What's New? Release 3.36
November 30, 2026



Insurer Edition

Timeline for Changes

- HCAI System Release 3.36 goes live on **November 30, 2026**

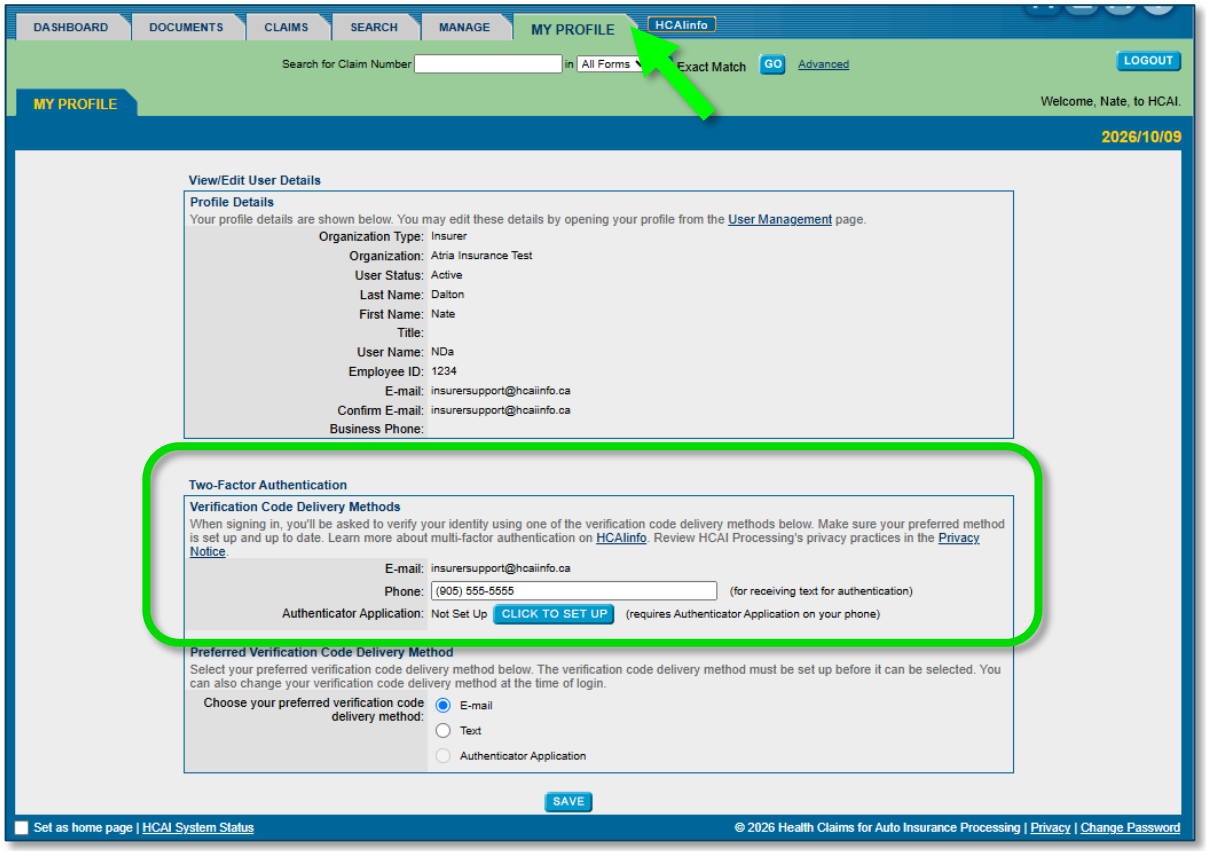
#1 New Verification Code Delivery Method

- HCAI uses two-factor authentication at login to help keep your user account secure. Today, 2FA verification codes can be delivered by email or text message.
- In Release 3.36, we're adding the option to use an **Authenticator Application** on your cell phone to receive your verification code.
- If you already use an Authenticator Application to access other systems, you can use the same application to make logging in to HCAI easy and secure.



