

What's New? Release 3.28

October 3, 2022



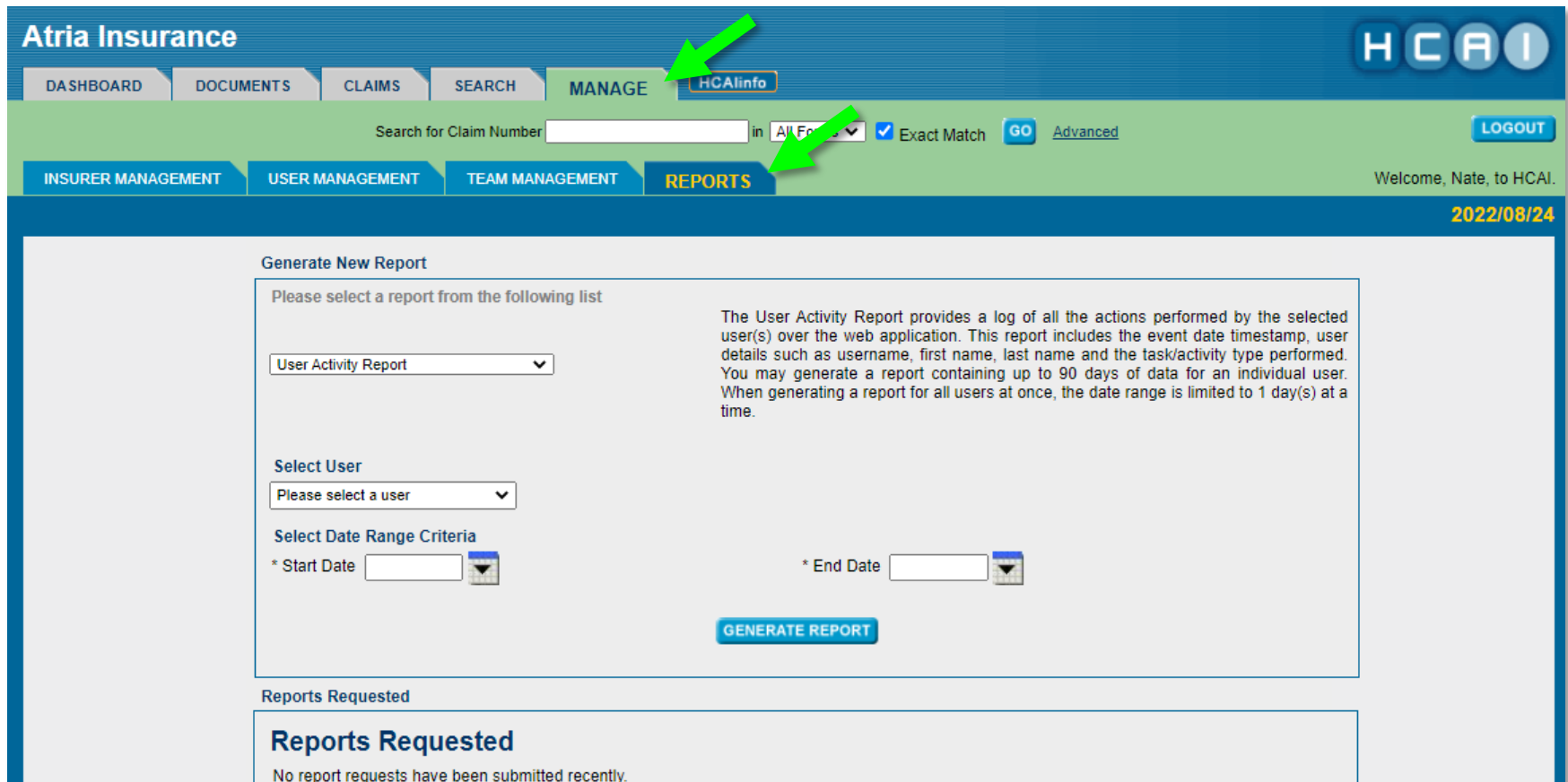
Insurer Edition

Timeline for Changes

- HCAI System Release 3.28 goes live on **October 3, 2022**

#1 User Activity Report

- HCAI is introducing the new **User Activity Report**, which contains an audit log of the selected users' activities on the HCAI web application.
- The report will be available on the Manage tab > Reports subtab for user accounts that have the Audit Report Viewer user role assigned.



The screenshot displays the HCAI web application interface. At the top, the 'Atria Insurance' logo is on the left, and the 'HCAI' logo is on the right. Below the logo, there is a navigation bar with tabs: 'DASHBOARD', 'DOCUMENTS', 'CLAIMS', 'SEARCH', 'MANAGE', and 'HCAIinfo'. The 'MANAGE' tab is selected, and the 'REPORTS' subtab is highlighted. A search bar is present with the text 'Search for Claim Number' and a dropdown menu set to 'All Fields'. There are also checkboxes for 'Exact Match' and a 'GO' button. A 'LOGOUT' button is in the top right corner. Below the navigation bar, there is a welcome message: 'Welcome, Nate, to HCAI.' and the date '2022/08/24'. The main content area is titled 'Generate New Report' and contains a form with the following elements:

- A dropdown menu with 'User Activity Report' selected.
- A 'Select User' dropdown menu with 'Please select a user'.
- 'Select Date Range Criteria' section with '* Start Date' and '* End Date' fields, each with a calendar icon.
- A 'GENERATE REPORT' button.

