

BC Services Card

YOU NOW NEED TO CONTACT HEALTH INSURANCE BC

You need to contact Health Insurance BC to complete the process of obtaining a photo BC Services Card because the driver licensing office cannot issue you a card at this time.

ICBC counter staff will not know the reason for non-issuance of your card. Health Insurance BC will be able to provide you with an answer.

CONTACT INFORMATION

When you call Health Insurance BC, please have your Personal Health Number (PHN) ready. If your PHN is not available, please use the Client Number on the Interim BC Services Card that you received at the ICBC counter.

Health Insurance BC:

(Lower Mainland) **604 683-7151** or

(Elsewhere in BC) **1 800 663-7100**

Customer Service Representatives are available: Monday to Friday, 8:00 a.m. to 4:30 p.m. (except statutory holidays).

For more information on the BC Services Card please visit **BCServicesCard.ca**.

If you have questions about MSP eligibility, enrolment, or health benefits go to **www.hibc.gov.bc.ca**.



WHY COULDN'T I GET A BC SERVICES CARD?

There are a variety reasons why you were unsuccessful in getting your photo BC Services Card today.

REASON

1. Your BC residency needs to be confirmed for the Medical Services Plan (MSP).
2. Your MSP coverage needs to be confirmed. If you are not yet enrolled in MSP, please get an enrolment kit while at ICBC or Health Insurance BC (HIBC) at www.health.gov.bc.ca/exforms/msp/enrolment.html
3. The personal information (name, birth date, or gender) that you provided at the driver licensing office is different than your current MSP account information at HIBC.
4. You are under the age of 18 years and six months and photo cards are only available to BC residents over this age.
5. Only people with permanent resident status in BC are eligible for a photo card.

NEXT STEP:

Contact Health Insurance BC

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