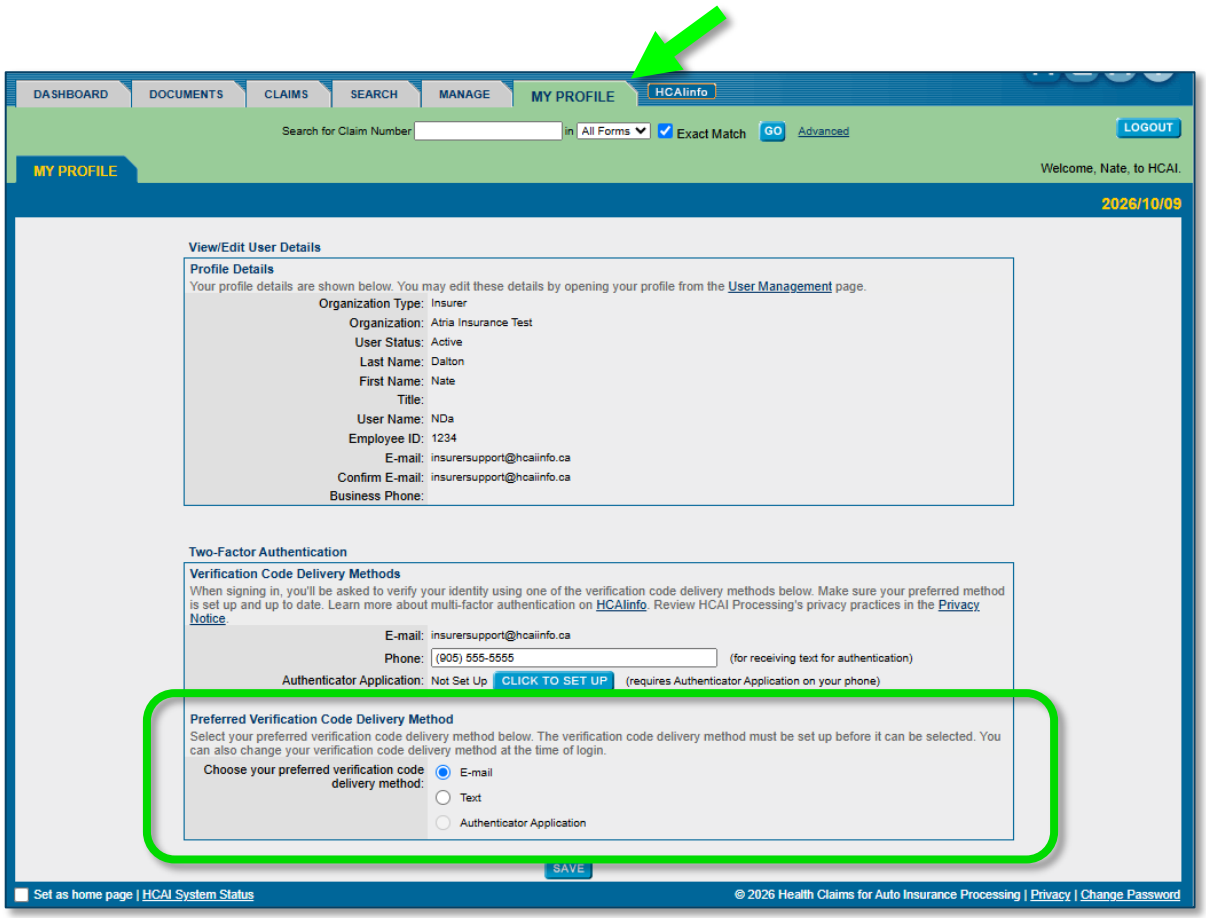
#1 New Verification Code Delivery Method

- You'll have the option to set up the new authentication method on the **My Profile tab**. Step-by-step instructions will be posted to HCAIinfo.
- All users are encouraged to set up at least two verification code delivery methods from the available options. Having a backup method can help prevent access issues if one method is unexpectedly unavailable.



