



Ministry of Health Services

# Accessing the Ministry Web Business Services

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## Health Registration Eligibility, Demographic & PHN Assignment Overview

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## *Purpose & Audience*

This document provides an overview of *healthnetBC* web business services available to organizations that provide health care services to clients.

## *System Overview*

*healthnetBC* web business services are intended to provide convenient, web-based access to basic information about Ministry of Health Services clients, as well as the ability to update client information. Organizations that provide health care services are able to use web business services to search for clients, check beneficiary eligibility, update client demographics and assign PHNs. These business services are described in brief detail on the following pages.

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## *Eligibility and PHN Assignment Services*

The Eligibility and PHN Assignment business services enable authorized users to find a PHN, check client eligibility, and assign PHNs to new persons.

PHN has been established as the mandatory unique numeric identifier assigned to each individual receiving health services in British Columbia.

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### **MSP Coverage Status Check**

Used to determine a patient's eligibility for publicly funded health care services. This business service also checks the MSP Claims Pre-authorization file to confirm whether or not payment of claims has been pre-approved by the Ministry.

Returns a *Yes* or *No* for the PHN submitted. If the response is *No*, this message will return additional information about why the coverage was terminated and instructions that should be provided to the client. If the person is subject to alternate billing (RCMP or Armed Forces), this information will be displayed.

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## PHN Inquiry

Up to 10 PHN's can be confirmed on one transaction.

Used to confirm that the Personal Health Number (PHN) for a person matches the name, birth date and gender information that the Ministry has associated with that PHN.

The eligibility status (simple Yes or No) of the person on the date the enquiry is submitted, will be returned with the person's demographics.

A *Yes* response on the PHN Inquiry means that, when checked today, the person is eligible for publicly funded health care services for the date checked. The person could subsequently become INeligible for service on that date. If a fee-for-service claim is involved, use the *MSP Coverage Status Check* business service.

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## Name Search

Used to search the Ministry's Client Registry when the Personal Health Number (PHN) for a person is not known.

Two search types are available to the user:

**Narrow** A Narrow or direct search, is the most common and should be attempted first. This searches for an exact match on the surname. It will also try other combinations of the first name and birth date, if entered, if it cannot find a person.

**Wide** A Phonetic search is normally used when the narrow search has been unsuccessful. This searches for a name that "sounds like" the surname that has been entered.

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## Record New Person

Used to record information about, and assign a Personal Health Number (PHN) to, a person who is not already recorded on the Client Registry. Any client receiving a health care service in BC must be assigned one.

A *Name Search* business service must be performed before a new person is added to the Client Registry.

PHN, when assigned through the *Record New Person* business service, confers no eligibility for health services whatsoever. To become a Beneficiary, a person must be enrolled with the Medical Services Plan.

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### Record Newborn

Used to assign a PHN to a baby born in a British Columbia hospital, and establishes a relationship between the baby and its mother. This business service will also ensure that fee-for-service claims are paid for the first three months of life for a child who is born to a BC Resident.

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### Record Death

Used to enter the death date for a client recorded on the Client Registry.

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## Person Demographic Services

The Person Demographics business services enable authorized users to inquire against and update client demographics on Ministry databases.

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### Get Person Demographics

Used to retrieve the most current name, address, gender, date of birth and date of death (if applicable) for a person.

The exchange of person information is subject to guidelines/requirements set by the Freedom of Information and Protection of Privacy Act (FOIPOP). A person may establish a “security keyword” to ensure that their personal information is released to authorized providers.

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### Update Person Demographics

Used to update or correct the name, gender or date of birth for a person.

Significant changes, such as a surname change, will require the user to view and record information about the supporting document(s) using the *Record Document* business service. Users will be provided with a list of acceptable supporting document types.

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### Record Document

Used to record details from supporting documentation that substantiates one or more facts provided by a person, such as the right to reside in Canada, or identification including, name, gender, or date of birth.

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### Update Person Address

Used to update or correct a person's home address, mailing address or home telephone number.

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### Validate Address

Used to validate any Canadian address against Canada Post Corporation (CPC) compliance standards. A user can verify correctness of their input address, obtain a more correct address, and obtain postal codes with the *Validate Address* business service.

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## Help Screens

All the *healthnetBC* web business services have Help pages linked from their input and response screens. These Help pages describe exactly what is required to complete each web business service, such as field lengths and valid values, and in some cases, how to interpret results. If you have any questions about a business service, check out the Help page first. The menu pages and log in screen also have Help pages. The log in Help page explains, for example, how to change your password.

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## Service Permission Groups (SPGs)

*healthnetBC* services are offered in packages called *Service Permission Groups* or *SPGs*, which consist of one or more business services. An organization can have permission to use more than one SPG, although each user can only be assigned to one SPG at one time. Through the SPG assigned, the user is restricted to accessing only those services and data he or she requires to do their work.

The business services (all, or a subset of the services described on the previous pages) that can be made available to your users, will be identified when your organization registers to use *healthnetBC* web business services.

