



Health Claims for Auto Insurance

Login Help Manual

Table of Contents

Contents

The Login Process	3
Two-Factor Authentication	4
Retrieve Your User Name(s)	7
General Password Rules	9
Resetting Your Password	10
Logging Out of HCAI.....	11

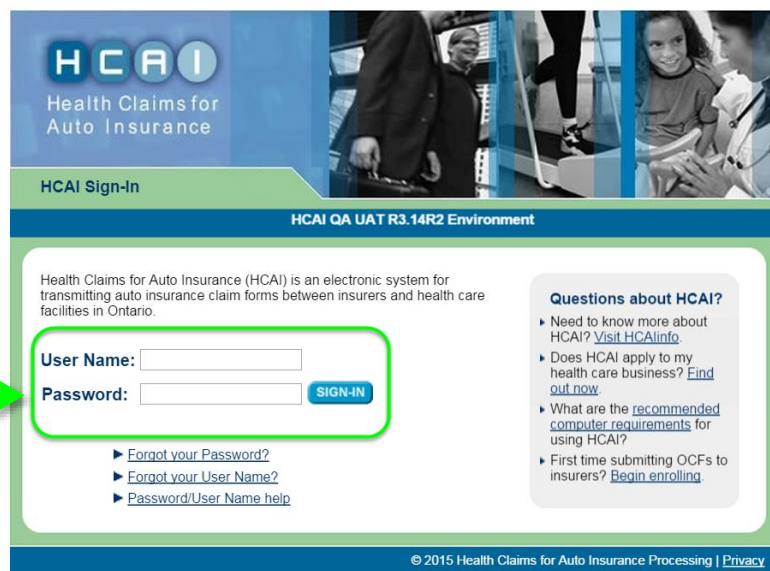
The Login Process

This manual is intended to assist users with the HCAI application by describing how the login process works. Learn how to ensure successful login, reset your password, or retrieve your login information.

The Login Process

To log into HCAI, enter your user name and password in the respective fields, then click **SIGN-IN**.

Enter your user name and password in the respective fields and click the sign-in button



The screenshot shows the HCAI Sign-In page. At the top, there is a header with the HCAI logo and the text "Health Claims for Auto Insurance". Below this is a green bar with "HCAI Sign-In" and a blue bar with "HCAI QA UAT R3.14R2 Environment". The main content area has a description of HCAI and a sign-in form. The form has two input fields: "User Name:" and "Password:". A green box highlights these fields, and a green arrow points to them from the instruction text on the left. To the right of the password field is a blue "SIGN-IN" button. Below the form are three links: "Forgot your Password?", "Forgot your User Name?", and "Password/User Name help". To the right of the form is a "Questions about HCAI?" section with four links: "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 is a footer with "© 2015 Health Claims for Auto Insurance Processing | Privacy".

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?

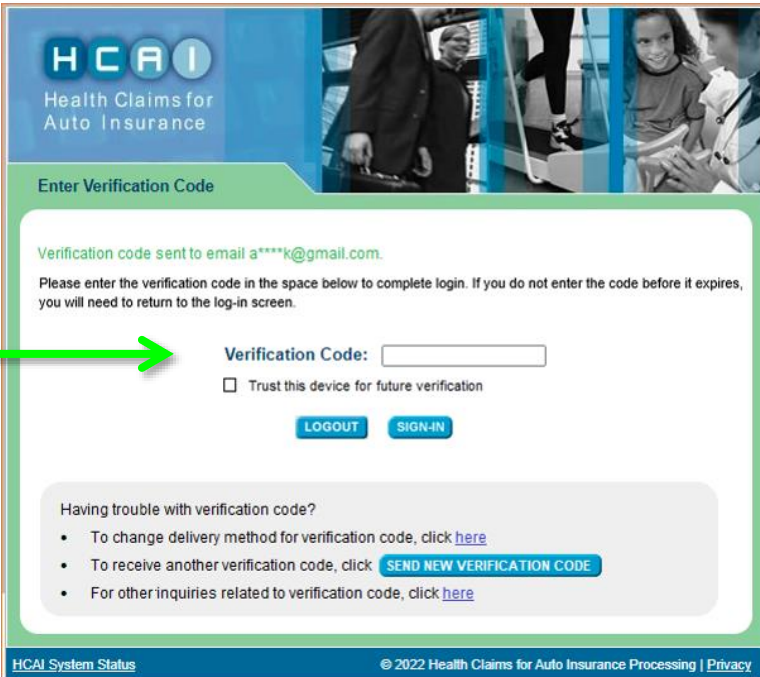
- ▶ Need to know more about HCAI? [Visit HCAIinfo.](#)
- ▶ Does HCAI apply to my health care business? [Find out now.](#)
- ▶ What are the [recommended computer requirements](#) for using HCAI?
- ▶ First time submitting OCFs to insurers? [Begin enrolling.](#)