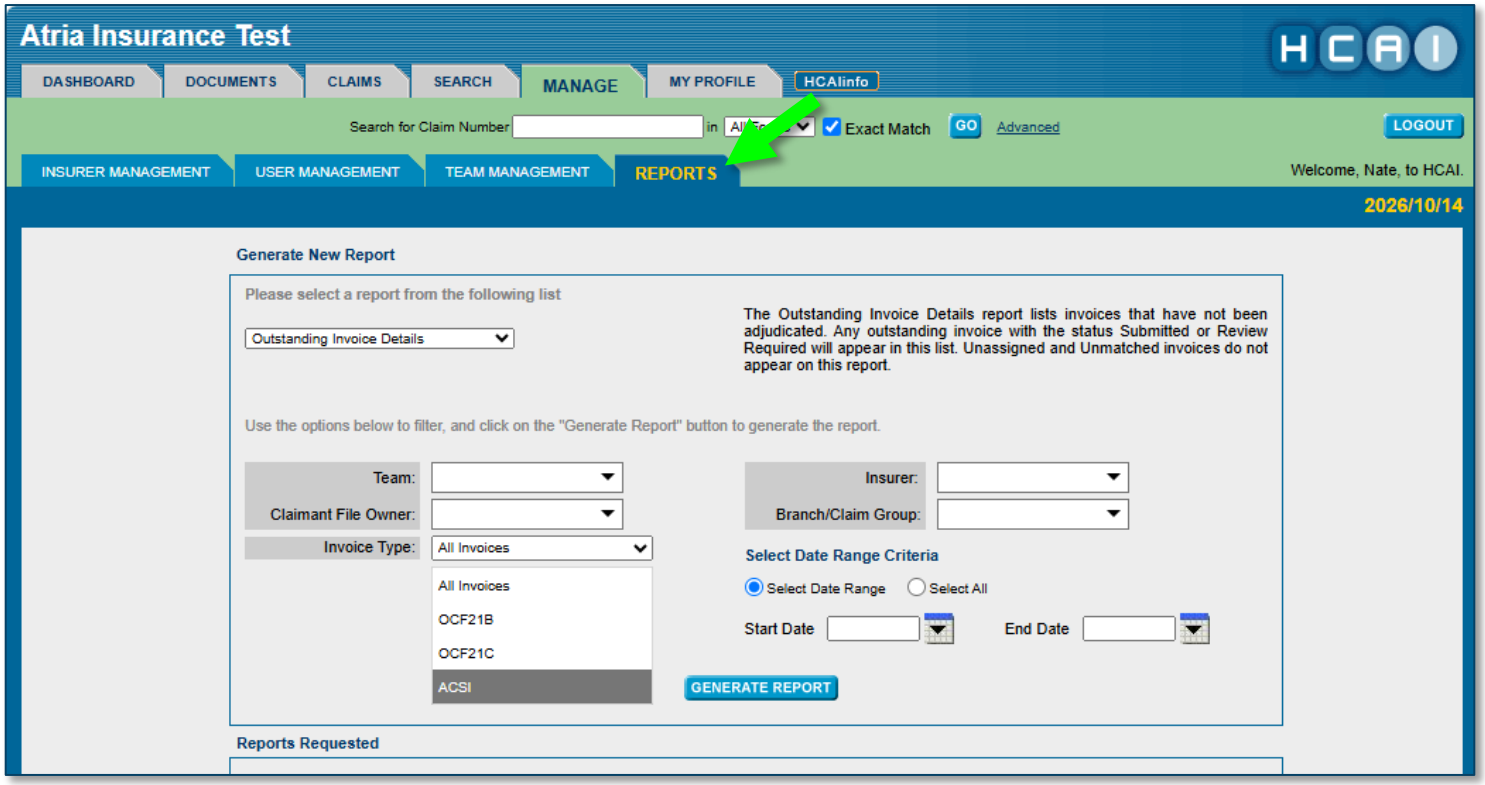
#1 New Verification Code Delivery Method

- Once set up, you can choose to use your authenticator application at login. Or, you can continue to use email or text message to receive your verification code if you prefer.
- You'll also have the ability to set your **preferred delivery method** directly on the My Profile tab. Next time you log in, the code will be delivered to your preferred method.
- Your preference can always be changed at login, if needed.



