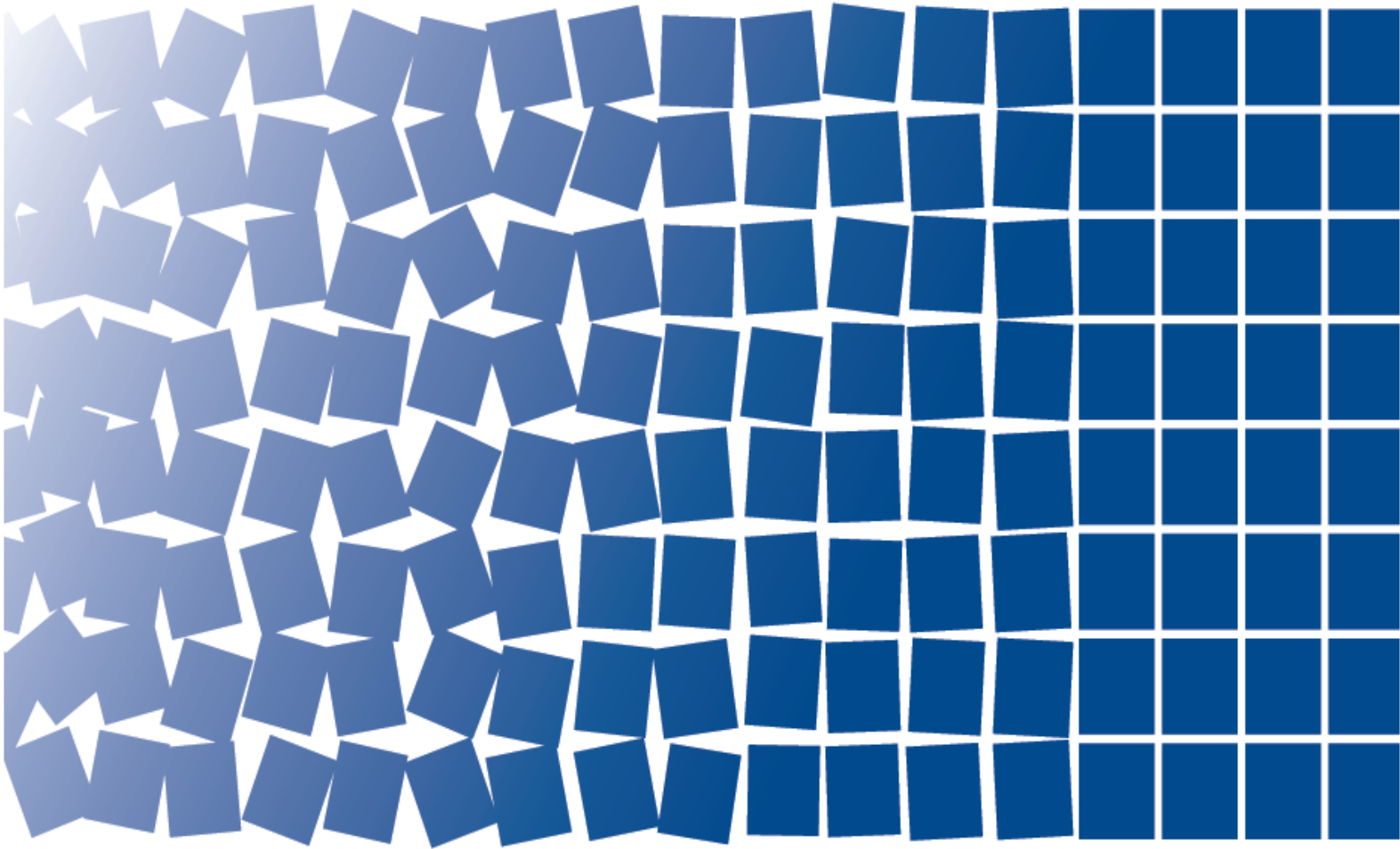


# **PHARMACARE SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**GOVERNMENT RECORDS SERVICE**

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### PHARMACARE SERVICES *OPERATIONAL RECORDS CLASSIFICATION SYSTEM* TABLE OF CONTENTS

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SECTION 2                      70555-70599              PHARMACARE AUDIT

SYSTEMS SECTION

APPENDICES

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[Key to ARCS/ORCS Codes and Acronyms](#)

## ORCS REGISTER OF AMENDMENTS

This register lists all approved changes made to the *PharmaCare Services ORCS*, in ascending order (i.e., the most recent changes appear first).

For more information about the changes listed here, see the relevant section, primary, and/or secondary; the *ORCS* may also have an appendix that provides a more detailed summary of changes.

