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## Revised Health Claims for Auto Insurance (HCAI) Guideline – Including the Assessment of Attendant Care Needs Form (Form 1)

FSRA is actively reviewing all FSCO regulatory direction, including but not limited to forms, guidelines and FAQs.

Until FSRA issues new regulatory direction, all existing regulatory direction remains in force.



### Bulletin

**No. A-04/18**  
Property &  
Casualty  
- Auto

**To the attention of all insurance companies licensed to transact automobile insurance and service providers in Ontario**

With this Bulletin, the Financial Services Commission of Ontario (FSCO) is releasing a revised Health Claims for Auto Insurance (HCAI) Guideline – Superintendent’s Guideline No. 02/18 (revised Guideline). This revised Guideline comes into effect October 1, 2018. It replaces the previously issued Guideline – Superintendent’s Guideline No. 01/17 issued in August 2017.

### Mandatory use of HCAI for Form 1

FSCO released a Bulletin on January 4, 2018 informing insurers and health care providers that effective October 1, 2018, they must use HCAI for submitting and processing the Assessment of Attendant Care Needs Form (Form 1).

All facilities enrolled with HCAI must submit Form 1 to insurers electronically, using either a Practice Management System (PMS) that is integrated with HCAI or the HCAI web channel.

The revised Guideline reflects these changes to submission requirements.

Invoices for attendant care services will continue to be submitted and

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An order that is made regarding a licence holder reflects a situation at a particular point in time. The status of a licence holder can change. Readers should check the current status of a person's or entity's licence on the [Licensing Link](#) section of FSCO's website. Readers may also wish to contact the person or entity directly to get additional information or clarification about the events that resulted in the order.

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processed outside of the HCAI system.

#### Assessment of Attendant Care Needs Form (Form 1)

Form 1 is a Superintendent-approved form required when an injured claimant applies for attendant care benefits in accordance with the Statutory Accident Benefits Schedule (SABS) subsection 42(1). It is used for accidents that occur on or after March 31, 2008.

An occupational therapist or registered nurse must complete the form. It sets out the claimant's specific attendant care needs and the associated monthly cost following an accident. The completed Form 1 is submitted to an auto insurance company.

### HCAI Information

Support resources and educational material concerning Form 1 and its submission in HCAI are available at [www.hcaiinfo.ca](http://www.hcaiinfo.ca) .

Facilities and regulated health professionals that are not enrolled in HCAI must enroll with HCAI for the electronic submission of Form 1. Additional information on the HCAI enrolment process can be found on the HCAI website provided above.

### Copies of the HCAI Guideline

The [revised Guideline](#)  is available on FSCO's website and will be published in a forthcoming edition of The Ontario Gazette.

Brian Mills  
Chief Executive Officer and  
Superintendent of Financial Services

September 20, 2018

These bulletins may include forms that are no longer up-to-date or accurate. Readers should visit the [forms](#) section of the FSCO website, to ensure they are using the most recent version of a FSCO form.

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