



Health Claims for Auto Insurance

INSURER USER MANUAL

Chapter 3

Sign-in to HCAI

June 2014

OVERVIEW

This chapter describes the Sign-in process for HCAI.

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To gain access to the HCAI application, you must sign in by entering a User Name and password in the fields provided.

HCAI
Health Claims for Auto Insurance

HCAI Sign-In

HCAI R3.11 Te

Health Claims for Auto Insurance (HCAI) is an electronic system for transmitting auto insurance claim forms between insurers and health facilities in Ontario.

User Name:

Password: **SIGN-IN**

[Forgot your Password?](#)
[Forgot your User Name?](#)
[Password/User Name help](#)

Questions about HCAI?

- ▶ Need to know more about HCAI? [Visit HCAI info.](#)
- ▶ Does HCAI apply to my health care business? [Find out now.](#)
- ▶ What are the [recommended computer requirements](#) for using HCAI?
- ▶ First time submitting OCFs to insurers? [Begin enrolling.](#)

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If you have entered your User Name or password incorrectly, an error message appears on screen.

HCAI
Health Claims for Auto Insurance

HCAI Sign-In

HCAI R3.11 Test Environment

Health Claims for Auto Insurance (HCAI) is an electronic system for transmitting auto insurance claim forms between insurers and health care facilities in Ontario.

Please enter a password.

User Name:

Password:

SIGN-IN

[Forgot your Password?](#)
[Forgot your User Name?](#)
[Password/User Name help](#)

Questions about HCAI?

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Signing in for the First Time

Upon successfully signing in for the first time (or after an Administrator resets your password) you are redirected to the HCAI *Sign-in* screen, where you will enter your User Name & temporary password.

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Change Password

NOTE: All passwords must follow the following rules:

- Passwords must contain at least 6 characters
- Passwords must satisfy 3 out of the 4 following sub-rules

1. Contain at least one uppercase character
2. Contain at least one lowercase character
3. Contain at least one numeral
4. Contain at least one symbol (characters that are not defined as letters or numerals, such as @, !, # and so on)

Your temporary password must be changed. Please select a new password.

Old Password:

New Password:

Confirm New Password:

SUBMIT CANCEL

Welcome to the HCAI application for automotive insurance health claims.

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Enter “Old Password”, then enter and confirm the new password in the “New Password” and “Confirm New Password” fields, then press the **SUBMIT** button. To cancel your entry and exit the form without any changes click on the **CANCEL** button at the bottom of screen.

If you forget your password, click on the <Forgot your password> text-link on the *HCAI Sign-In* screen. This opens a new screen where you are instructed on how to recover a lost password.

General password rules

Passwords must contain at least six characters.

Passwords must contain characters from three of the following four groups:

- uppercase characters;
- lowercase characters;
- numerals; and
- symbols (characters that are not defined as letters or numerals -- #, @, ! and so on).

Passwords must not contain the User’s name, User Name, or either of these spelled backwards.

Passwords expire in 90 days, upon which the system will prompt the User to reset his or her password.

If the password and confirmation fields do not match, an error message notifies you and asks you to try again. If the password you have entered in the “New Password” field does not comply with the rules noted above, you receive an error message and are required to modify your password so that it meets the password rules.

Forgetting your Password / Suspended Password

If you forget your password, click on the <Forgot your password> text-link towards the bottom of the screen. This opens a new screen where you are provided with instructions about how to recover a lost password.

You are allowed five consecutive attempts at signing in to HCAI. After five consecutive attempts, if you have not entered the correct combination of User Name and password, as stored in the system, your account is suspended.

To remove your HCAI account from the suspended state, click on the <Forgot Your Password> text-link and follow the instructions to reset your password.

HCAI
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HCAI Sign-In HCAI R3.11 Te

Health Claims for Auto Insurance (HCAI) is an electronic system for transmitting auto insurance claim forms between insurers and health care facilities in Ontario.

User Name:

Password: **SIGN-IN**

[▶ Forgot your Password?](#)
[▶ Forgot your User Name](#)
[▶ Password/User Name help](#)

Questions about HCAI?

- ▶ Need to know more about HCAI? [Visit HCAIinfo.](#)
- ▶ Does HCAI apply to my health care business? [Find out now.](#)
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Changing Your Password

A User is required to change his/her password in the following cases:

- upon first time *Sign-in*;
- every 90 days;
- after the User has requested to reset his/her password using the <Forgot Your Password> text-link; and
- after an Administrator changes the User's password on his/her behalf.

A User is free to change his or her password at any time by clicking the <Change Password> text-link located in the bottom right corner of the screen.

KOH Global Re

PLANS INVOICES CLAIMS SEARCH MANAGE ? - User Manual

Search for Claim Number in All Forms ☒ Exact Match GO Advanced LOGOUT

WORK IN PROGRESS ADJUSTER RESPONSE **PENDING** Welcome, Rafaelo HCAI.

Filter by: KOH Global Re 2011/03/02

Pending (1 of 2)
The following items are pending.

Document #	Claim #	Claimant	OCF Type	Date Submitted	Days Left	Date Pended
09070900012	1998	Cruz	OCF18	2009/07/09		2009/07/14
09062900005	517	Ronaldo	OCF18	2009/06/29		2009/08/18
09090300002	12341234	Miller	OCF18	2009/09/03	-366	2009/09/08

View: 3 Items 1 2 Next >

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This brings up the *Change Password* screen.

HCAI
Health Claims for Auto Insurance

Change Password

NOTE: All passwords must follow the following rules:

- Passwords must contain at least 6 characters
- Passwords must satisfy 3 out of the 4 following sub-rules

1. Contain at least one uppercase character
2. Contain at least one lowercase character
3. Contain at least one numeral
4. Contain at least one symbol (characters that are not defined as letters or numerals, such as @, !, # and so on)

Old Password:

New Password:

Confirm New Password:

SUBMIT CANCEL

Welcome to the HCAI application for automotive insurance health claims.

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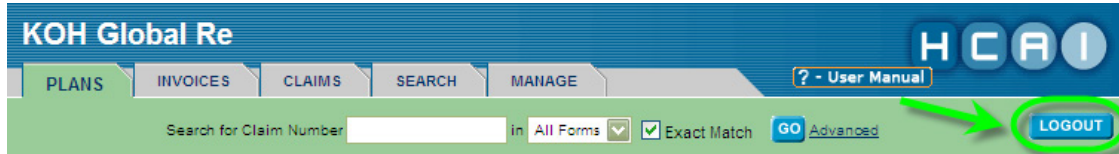
To change your password:

1. Enter your previous password into the “Old Password” field, then your new password into the “New Password” field.
2. Confirm your entry by retyping the new password in the “Confirm New Password” field.
3. Click the **SUBMIT** button to proceed or **CANCEL** to exit without changing the password.

If you are successful, the next screen is displayed. If you made an error entering your previous or new password, you are returned to the *Change Password* screen to try again.

Signing out of HCAI

You can sign out of the HCAI application by clicking the **LOGOUT** button at the top right hand corner of the Insurer home page.



When signing out of the system, you are returned to the *Sign-in* screen that displays a message above the User Name field confirming the successful sign-out.