**Original schedule approval date: 2001/03/19**

Amendment Number	Amendment Type	Date Approved	Section/ Primary/ Secondary	Changes
195744	Administrative	2024-03-27	Section 1: 70315-20; 70315-21	Modifications to secondaries to reflect new form.
195740	Administrative	2023-06-05	Entire ORCS	Entire <i>ORCS</i> updated to reflect change in HIBC service provider.  <i>ORCS</i> formatted to align with <i>ORCS</i> 2020 standards.
ADAM 44	Administrative	2014-04-23	Section 2: 70560-30; 70580-20; 70585-20; 70585-30	Deleted the OPR statement referring to “Pharmaceutical Services” in 70560-30 to reflect the fact that PharmaCare Audit is the OPR; deleted three identical notes in other secondaries concerning the specifics of creating binders and wrapping records in elastic bands.
201213	Formal	2011-05-19	Section 1	This was a thorough amendment to almost all parts of the <i>ORCS</i> to reflect organizational changes and current standards; see Appendix C, the Summary of Changes, for a detailed list of amendments.
190052	Formal	2008-05-28	Section 2, Pharmacare Audit	New section added to cover records relating to the audit of Pharmacare-paid claims made by pharmacies. This includes records relating to the approval and planning of audit activities and priorities; confirmation of Pharmacare-paid claims by patients and doctors; the audit of

<b>Amendment Number</b>	<b>Amendment Type</b>	<b>Date Approved</b>	<b>Section/ Primary/ Secondary</b>	<b>Changes</b>
				pharmacies, selected randomly by geographic location or as a result of third-party tips, involving visits to the pharmacies to review documentation in support of Pharmacare-paid claims (on-site pharmacy audits); and the audit of specific issues and drugs focusing on overpayments resulting from incorrect submissions to Pharmacare by pharmacies (PharmaNet data analysis audits). Changes made to Executive Summary, Table of Contents, ISO Section, Appendices, and Index
164235	Formal	2006-03-31	Section 1, 70315 PHARMACARE BENEFICIARY REGISTRATION	New primary added to cover registration of individuals to receive Pharmacare benefits under the Fair Pharmacare Program.

## USEFUL INFORMATION

### Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	<b>ARCS</b> = <i>Administrative Records Classification System</i> <b>ORCS</b> = <i>Operational Records Classification System</i>
Office information:	<b>OPR</b> = Office of Primary Responsibility
Records life cycle:	<b>A</b> = Active <b>SA</b> = Semi-active <b>FD</b> = Final Disposition
Active and semi-active period codes:	<b>CY</b> = Calendar Year <b>FY</b> = Fiscal Year <b>NA</b> = Not Applicable <b>SO</b> = Superseded or Obsolete <b>w</b> = week <b>m</b> = month <b>y</b> = year
Final disposition categories:	<b>DE</b> = Destruction <b>FR</b> = Full Retention <b>SR</b> = Selective Retention <b>OD</b> = Other Disposition <b>NA</b> = Not Applicable
Special flags:	<b>FOI</b> = Freedom of Information/Protection of Privacy <b>PIB</b> = Personal Information Bank <b>VR</b> = Vital Records

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Government Records Officer contact information.](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### *PharmaCare Services*

### *Operational Records Classification System (ORCS)*

### Executive Summary for Amendment 6 - Administrative Amendment

#### **Creating Agency**

Ministry of Health

Health Sector Workforce and Beneficiary Services Division

Beneficiary Services and Strategic Priorities

#### **Amendment Change Summary**

Amendment to include a new, combined form.

#### **Scope**

The purpose of this amendment is to reflect the amalgamation of the Medical Services Plan (MSP) Application for Enrolment, the MSP Application for Supplementary Benefits, and the Fair PharmaCare Plan Registration forms into one form, the B.C. Application for Health and Drug Coverage (AHDC).

#### **Standard Appraisal Considerations**

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

#### **Specific Appraisal Considerations**

For a detailed description of the changes, consult Appendix C: Summary of Changes to the *PharmaCare Services ORCS*.

#### **Endorsements**

This schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards and reflects sound record keeping practices.

Schedule Number: 123389

Amendment Number: 195744

Schedule Developer: Elise Polkinghorne, Archivist, 2024-02-26

Approved by Director, Archives and Records Initiatives: Mario Miniaci, 2024-03-27

END OF EXECUTIVE SUMMARY

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### *PharmaCare Services*

### *Operational Records Classification System (ORCS)*

### Executive Summary For Amendment 5 - Administrative Amendment

#### **Creating Agency**

Ministry of Health

Pharmaceutical, Laboratory and Blood Services Division

#### **Amendment Change Summary**

Amendment to change name of service provider.

#### **Scope**

The purpose of this amendment is to update the name of an Alternative Service Delivery (ASD) service provider and to align formatting with ORCS 2020 standards.

#### **Endorsements**

Schedule Number: 123389

Amendment Number: 195740

Schedule Developer: Elise Polkinghorne, Archivist, 2023-06-05

Approved by Director, Archives and Records Initiatives: Mario Miniaci, 2023-06-05

END OF EXECUTIVE SUMMARY

**ADMINISTRATIVE AMENDMENT APPROVAL FORM (ARS 636)****DESCRIPTION**

This is a request for approval of two amendments, described below.

