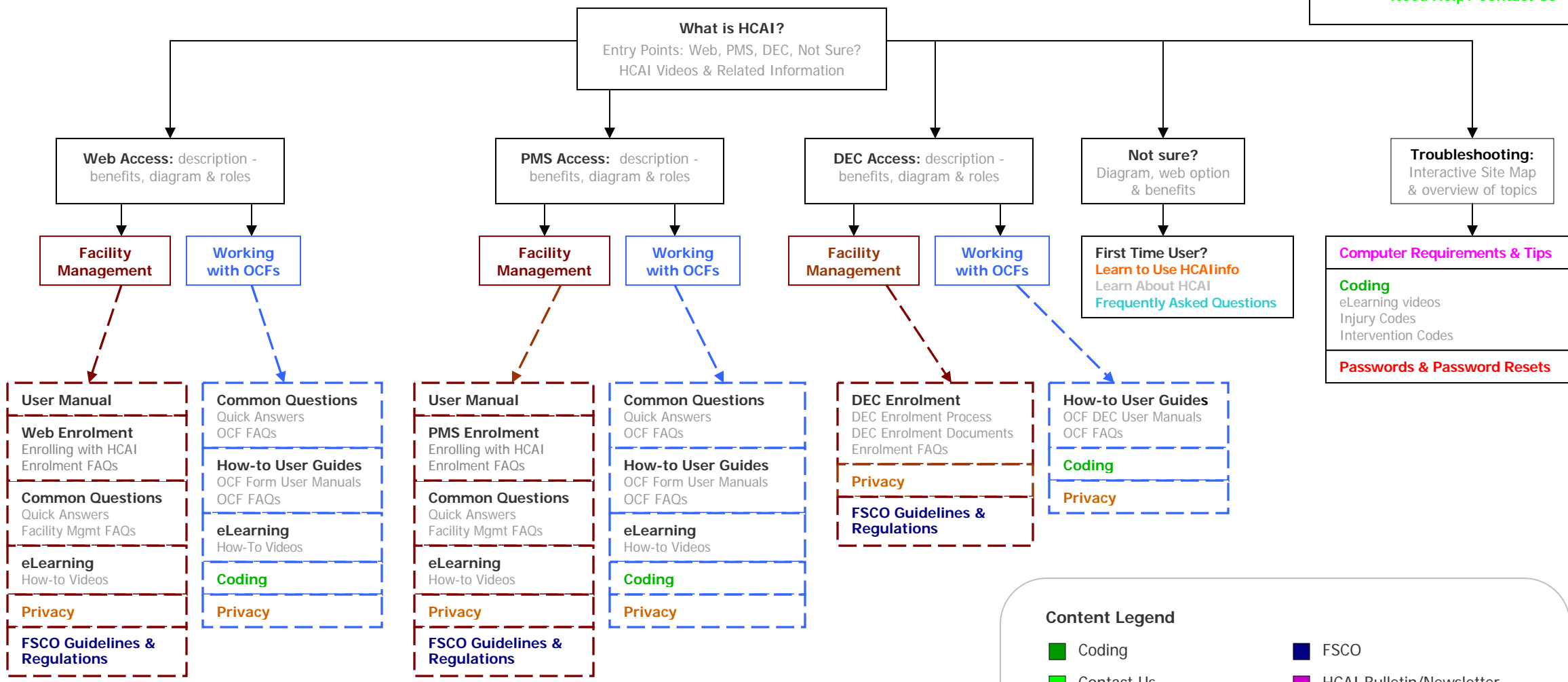


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Learn to Use HCAIinfo
Did You Know?
Passwords & Password Resets
Need Help? Contact Us



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Coding

When the resources available at the HCAIinfo website are not able to provide the desired level of assistance, the HCAI team is unfortunately unable to provide additional support.

For further assistance with coding beyond that offered at HCAIinfo, all requests should be directed toward the HCAI user's relevant health professional association.

Enrolment

For health care facility enrolment support, inquiries should be directed to:

facilityenrolment@hcaiinfo.ca

Responses are typically provided to inquiries within 48 hours.

Enrolment questions can also be directed to the HCAI enrolment support line at:

416.644.3110

Practice Management Software/System (PMS)

For support using the PMS application, HCAI users should contact their PMS vendor.

If the issue is related to HCAI, requests for assistance should be directed to:

pmsvendorsupport@hcaiinfo.ca

Responses are typically provided to inquiries within 48 hours.

Data Entry Centre (DEC)

Questions or inquiries about using the HCAI Data Entry Centre (DEC) for the transmission of OCFs to insurers, inquiries should be directed to:

1.866.348.9133

The DEC's mailing address is:

HCAI Processing - Data Entry Centre
P.O. Box 254
Orangeville, ON L9W 3Z5

Insurer Support

Questions or inquiries about using HCAI should be directed to:

insurersupport@hcaiinfo.ca

Responses are typically provided to inquiries within 48 hours.

Questions may also be directed to HCAI Insurer Support at:

416.644.3110

HCAI Insurer Users

If experiencing trouble getting answers to questions, the following help "checklist" may aid in receiving the assistance required:

- **Research:** Users should thoroughly review this website and the training material provided. The [Insurer User Manual](#) is the most comprehensive document when it comes to actions within the HCAI system.
- **Discuss with your Buddy:** Many people have been paired up with a buddy for reviewing worklists. Engage him/her also to discuss tasks for which you need assistance.
- **Escalate to internal HCAI Lead:** Each Insurer representative, HCAI Trainer or Manager has been trained by our Senior Business Advisor and should be able to answer HCAI questions directly.
- **System Performance:** If the HCAI system is slow, not performing as expected or unavailable, go to www.hcaiinfo.ca to check if the system is experiencing performance issues. If no issues are identified and it is confirmed that the problem is not with the insurer system, report the issue by logging a ticket with the HCAI Helpdesk.
- **Passwords:** Password resets can be done directly from the HCAI web application if the User has a valid email attached to their HCAI User Profile. If not email is attached, the Insurer's User Administrator should be contacted to have the password re-set—once reset, a new password will be emailed from the HCAI system to the User's email address on record.

HCAI Health Care Facility Users

If you are having trouble getting answers to your questions, the following may aid you in getting the help you need:

- **How-to Questions:** HCAIinfo's FAQ & eLearning video sections have been are frequently updated and are designed to reflect our Users' most commonly asked questions.
 - Most "How to" questions can be addressed using this website or, if you can't locate the answers, contact your health professional association.
 - If you don't belong to an association, you can email a question to providersupport@hcaiinfo.ca
- **Passwords:** Password resets can be done directly from the HCAI web application if the User has a valid email attached to their HCAI User Profile – [click here](#) to learn how.
- **Alternately,** Password resets can be done internally, at the facility, by a User who has "User Administration" role.
 - Ensure staff know who the User Administrator is in the facility so passwords can be reset internally.
 - If you are the User Administrator and require assistance in resetting a User's password, go the [Password & Password Resets page](#) at www.hcaiinfo.ca for comprehensive information.
 - If you are the User Administrator and cannot password reset you own password, please send an email to facilityenrolment@hcaiinfo.ca.