Health Authorities have three Service Permission Groups available to them for confirming patient eligibility and person demographics. These are *Hospital Admitting*, *Continuing Care Client Search*, and *Mental Health Client Search*.

**healthmetBC Web Business Services by SPG**

<p><b>Hospital Admitting</b></p>	<p>Record Newborn</p> <p>Record New Person</p> <p>Get Person Demographics</p> <p>Validate Address</p> <p>Update Person Demographics</p> <p>Update Person Address</p> <p>Record Death</p> <p>Name Search</p> <p>MSP Coverage Status Check</p> <p>Record Document</p> <p>PHN Inquiry</p>
<p><b>Mental Health Client Search</b></p>	<p>Record New Person</p> <p>Get Person Demographics</p> <p>Validate Address</p> <p>Update Person Demographics</p> <p>Update Person Address</p> <p>Name Search</p> <p>PHN Inquiry</p> <p>MSP Coverage Status Check</p>
<p><b>Continuing Care Client Search</b></p> <p><i>This SPG is also available to Health Authority Finance Departments.</i></p>	<p>Get Person Demographics</p> <p>Validate Address</p> <p>Update Person Address</p> <p>Name Search</p> <p>MSP Coverage Status Check</p> <p>PHN Inquiry</p>

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# System Availability

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## General Availability

Although some parts of the system are in **read only mode**, outside of regular business hours, most *healthnetBC* web business services are available to users 24 hours per day 7 days a week, with the following scheduled regular downtime.

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### Scheduled Downtime for System Maintenance

Thursdays from 12:01 a.m. to 8:00 a.m. (PST)  
Sundays from 6:00 a.m. to 9:00 a.m. (PST)

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### Emergency Downtime

Emergency downtime should be expected. Whenever possible, all users will receive advance notice prior to system shutdown.

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## System Performance

Several system components affect the processing of transactions transmitted via the Internet. The service delivery process also depends on the user's system configuration. These factors make it difficult to provide a definite level of system performance for all users.

In general, response time should be between 5 and 10 seconds.

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## Support

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### Help Desk

There may be occasion when you encounter a problem trying to access the *healthnetBC* system, or when using the web business services. If the problem appears to be related to your computer or your local system, contact your local IT department or see your Access Administrator. For any other problem, you should call the *healthnetBC* HelpDesk.



<b><i>healthnetBC</i> HelpDesk</b>	<b>Phone Numbers</b>
<b>Vancouver and Lower Mainland</b>	<b>(604) 682-2316</b>
<b>Victoria</b>	<b>(250) 952-2293</b>
<b>Toll Free (in BC only)</b>	<b>1- (888) 764-2323</b>

***healthnetBC* HelpDesk is available 24 hours per day, 7 days per week, to accept, log, and resolve problem calls.**

When you call the *healthnetBC* HelpDesk, you will be asked to identify yourself and your organization, and to describe the problem. If the problem has to do with a web business service, be sure to identify the business service (e.g., “Name Search”, or “Get Person Demographics”). If your problem is with a particular error message, have it written down, or take a screen print, so that you have it on hand to describe to the *healthnetBC* HelpDesk.

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### Technical Support

Current business services do not warrant around the clock full technical support (i.e., they do not meet life support level criteria). Should a system outage occur outside of regular business hours, every attempt will be made to restore services as quickly as possible. However, repairs requiring major technical support services will be completed only during regular business hours.

## ***Contacts & Responsibilities***

To protect the security and confidentiality of client information, the Ministry of Health Services requires that any organization registering for its access services must designate individuals with appropriate authority to be responsible for user access. A description of each of the roles follows.

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### ***Chief Executive Officer***

This individual is the Chief Executive Officer or designate, within the Health Authority, who has signed the Ministry of Health Services Data Access Agreement (DAA). The CEO is responsible, through the terms of the DAA, for ensuring that confidentiality and security procedures (such as confidentiality oaths) are in place for all users accessing Ministry data via *healthnetBC*, and naming the individual who will be the External Access Authority for each facility or site.

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## ***External Access Authority***

This individual should be a senior manager at the facility/site that is accessing Ministry of Health Services Web business services. He or she will be responsible for authorizing access to system users. Typically, the External Access Authority will delegate the day-to-day security chores to one or more Access Administrators.

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## ***Access Administrator***

This individual is the Ministry's primary contact point within the facility/site for all questions and concerns about user access. The Access Administrator must be named by the External Access Authority and will require at least one backup.

The Access Administrator is responsible for providing systems administrative and coordination support to the users of *healthnetBC* web business services within the organization, including:

- Registering users,
- Assigning and canceling access permissions,
- Installing digital certificates on users' computers,
- Being the contact for system outages (i.e., when the system is not available), and enhancements to the system, and,
- Distributing system information to the other users within their facility/site.

The Ministry will provide tools and instructions for these duties.

A Technical contact (if other than the Access Administrator) will be responsible for providing any technical or system-related information that the Ministry requires, to assist in the connection of the organization. This may include helping resolve issues around digital certificates and firewalls.