

Questions about your PCT report?

What do the RHP Start Date and RHP End Date represent?

The “RHP Start Date” is the date the facility added your provider record to their HCAI account’s Associated Provider List.

The “RHP End Date” is the date the facility removed your provider record from their Associated Provider List. For six months following the RHP End Date, the facility is able to submit invoices for work completed before the End Date. However, the facility cannot include your name on any new treatment plans after the End Date.

Note: If the End Date is blank, you are considered to be active at this facility.

I don’t work with this facility anymore

First, check the “end date” for that facility on your PCT report. It should be the date your association with the facility ended. If this is the case, there is no cause for concern: the PCT report is simply providing a historical record.

If the PCT report has no end date for the facility, or if the end date is significantly later than your last work with the facility, you have two options:

1. Contact the facility to request your profile be deactivated, or if you are not comfortable doing so,
2. Contact the Insurance Bureau of Canada to find out when the facility last used your credentials at 1-877-IBC-TIPS.

I have never worked with this facility

First, check the address of the facility. It is possible that the facility name has changed since it was registered in HCAI. If the facility name is not up-to-date, contact the facility to have it corrected.

If a facility that you have never worked with appears on your PCT report, submit a confidential tip or call the Insurance Bureau of Canada at 1-877-IBC-TIPS (during business hours), so they can verify the facility is not submitting insurance claims with your credentials. You will have the option to remain anonymous.

A facility with which I have worked is missing from my PCT report

If you have provided services or supervised treatment plans for auto insurance patients at a health care facility that does not appear on your PCT report, the facility may have recorded your profession and/or registration number incorrectly.

If you have changed registration numbers, the facility may still be using the out-of-date number. Please contact the facility to review your professional record and make sure it is accurate and up-to-date.

The PCT report will include all HCAI facilities that have added your registration number and profession to their Associated Providers list. There could be several reasons why a facility you associate with does not list you as an Associated Provider, in which case the facility will not appear on your PCT report.

- None of your work with the facility has been for persons injured in an automobile accident and covered by an auto insurance policy since the HCAI mandatory date of February 1, 2011.
- You certify treatment plans that have been prepared and supervised by other regulated health professionals at this facility, but you are not the supervisor of any of the plans, and you do not provide any other services to auto insurance patients at this facility.

There is more than one entry for the same facility

Your PCT report will show one row for each record the facility has of your registration number and profession. If you practice more than one profession with the same registration number, PCT will show each profession record separately.

If the facility has entered your information incorrectly in the past, both the old (incorrect) record(s) and the new (correct) record will appear in the PCT report. If this is the case, the incorrect record(s) should have an “end date” in the report to indicate that they have been deactivated.

If a facility you no longer work with has created more than one record of your credentials, all of the records should have an end date. If even one record is still active, this means the facility is still able to submit treatment plans and invoices using those credentials.

Someone else's name is on my report

First, verify that the registration number on the report is yours. If it is not, request a new PCT report with your correct registration number.

If it is your number but not your name, the facility may have entered the wrong registration number for another provider. If this is a facility you are familiar with, contact them to request that the information be corrected. If you do not know the facility, contact your regulatory college. The other health professional named may be using the wrong registration number by mistake.

I have questions about how these facilities are using my credentials

If you have questions about how one or more facilities are using your credentials, you may place a request with the HCAI Processing Chief Privacy Officer, who may investigate when and how your credentials have been used. You can reach the Chief Privacy Officer at 416-644-3120, or, complete and sign the Provider Access Form and send it to: privacyofficer@hcaiprocessing.ca.

My name or profession is incorrect

Health professional names, professions and registration numbers appear in your PCT report exactly as entered by the facility. If there is a significant error in the way a facility has represented you in any active record, please contact the facility. They will need to deactivate the incorrect record in HCAI, and create a new record to replace it.

If you have evidence of fraudulent auto insurance claims or identity theft, you should contact the Insurance Bureau of Canada at 1-877-IBC-TIPS or by submitting a tip online.