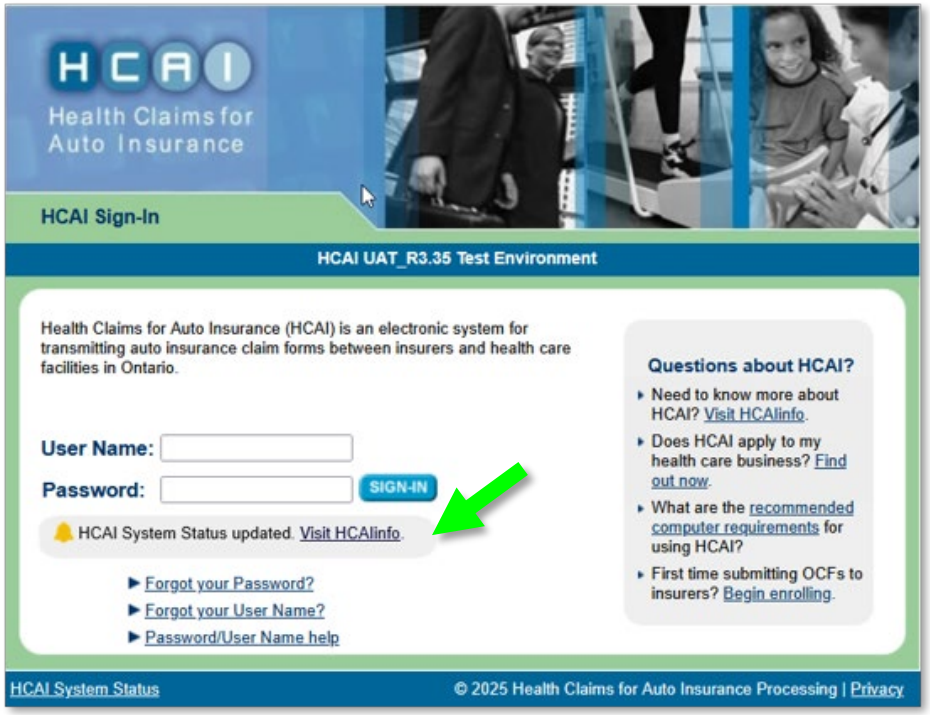
#2 ACSI Data Included in HCAI Web Reports

- We're adding the Attendant Care Services Invoice **to all HCAI web reports that include invoice data**. This will allow insurers to generate reports with data from every form available in HCAI.
- ACSI data will be available in the Monthly Financial Statement as well as the Claimant Summary, Outstanding Forms Summary, Submitted Forms by Facility, Plan & Invoice Summary, and Outstanding Invoice Details reports.