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Two-Factor Authentication

After signing into the HCAI Application window (www.hcai.ca) with your user name and password, you will be prompted to enter a verification code to complete the login process. The first time you log in with two-factor authentication, you will be prompted to choose whether the system-generated verification code will be sent to the email address or texted to the cell phone number associated with your user account's My Profile Tab.

Retrieve the most-recent verification code from your email or text messages and enter the code here to complete sign-in




The screenshot shows the HCAI (Health Claims for Auto Insurance) login interface. At the top, the HCAI logo and name are displayed. Below the header, the title 'Enter Verification Code' is shown. A message states: 'Verification code sent to email a****k@gmail.com. Please enter the verification code in the space below to complete login. If you do not enter the code before it expires, you will need to return to the log-in screen.' There is a text input field labeled 'Verification Code:'. Below the field is a checkbox labeled 'Trust this device for future verification'. At the bottom of the form area are two buttons: 'LOGOUT' and 'SIGN-IN'. A section titled 'Having trouble with verification code?' contains three bullet points with links: 'To change delivery method for verification code, click [here](#)', 'To receive another verification code, click [SEND NEW VERIFICATION CODE](#)', and 'For other inquiries related to verification code, click [here](#)'. The footer includes 'HCAI System Status' and '© 2022 Health Claims for Auto Insurance Processing | [Privacy](#)'.

To complete the login process:

1. Leave HCAI's Enter Verification Code window open/minimized while you retrieve your verification code. **Do not exit HCAI.**
2. Open your email or text messages to retrieve the verification code. If you have chosen to receive it via email, the verification code will be sent to you from systemdelivery@hcai.ca.
3. Enter the verification code into the field provided on HCAI's Enter Verification Code screen.
 - If needed, you can change the delivery method using the link at the bottom of the page.
4. To receive another verification code, use the "Send New Verification Code" button at the bottom of the page. Users without the Facility User

Administrator role will see the option to check "Trust this device for future verification". Check this box if you are using a trusted device and would like to reduce the frequency you are required to enter a code. Facility User Administrators will not have the option to trust their device.

5. Press  .
 - a. If the code is accepted, you have successfully logged into HCAI.
 - b. If HCAI tells you that the code is incorrect, you can retry the code a limited number of times.

If you did not receive the verification code email because you no longer have access to the email address that is associated with your user account, have your User Administrator update your email address. Detailed instructions can be found on the [Update User Email Address](#) page.

Please note that your User Administrator is not able to update the cell phone number on your behalf. After you log in, you can update the cell phone number on the My Profile tab under "Contact Details for Authentication" if desired.

Changing Verification Code Delivery Method

You can opt to change your delivery method at any time, as long as your contact information for authentication is up-to-date.

1. On the HCAI login screen, enter your user name and password and click Sign In.
2. On the Enter Verification Code screen, instead of entering a code, locate and click on the bullet that says: "To change the delivery method for the verification code, click [here](#)".

On the Enter Verification Code screen, click here to change your code delivery method

HCAI
Health Claims for
Auto Insurance

Enter Verification Code

Verification code sent to email r****h@ibc.ca.
Please enter the verification code in the space below to complete login. If you do not enter the code before it expires, you will need to return to the log-in screen.

Verification Code:

[SIGN-IN](#) [LOGOUT](#)

Having trouble with the verification code?

- To change the delivery method for the verification code, click [here](#)
- To receive another verification code, click [SEND NEW VERIFICATION CODE](#)
- For other inquiries related to the verification code, click [here](#)

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3. On the Verification Code Delivery Method screen, you will see the email address and cell phone number associated with your Profile. Select your preferred verification code delivery method.
 - Please note: If you see a message indicating “No phone number specified. You can update your phone number on the My Profile tab once you are logged in”, this means you have not yet added a cell phone number to your profile. You must use the email delivery method in order to log in, after which you may click on the My Profile tab to add a cell phone number to your profile.
4. Check off “Remember my preference” if you would like HCAI to use the selected delivery method moving forward, each time you log in.
5. Click “Send”.
6. Retrieve the verification code from your selected delivery method and input your code to log in to HCAI.

