



Service Providers Frequently Asked Questions



FAQs

Licensing Guide

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[Home](#) » [Service Providers](#) » [FAQs](#) » [HCAI Registration](#)

HCAI Registration

1. [What name do I have to register in HCAI?](#)
2. [Can a facility use a trade name in HCAI?](#)
3. [Is my legal or trade name too long for the purposes of HCAI?](#)
4. [Can I use a name other than my legal name in HCAI?](#)
5. [Can I use a name in HCAI other than my legal name or my registered trade name?](#)
6. [Why is the Data Entry Centre \(DEC\) closing?](#)
7. [How can I submit the OCF-18, OCF-21 and OCF-23 if I am no longer able to submit through the Data Entry Centre \(DEC\)?](#)

5

What name do I have to register in HCAI?

Ontario Regulation 90/14 requires a licensed service provider to only submit an OCF-21 for a listed expense using the name and licence number that corresponds to the service provider's licence. As such, the name you register in HCAI must match either the legal or trade name you registered with FSCO, and must be listed on [FSCO's Public Registry of Licensed Service Providers](#).

Can a facility use a trade name in HCAI?

Yes. A licensed service provider must use either the legal or trade name that was submitted to FSCO in their licence application, and which would match the name listed on FSCO's public registry.

If you operate one or more of your facilities using a trade name, and the trade name is not currently listed on the FSCO

public registry, you must register it with FSCO.

The principal representative can add a trade name to a service provider licence by logging in to his or her FSCO account to submit an electronic application known as a supplemental application. This is done by selecting the Request a Change link. From this link, the principal representative needs to complete an application to Change Business/Trade Name.

Is my legal or trade name too long for the purposes of HCAI?

Currently, HCAI does not allow a facility to have a name that consists of more than 50 characters. Where a legal or trade name is longer than 50 characters, you may match your legal or trade name up to the first 50 characters as it was registered with FSCO and appears on the FSCO public registry. Insurers will be able to validate your name using the first 50 characters.


Can I use a name other than my legal name in HCAI?

You may use either your legal or registered trade name in HCAI provided that the trade name is listed under your service provider licence on the FSCO registry. If the name you are currently using in HCAI is a registered trade name, you must ensure that the name is registered with FSCO under your licence number.

[Back to top](#)

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Can I use a name in HCAI other than my legal name or my registered trade name?

No. You may use either your legal or registered trade name in HCAI provided the trade name is listed under your service provider licence on the FSCO registry. You must change your name in HCAI to match either your legal or trade name as it is registered with FSCO and listed on the public registry. You can change your name in HCAI by following the steps outlined on hcaiinfo.ca .

Why is the Data Entry Centre (DEC) closing?

Less than 1% of the total number of facilities registered in HCAI use the DEC channel. The DEC has been retired to decrease costs and inefficiencies.

How can I submit the OCF-18, OCF-21 and OCF-23 if I am no longer able to submit through the Data Entry Centre (DEC)?

Facilities enrolled in the DEC can switch to the electronic channel in order to submit the OCF-18, OCF-21 and OCF-23. More information on how to switch to the electronic channel can be found at: www.hcaiinfo.ca .

[Back to top](#)

[Back to top](#)

Page: 4,134 | [Find Page:](#)