

What's New? Release 3.36

November 30, 2026



Health Care Facility 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.



HCAI
Health Claims for
Auto Insurance

Verification Code Delivery Method

To complete the login, the HCAI application will provide you with a verification code. Select below how you would like to receive this verification code.

Receive verification code via:

Email ☐ i****t@hcaiinfo.ca

Text† ☐ Phone: (XXX) XXX-5555

Authenticator Application ☒ Use verification code displayed on Authenticator Application

☒ Remember my preference

†Standard text messages rates may apply.

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#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 HCAInfo.
- 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.

The screenshot displays the HCAInfo web application interface for Orchard Rehabilitation Inc. The top navigation bar includes tabs for PLANS, INVOICES, SEARCH, MANAGE, MY PROFILE, and HCAInfo. A green arrow points to the HCAInfo tab. Below the navigation bar, there is a search field for Patient Last Name, a dropdown for All Forms, a checkbox for Exact Match, a GO button, and an Advanced link. A LOGOUT button is also present. The MY PROFILE tab is active, showing a welcome message for Emma, to HCAI, and the date 2026/10/13. The main content area is divided into two sections: View/Edit User Details and Two-Factor Authentication. The Two-Factor Authentication section is highlighted with a green rounded rectangle. It contains a sub-section for Verification Code Delivery Methods, which includes a form for setting up a new method. The form has fields for E-mail (facilitysupport@hcaiinfo.ca), Phone ((905) 555-5555), and Authenticator Application (Not Set Up). A button labeled CLICK TO SET UP is next to the Authenticator Application field. Below the form, there is a section for choosing a preferred verification code delivery method, with radio buttons for E-mail, Text, and Authenticator Application. The E-mail option is selected. At the bottom of the page, there is a footer with links for Set as home page, HCAI System Status, and copyright information for 2026 Health Claims for Auto Insurance Processing, along with links for Privacy and Change Password.

Orchard Rehabilitation Inc.

PLANS INVOICES SEARCH MANAGE MY PROFILE HCAInfo

Search for Patient Last Name in All Forms ☒ Exact Match GO Advanced LOGOUT

MY PROFILE Welcome, Emma, to HCAI. 2026/10/13

View/Edit User Details

Profile Details

Your profile details are shown below. You may edit these details by opening your profile from the [User Management](#) page.

Organization Type: Facility
Organization: Orchard Rehabilitation Inc.
User Status: Active
Last Name: Fox
First Name: Emma
Title:
User Name: Efo
Employee ID: 01
E-mail: facilitysupport@hcaiinfo.ca
Confirm E-mail: facilitysupport@hcaiinfo.ca
Business Phone:

Two-Factor Authentication

Verification Code Delivery Methods

When signing in, you'll be asked to verify your identity using one of the verification code delivery methods below. Make sure your preferred method is set up and up to date. Learn more about multi-factor authentication on [HCAInfo](#). Review HCAI Processing's privacy practices in the [Privacy Notice](#).

E-mail: facilitysupport@hcaiinfo.ca
Phone: (905) 555-5555 (for receiving text for authentication)
Authenticator Application: Not Set Up [CLICK TO SET UP](#) (requires Authenticator Application on your phone)

Select your preferred verification code delivery method below. The verification code delivery method must be set up before it can be selected. You can also change your verification code delivery method at the time of login.

Choose your preferred verification code delivery method:

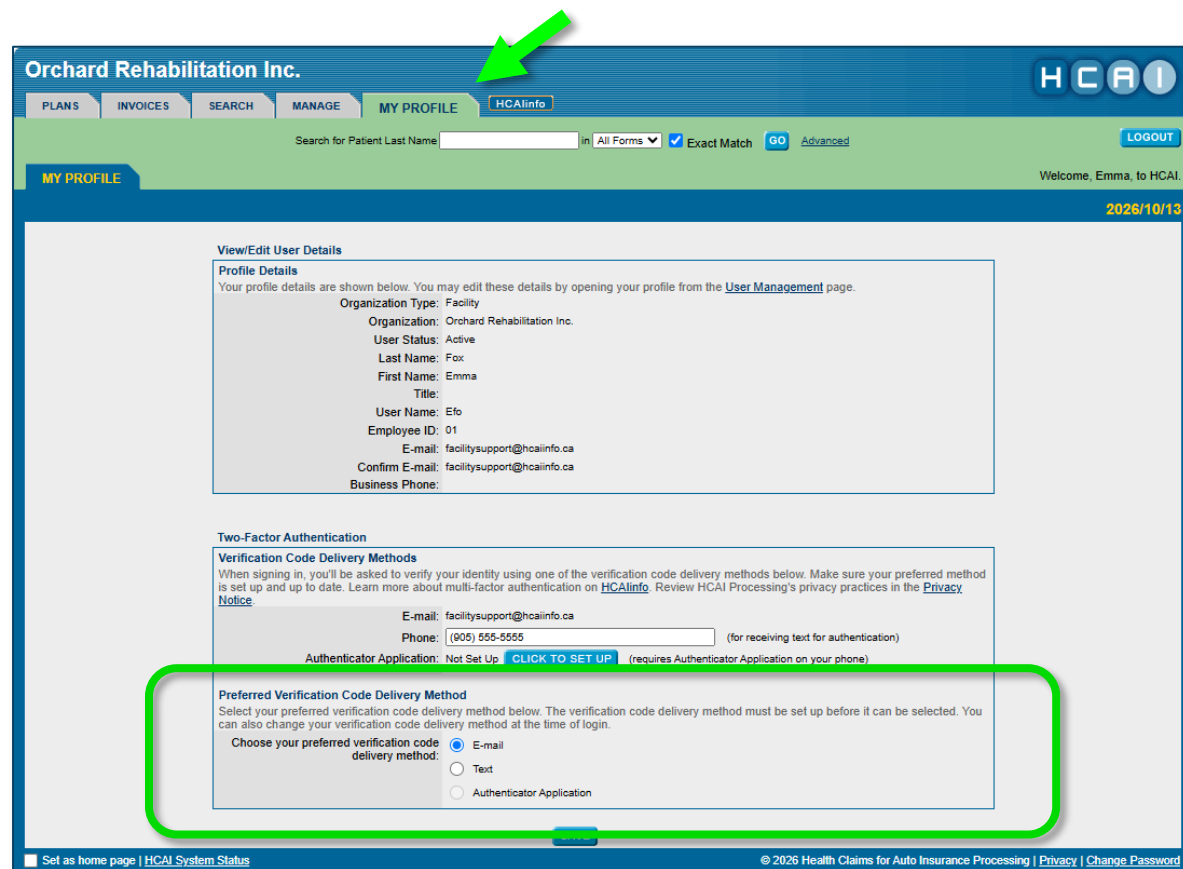
☒ E-mail
☐ Text
☐ Authenticator Application

SAVE

Set as home page | HCAI System Status © 2026 Health Claims for Auto Insurance Processing | Privacy | Change Password

#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.



Orchard Rehabilitation Inc.

PLANS INVOICES SEARCH MANAGE MY PROFILE HCAIinfo

Search for Patient Last Name in All Forms ☒ Exact Match GO Advanced LOGOUT

MY PROFILE Welcome, Emma, to HCAI 2026/10/13

View/Edit User Details

Profile Details
Your profile details are shown below. You may edit these details by opening your profile from the [User Management](#) page.

Organization Type: Facility
Organization: Orchard Rehabilitation Inc.
User Status: Active
Last Name: Fox
First Name: Emma
Title:
User Name: Efo
Employee ID: 01
E-mail: facilitysupport@hcaiinfo.ca
Confirm E-mail: facilitysupport@hcaiinfo.ca
Business Phone:

Two-Factor Authentication

Verification Code Delivery Methods
When signing in, you'll be asked to verify your identity using one of the verification code delivery methods below. Make sure your preferred method is set up and up to date. Learn more about multi-factor authentication on [HCAIinfo](#). Review HCAI Processing's privacy practices in the [Privacy Notice](#).

E-mail: facilitysupport@hcaiinfo.ca
Phone: (905) 555-5555 (for receiving text for authentication)
Authenticator Application: Not Set Up [CLICK TO SET UP](#) (requires Authenticator Application on your phone)