To add a cell phone number to your profile:

1. Log in to HCAI
2. Click on the My Profile tab
3. Scroll down to the Contact Details for Authentication section.

Enter a phone number that can receive texts, and press "Save"

Orchard Rehabilitation Inc. HCAI

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 2023/11/16

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: Efox

Employee ID: Unknown

E-mail: nd.e@.ca

Confirm E-mail: nd.e@.ca

Business Phone:

Contact Details for Authentication

The below contact details will be used to receive your verification code for multi-factor authentication. To learn more about multi-factor authentication in HCAI, visit [HCAInfo](#). For more information about HCAI Processing's privacy practices, view the [Privacy Notice](#).

E-mail: n.e@.ca

Phone: (for receiving text for authentication)

SAVE

- The phone number field is the one field users are able to edit on this screen. The phone number you choose must be able to receive text messages
 - If any other information is outdated, your Authorizing Officer or other user with the Facility User Administrator role can [update this information via the User Management tab](#).
4. After updating your phone number, click on the "Save" button.

Retrieve Your User Name(s)

To retrieve your HCAI User Name(s), click on the "Forgot your User Name?" link.

Click on "Forgot your User Name?"

HCAI Sign-In

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?](#)

[Forgot your User Name?](#)

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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Type the email address associated with your HCAI account into the space provided and click [EMAIL USER NAME](#). A system-generated email will be immediately sent with all the User Name(s) and organization(s) associated with the submitted email address.

Enter your email address associated with your HCAI account.

Forgot Your User Name

Please enter your email address in the space below to request a message with the User Name(s) associated with this email address.

Email Address:

[EMAIL USER NAME](#) [CANCEL](#)

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If you cannot remember your User Name and you cannot access the associated email address, you must ask someone with the Facility User Administrator role to do a User Search (Under Manage > User Management) for your first or last name and tell you the User Name listed on your user profile. The Facility User Administrator can also perform a search with only the "Active" User Status selected to retrieve a list of all active User Names in that Facility.

The screenshot displays the HCAI (Health Care Access Initiative) web application interface. At the top, the header reads "Rehabilitation Health Maximus Incorporated, a divi..." followed by the HCAI logo. Navigation tabs include PLANS, INVOICES, SEARCH, and MANAGE. The MANAGE tab is selected, and a sub-tab for USER MANAGEMENT is visible. A search bar at the top allows for searching by Patient Last Name, with options for "All Forms" and "Exact Match". A "GO" button and a "User Manual" link are also present. Below the navigation, a "Welcome, Emily, to HCAI" message and the date "2017/04/05" are shown. The main content area is titled "User Management > User Search". It includes a section for "Add a New User" with a description and an "ADD NEW USER" button. The "Search for Users" section prompts the user to "Enter your search criteria and click 'Search'". It features a "User Status" section with "Active" (checked) and "Deactivated" (unchecked) options. Below this are input fields for "Last Name" (containing "Smith"), "First Name", "User Name", "Employee ID", and "E-mail". A "Facility Roles" section contains checkboxes for "Facility Administrator", "Facility User Administrator", "Form Support", "Provider Report Viewer", and "Form Submitter". A "SEARCH" button is located at the bottom right of the search criteria section. Green arrows point to the "MANAGE" tab, the "Last Name" field, the "Active" checkbox, and the "SEARCH" button.

General Password Rules

HCAI Users should pick a password they can easily remember; however, it is not recommended that dates or names be used. In order to protect HCAI Users and to keep the privacy of Applicants/Patients, HCAI has rules for choosing passwords. All passwords must:

- Contain at least eight characters.
- Passwords must meet all of the following sub-rules:
 - At least one uppercase letter

- At least one lowercase letter
- At least one numeral
- At least one symbol (examples: #, @, !)
- Not contain the User's actual name, the HCAI User Name, or either of these spelled backwards.



Your HCAI password is private.

Don't share your password with anyone else. Your HCAI account belongs to you and only you.

Resetting Your Password

If you incorrectly enter your password five times, your HCAI account will be suspended. To avoid being locked out of your HCAI account, simply click on "Forgot your password?" link.