Below the form, there is a section titled 'Reports Requested' with the text: 'No report requests have been submitted recently.'

#1 User Activity Report

- To prevent confusion due to the new User Activity Report, the existing User ID Activity report will be renamed. The User ID Activity report, which provides an overview of User Administrator activity, will instead be named the **User Administrator Activity Report**.

Atria Insurance HCAI

DASHBOARD DOCUMENTS CLAIMS SEARCH **MANAGE** HCAInfo

Search for Claim Number in All Forms Exact Match [Advanced](#)

INSURER MANAGEMENT **USER MANAGEMENT** TEAM MANAGEMENT **REPORTS** Welcome, Nate, to HCAI. 2022/08/24

Generate New Report

Please select a report from the following list

User Administrator Activity Report ▼

Select Insurer(s)
Use the "Ctrl" and "Shift" keys to select multiple insurer(s).

Select All
Atria Child
Atria Insurance

Select Insurer User Administrators
Use the "Ctrl" and "Shift" keys to select multiple insurer user administrators.

Insurer is not selected

Order By ▼

The user administrator activity report provides a secondary control for Insurer User Administrator activities such as setting up and inactivating users, and resetting passwords. The report includes the user administrator's user name, the user ID that was updated, the company name, and the activities performed, along with the date and time each activity was performed.

#2 Audit Report Viewer User Role

- A new user role called **Audit Report Viewer** is being added to HCAI. Assigning this role to a user will grant them access to the new User Activity Report.
- A user must have this role in order to access the new report. Because the report may include confidential information such as claimant data, this role can only be assigned to Insurer-level users and will be unassigned by default.
- In order to grant a user access to the User Activity Report, their account must be updated with the Audit Report Viewer Role. For instructions explaining how to update a user account, visit HCAIinfo's [Updating User Information page](#).

What level of access do you want to give the user?

Assign Roles to the User

Management & Administrator Roles allow users to manage HCAI users, organization information and report generation. Support Roles allow users to manage claim and claimant information, assign adjusters, and provide administrative support, but not to deliver approval decisions. Adjusting Roles allow users to record approval decisions and manage forms. Download Report Roles allow users to download reports on the selected pages that contain claimants' data. Multiple roles may be selected.

Management Administrator Roles

<input type="checkbox"/> Organization Administrator	<input type="checkbox"/> Insurer User Administrator	<input type="checkbox"/> Team Administrator
<input type="checkbox"/> Report Viewer	<input type="checkbox"/> Executive Report Viewer	<input type="checkbox"/> Manager Dashboard Viewer
<input type="checkbox"/> Form Manager	<input checked="" type="checkbox"/> Audit Report Viewer	

Support Roles

<input type="checkbox"/> Form Support	<input type="checkbox"/> Claim/Claimant Administrator
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Adjusting Roles

<input type="checkbox"/> Form Adjuster
<input type="checkbox"/> Claim/Claimant Editor

Download Report Roles

<input type="checkbox"/> Claimant Search Results	<input type="checkbox"/> Document Search Results
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#3 .CSV Download Enhancements

- .CSV downloads are being enhanced to better accommodate special characters. When an item in the spreadsheet begins with certain special characters, a **single quote** will be added to the beginning of the cell.
- This change impacts .CSV downloads such as web reports, search results downloads, and the Associated Documents section in OCFs.
- The unnecessary comma at the end of the line in .CSV downloads will also be dropped.
- Document and Claimant Search Results .CSV downloads will also be enhanced to enclose values in double quotes only in certain scenarios, where a comma, double quote, or carriage return and line feed character is present. This modification will align these reports to behave the same way as the other .CSV downloads across HCAI.

	A	B	C	D	E	F	G	H
1	Employee ID	First Name	Last Name	Title	Date of Creation	Date of Deactivation	Roles	Level of Access
2	'@GilbertP	Paige	Gilbert		10/10/2019 10:19		Claimant	Branch/Claim C
3	237457	Lisa	Neely		1/28/2019 8:30		Claim/Cl	Insurer
4	237457	Albert	Martin		10/10/2019 10:14		Download	Insurer
5	BobINS	Bob	Zed		8/28/2018 9:38		Download	Insurer
6	24737	Eileen	Gentry		10/10/2019 10:18		Claim/Cl	Insurer
7	12	Jen	Casey		2/7/2022 11:58		Audit Rep	Insurer

#4 Updated Recommended Browsers

- For the best user experience, access HCAI on a secure, up-to-date web browser. As of Release 3.28, we recommend using **Microsoft Edge** on Windows 10, or **Safari 15** on MacOS Monterey (Version 12.1).

What's Next?

- **Keep checking [HCAIinfo](#)**—HCAI's dedicated eLearning resource site—for more information about Release 3.28