#3 New HCAI System Status Alert at Login

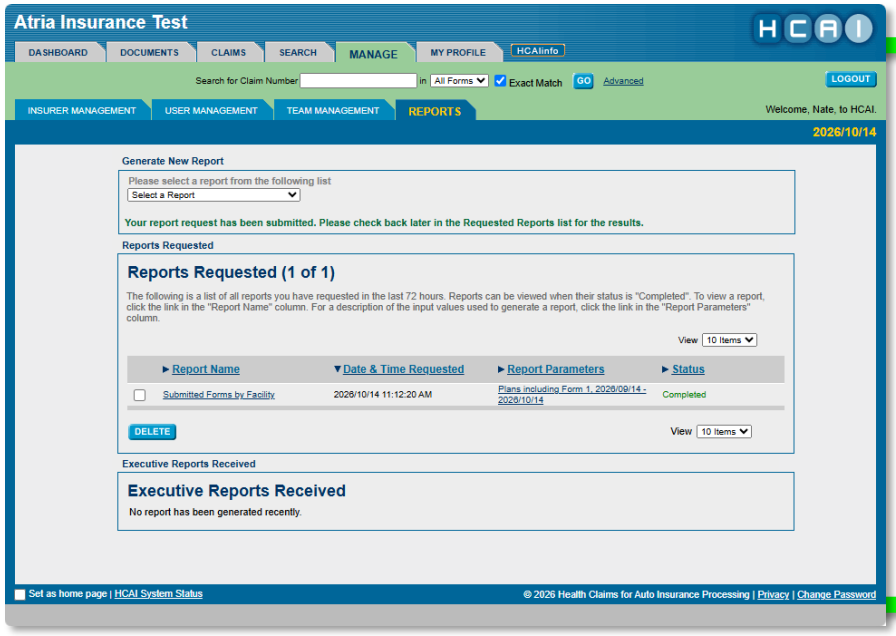
- We've developed **a new alert on the HCAI login page** to keep you informed of urgent information and system status updates.
- If we need to communicate important information to all users, the alert will display here to indicate the HCAI system status has changed. It will also include a link to HCAIinfo where you'll find more details.

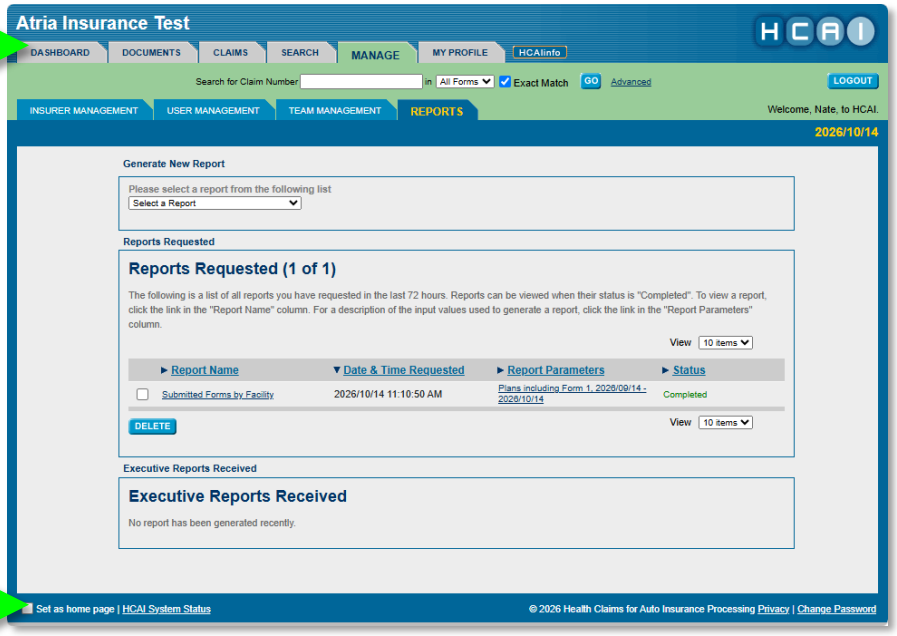


- Once the alert is no longer needed, we'll hide it from view. If you spot the icon, it's because we have something timely and significant to share.

#4 Page Redevelopment

- We're also redeveloping some more pages in the **new framework**, including the Claims and Claimants pages, Documents Search page, and Reports.
- The visible change is largely cosmetic and does not affect system behavior or your workflow — you may simply notice improvements like better alignment and spacing.
- If you've bookmarked these pages, update your saved links once the Release goes live.





Old Reports tab

Redeveloped Reports tab

What's Next?

- **Keep checking HCAIinfo**—HCAI's dedicated eLearning resource site—for more information about Release 3.36.