Click on "Forgot your Password?"

HCAI
Health Claims for Auto Insurance

HCAI Sign-In

Invoice process change for unlicensed health care fac

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?

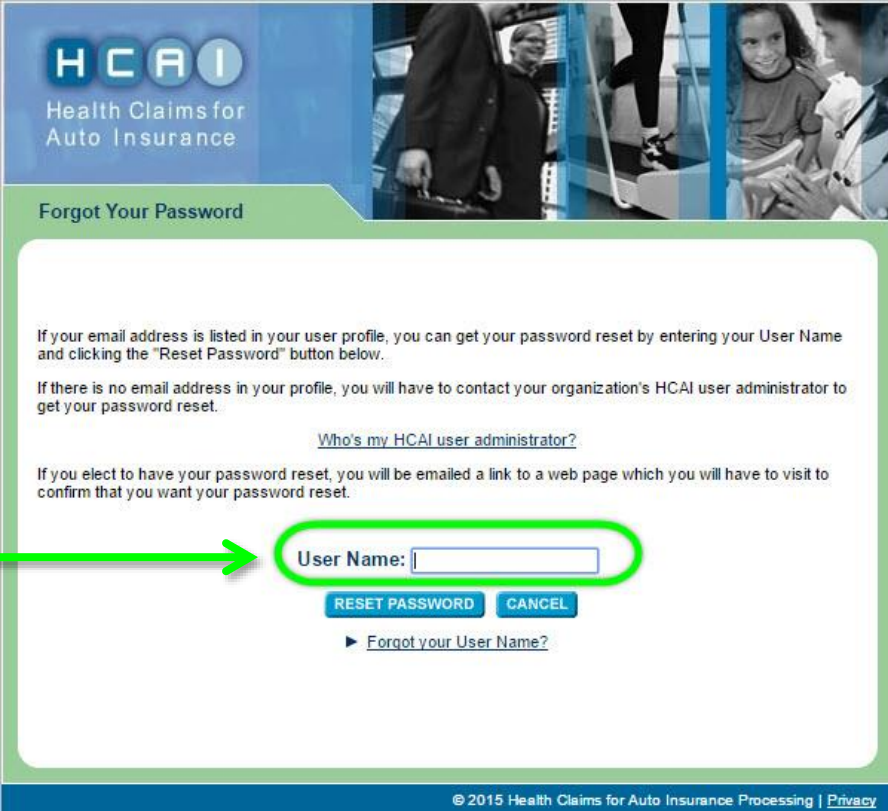
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If your email address was entered at the time of HCAI registration, type in your HCAI User Name and click **RESET PASSWORD**. A system-generated email containing a link to reset your password will be immediately sent to your email address as entered into the HCAI system.

If you can't remember your User Name, you must ask your HCAI Facility User Administrator to do a User Search using your name and reset your password via your user profile.

If an Authorizing Officer does not have a backup Facility User Administrator at their Facility to reset their password, the AO should request a manual password reset from HCAI Facility Support.



The screenshot shows the HCAI 'Forgot Your Password' page. At the top left is the HCAI logo with the text 'Health Claims for Auto Insurance'. To the right is a photo of a doctor and a patient. The page title is 'Forgot Your Password'. Below the title, there is instructional text: 'If your email address is listed in your user profile, you can get your password reset by entering your User Name and clicking the "Reset Password" button below.' and 'If there is no email address in your profile, you will have to contact your organization's HCAI user administrator to get your password reset.' A link 'Who's my HCAI user administrator?' is provided. Further text states: 'If you elect to have your password reset, you will be emailed a link to a web page which you will have to visit to confirm that you want your password reset.' The main form area contains a 'User Name:' label followed by a text input field. Below the input field are two buttons: 'RESET PASSWORD' and 'CANCEL'. A link 'Forgot your User Name?' is located below the buttons. A green arrow points from the text 'Enter your User Name and click on the "Reset Password" button' to the 'User Name' input field.

Enter your User Name and click on the "Reset Password" button

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Logging Out of HCAI

When you have completed your session in HCAI, click [LOGOUT](#).

Properly logging out of HCAI, as opposed to shutting down the application by closing your internet window, keeps your account information safe. In addition, when logged out properly, HCAI will remember the order of your worklists.

Always log out of HCAI when done working.