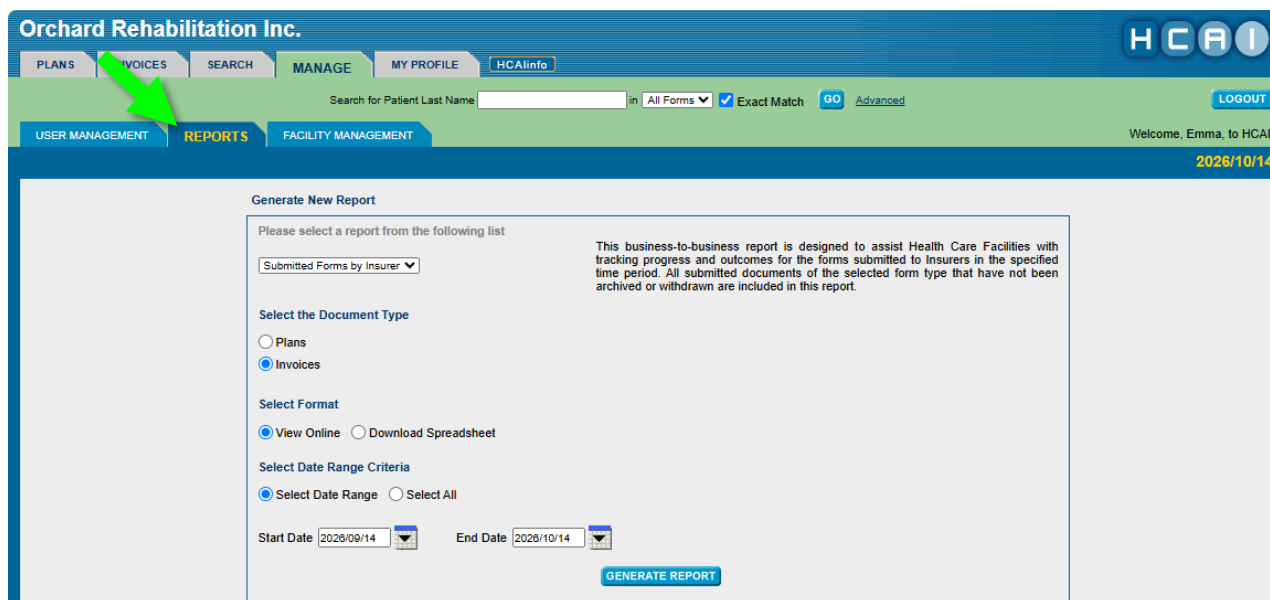
Preferred Verification Code Delivery Method
Select your preferred verification code delivery method below. The verification code delivery method must be set up before it can be selected. You can also change your verification code delivery method at the time of login.

Choose your preferred verification code delivery method:
☒ E-mail
☐ Text
☐ Authenticator Application

[Set as home page](#) | [HCAI System Status](#) © 2026 Health Claims for Auto Insurance Processing | [Privacy](#) | [Change Password](#)

#2 ACSI Data Included in HCAI Web Reports

- The Attendant Care Services Invoice (ACSI) continues to be available in HCAI to bill for approved services listed on the Form 1. Facilities are encouraged to use the form in HCAI and benefit from the electronic invoicing process.
- This release, 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 Facility Submitted Invoices and Submitted Forms by Insurer reports. Users with the Provider Report Viewer role can access these on the Manage tab > Reports subtab.



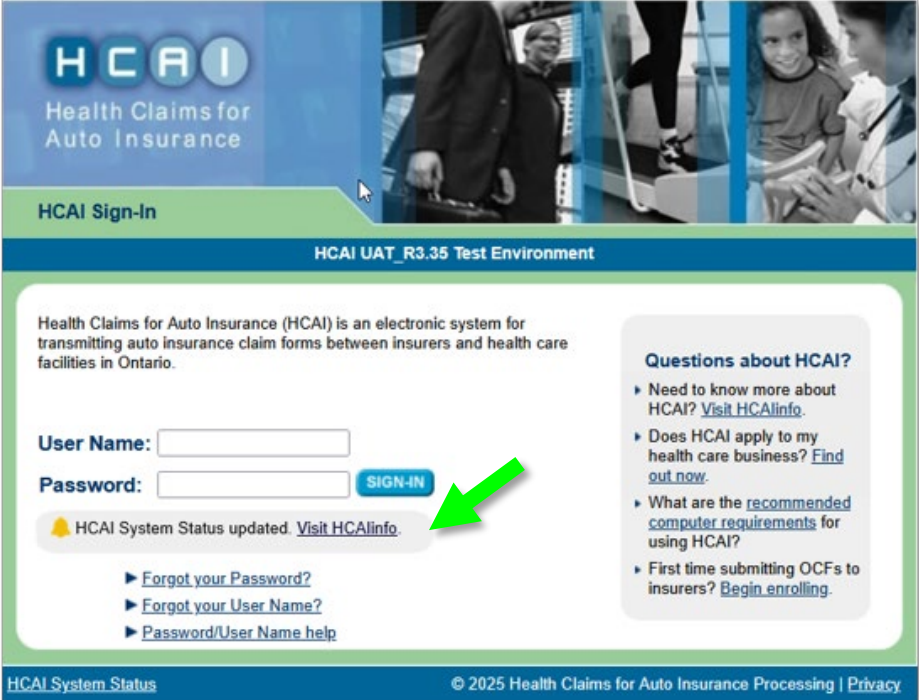
The screenshot displays the HCAI web application interface for Orchard Rehabilitation Inc. The top navigation bar includes tabs for PLANS, INVOICES, SEARCH, MANAGE, MY PROFILE, and HCAIInfo. A green arrow points to the 'REPORTS' subtab under the 'MANAGE' tab. The main content area is titled 'Generate New Report' and contains a form with the following sections:

- Please select a report from the following list:** A dropdown menu showing 'Submitted Forms by Insurer'.
- Select the Document Type:** Radio buttons for 'Plans' and 'Invoices' (selected).
- Select Format:** Radio buttons for 'View Online' (selected) and 'Download Spreadsheet'.
- Select Date Range Criteria:** Radio buttons for 'Select Date Range' (selected) and 'Select All'.
- Date Range:** Start Date: 2028/09/14, End Date: 2028/10/14.
- Buttons:** 'GENERATE REPORT' and 'LOGOUT'.

A text box on the right side of the form states: 'This business-to-business report is designed to assist Health Care Facilities with tracking progress and outcomes for the forms submitted to Insurers in the specified time period. All submitted documents of the selected form type that have not been archived or withdrawn are included in this report.'

#3 New HCAI System Status Alert at Login

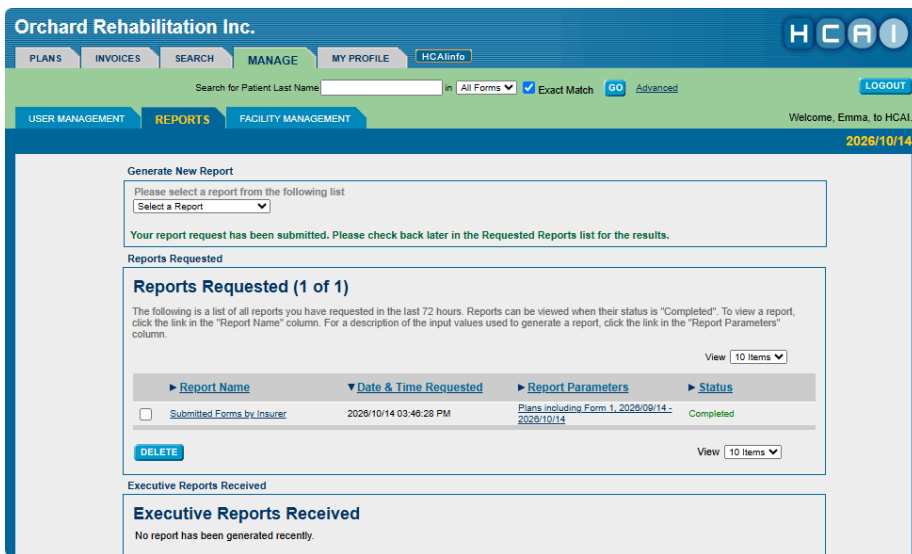
- We've developed **a new alert on the HCAI login page** to keep you informed of urgent information and system status updates.
- If we need to communicate important information to all users, the alert will display here to indicate the HCAI system status has changed. It will also include a link to HCAIinfo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



The screenshot shows the HCAI login page. At the top, there's a header with the HCAI logo and the text "Health Claims for Auto Insurance". Below this is a "HCAI Sign-In" section. A green banner across the top of the main content area reads "HCAI UAT_R3.35 Test Environment". The main content area has a light blue background. On the left, there's a description of HCAI: "Health Claims for Auto Insurance (HCAI) is an electronic system for transmitting auto insurance claim forms between insurers and health care facilities in Ontario." Below this is a "User Name:" field, a "Password:" field, and a "SIGN-IN" button. A yellow alert box with a bell icon is positioned below the password field, containing the text "HCAI System Status updated. Visit HCAIinfo." A green arrow points to this alert box. Below the alert box are three links: "Forgot your Password?", "Forgot your User Name?", and "Password/User Name help". On the right side of the main content area, there's a "Questions about HCAI?" section with four bullet points, each followed by a link: "Need to know more about HCAI? Visit HCAIinfo.", "Does HCAI apply to my health care business? Find out now.", "What are the recommended computer requirements for using HCAI?", and "First time submitting OCFs to insurers? Begin enrolling." At the bottom of the page, there's a footer with "HCAI System Status" on the left and "© 2025 Health Claims for Auto Insurance Processing | Privacy" on the right.

