

THE NEW BC SERVICES CARD:
Questions and Answers
for Businesses



Issued:
December 13, 2012

Questions and Answers

This document is a companion piece to the BC Services Card ID fact sheet for businesses, which has detailed information about the new card.

1 **What is the BC Services Card?**

- The BC Services Card replaces the CareCard and is secure government-issued identification that eligible British Columbians can use to verify their identity and access provincially-funded health services.
- Like a driver's licence, most new cards will have a photo and an expiry date. There are three types of cards:
 - Driver's Licence and Services Card (combined card);
 - BC Services Card (photo card); and,
 - BC Services Card (non-photo card).

2 **Why is the BC Services Card being introduced?**

- The BC Services Card is being introduced to enhance convenience, improve patient safety, reduce card misuse, and provide future in-person and online access to other government services. The new card will be phased in over a five-year period beginning February 15, 2013 through early 2018.

3 **Is there a fee for the BC Services Card?**

- No, there is no fee for the BC Services Card. However, if you choose to combine your BC Services Card with your driver's licence, the regular [driver's licence renewal process](#) fees still apply.

4 **How will the BC Services Card impact my business?**

- If the replacement of the CareCard impacts your identification processes, you may need to review your business policies and procedures, staff training, public communications, and/or make system changes.

5 **Will an individual's Personal Health Number (PHN) change?**

- No, an individual's PHN will not change. Existing Medical Services Plan (MSP) beneficiaries will have the same PHN on their BC Services Card as they did on their CareCard.
- The PHN is a sensitive piece of personal information that should be appropriately safeguarded.

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6 **Should I accept the CareCard as identification after the BC Services Card is introduced?**

- After the BC Services Card is launched on February 15, 2013, the CareCard will remain a valid piece of government identification for the next five years.

7 **Are British Columbians required to get a BC Services Card?**

- Starting February 15, 2013, most eligible adult B.C. residents between 19 and 74 years of age will be required to renew enrolment in MSP over the next five years. Eligible individuals who successfully enrol or renew enrolment in MSP can then be issued a BC Services Card.

8 **How will the BC Services Card benefit my business?**

- Businesses can have a high degree of confidence that the person presenting the BC Services Card is the cardholder because of ICBC's identity proofing processes and the enhanced security features of the card.

9 **Should I accept an expired BC Services Card?**

- Expired BC Services Cards are no longer valid pieces of government-issued identification. Businesses should review their policies and procedures to determine whether or not they will accept an expired card.

10 **What is an *interim* BC Services Card? (Includes BC Services Card and Driver's Licence and Services Card)**

- These are temporary paper documents – with specified expiry dates – that are issued by ICBC's driver licensing offices, and in most cases can be used until the BC Services Card is processed and mailed to the cardholder.

11 **What should I do if I suspect a BC Services Card is counterfeit or altered?**

- If you see any provincial government-issued identification that appears to be counterfeit or altered, please note as much information as possible (name, ID number, description of cardholder).
 - For photo or combined cards, call the ICBC TIPS line at 604-661-6844 (Metro Vancouver) or 1-800-661-6844 (elsewhere in B.C., Canada and the U.S.).
 - For non-photo cards, call Health Insurance BC (HIBC) at 604-683-7151 (Metro Vancouver) or 1-800-663-7100 (elsewhere in B.C.).

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Why does the BC Services Card contain an embedded chip?

- The embedded chip is included to allow British Columbians future access to secure government services in-person and online and does not store any personal or medical information.

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If an individual presents a BC Services Card (photo card) or a Driver's Licence and Services Card (combined card), will I have access to their health or driving records?

- No. You will not be able to access cardholders' driving or health records.
- The magnetic stripe on the BC Services Card contains only the information that appears on the card.
- The embedded chip does not contain any personal or medical information.

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Where can I get more information?

- For more information about the BC Services Card visit BCServicesCard.ca or call the Service BC Contact Centre 604-660-2421 (Metro Vancouver), 250-387-6121 (Greater Victoria), or 1-800-663-7867 (elsewhere in B.C.).