

# HCAI Update

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## In the Know with HCAI

In the upcoming weeks, there are two significant developments the HCAI community should be aware of:

### 1. New HCAI Guidelines

The Financial Services Commission of Ontario (FSCO) has released the new [Health Claims for Auto Insurance \(HCAI\) December 2011 Guideline](#). This new Guideline replaces the previous September 2010 Guideline and is effective December 1, 2011.

The new Guideline focuses on billing procedures, in particular:

- Frequency of invoicing
- Completion of invoices
- Duplicate invoices
- Non-approved goods and services
- Record keeping

### 2. Release 3.5 coming November 28<sup>th</sup>

As mentioned in previous bulletins, HCAI will promote Release 3.5 into the production environment on November 28, 2011. This release contains significant improvements to the HCAI web application and will benefit our user community. [Click here](#) for more details.

Please be advised that the HCAI system will be unavailable from **12:01 a.m. Saturday, November 26, 2011 to 11:59 p.m. Sunday, November 27, 2011** for the implementation this release. The HCAI System Status Indicator will show red during this time and will move to green once the system is available.

For up-to-date information concerning the system outage, please go to [www.hcaiinfo.ca](http://www.hcaiinfo.ca) and review the Maintenance and Updates section.

#### HCAI Operations

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