#4 Page Redevelopment

- We're also redeveloping some more pages in the **new framework**, including the 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.



Orchard Rehabilitation Inc. HCAI

PLANS INVOICES SEARCH MANAGE MY PROFILE HCAInfo

Search for Patient Last Name in All Forms ☒ Exact Match

USER MANAGEMENT **REPORTS** FACILITY MANAGEMENT

Welcome, Emma, to HCAI. 2026/10/14

Generate New Report

Please select a report from the following list

Select a Report

Your report request has been submitted. Please check back later in the Requested Reports list for the results.

Reports Requested

Reports Requested (1 of 1)

The following is a list of all reports you have requested in the last 72 hours. Reports can be viewed when their status is "Completed". To view a report, click the link in the "Report Name" column. For a description of the input values used to generate a report, click the link in the "Report Parameters" column.

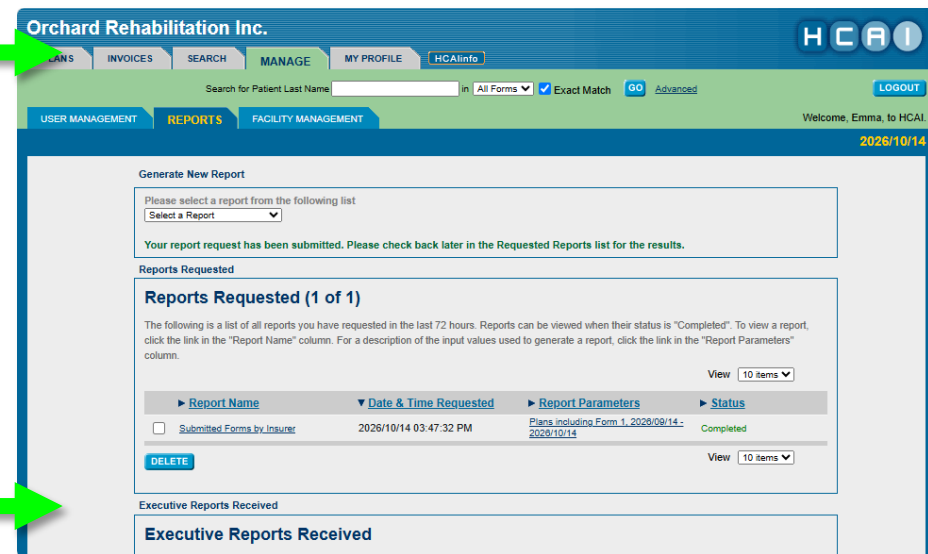
Report Name	Date & Time Requested	Report Parameters	Status
☐ Submitted Forms by Insurer	2026/10/14 03:46:28 PM	Plans including Form 1, 2026/09/14 - 2026/10/14	Completed

Executive Reports Received

Executive Reports Received

No report has been generated recently.

Old Reports tab



Orchard Rehabilitation Inc. HCAI

PLANS INVOICES SEARCH MANAGE MY PROFILE HCAInfo

Search for Patient Last Name in All Forms ☒ Exact Match

USER MANAGEMENT **REPORTS** FACILITY MANAGEMENT

Welcome, Emma, to HCAI. 2026/10/14

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Please select a report from the following list

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Report Name	Date & Time Requested	Report Parameters	Status
☐ Submitted Forms by Insurer	2026/10/14 03:47:32 PM	Plans including Form 1, 2026/09/14 - 2026/10/14	Completed

Executive Reports Received

Executive Reports Received

Redeveloped Reports tab

What's Next?

- After the release goes live, we recommend restarting your web browser or beginning a new browser session and updating any old bookmarks to ensure you can continue accessing HCAI.
- **Keep checking [HCAIinfo](#)**—HCAI's dedicated eLearning resource site—for more information about Release 3.36.