1. To delete a note that appears, with identical wording, in secondaries 70580-20, 70585-20, and 70585-30. The note contains paper-oriented filing instructions, and the full text is as follows:

*NOTE: When a [name of audit type] is started, a binder is opened and all records are filed in the binder. When the audit is complete, and any recoveries have been made, the file is removed from the binder stamped "completed" and wrapped with elastic bands.*

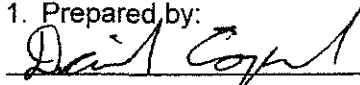
2. To change the OPR in secondary 70560-30 from "Pharmaceutical Services" to "PharmaCare Audit" to reflect a shift in acknowledged operational responsibilities.

See attached amended pages from the approved schedule, and memos from the Records Officer authorizing these changes.

**REVIEW AND APPROVAL SIGNATURES**

Records Management Operations (RMO) approves the schedule change as an administrative amendment.

1. Prepared by:



Archivist, GRS

2013 09/17

YYYY/MM/DD

3. Approved by:

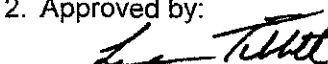


Glen Isaac, Manager, GRS

2013 10/25

YYYY/MM/DD

2. Approved by:



Lynne Tibbitt, Secretary  
Public Documents Committee

2013 10/23

YYYY/MM/DD

Effective date:  
(if different than approved date)

20 / /  
YYYY/MM/DD

approver initials

Schedule No. 1 2 3 3 8 9

# RECORDS RETENTION AND DISPOSITION AUTHORITY

Amendment No. 2 0 1 2 1 3

**This is a recommendation to amend the above-noted records schedule.**

**Title:** *Pharmacare Services Operational Records Classification System – amendment 3*

Ministry of Health Services  
 Strategic Innovation  
 Pharmaceutical Services

**Description and Purpose:**

The purpose of this amendment is to update Section 1 of the ORCS to reflect the introduction of a new digitization initiative (MaxImage) and the addition of new functions in primaries 70313, 70317, 70322, 70480 and 70490. This amendment also includes additional secondaries, elimination of redundant secondaries, consolidation of similar secondaries and new Information System Overviews for the Drug Information System and the claims and Medical History data marts.

For further descriptive information about these records, please refer to the attached schedule.

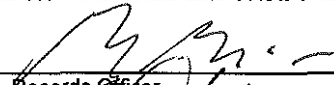


**Date range:** 1972/01/01 ongoing

**Physical format of records:** see attached schedule


**Annual accumulation:** 2.4 cubic meters

**Recommended retention and disposition:** scheduled in accord with attached records schedule.


**THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:**

	<u>2010/08/11</u>
Records Officer	Date
	<u>13 Oct 2010</u>
Executive Director/ADM	Date
	<u>20 Oct 2010</u>
Deputy Minister/Corporate Executive	Date

**THE PUBLIC DOCUMENTS COMMITTEE CONCURS:**

	<u>16 Dec 2010</u>
Chair, PDC	Date

**THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:**

	<u>Feb. 10, 2011</u>
L.T.	Date

**APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:**

	<u>May 19, 2011</u>
L.T.	Date

**OTHER STATUTORY APPROVALS:**

Signature _____	Date _____	Signature _____	Date _____
Title: _____		Title: _____	

CONTACT: Darlene Therrien, Executive Director, Pharmacare Services. 250-952-1149

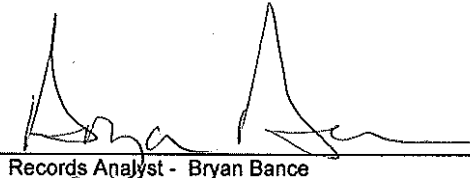
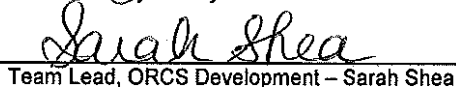
**RECORDS MANAGEMENT APPRAISAL:**

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of *Pharmacists, Pharmacy Operations and Drug Scheduling Act* (RSBC 1996, 2. 363) and *Continuing Care Programs Regulation* (BC Reg. 146/95) and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated in the attached schedule.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* amendment meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

  
Records Analyst - Bryan Bance2010/07/26,  
Date  
Team Lead, ORCS Development - Sarah Shea2010/07/29  
Date**ARCHIVAL APPRAISAL:**

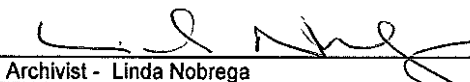
This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

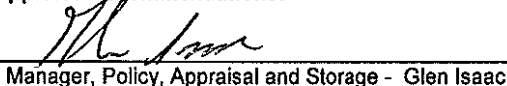
Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

  
Archivist - Linda Nobrega2010/07/29  
Date

The undersigned endorses the appraisal recommendations:

  
Manager, Policy, Appraisal and Storage - Glen Isaac2010/07/29  
Date

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A

SA

FD

### PHARMACARE SERVICES

#### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

#### EXECUTIVE SUMMARY FOR AMENDMENT 3

This *Operational Records Classification System (ORCS)* amendment updates the classification system and retention and disposition schedule for the operational records created by the Pharmaceutical Services Division of the Ministry of Health Services and by Health Insurance BC under the *Pharmacy Operations and Drug Scheduling Act* (SBC 2003, c. 77), and the *Continuing Care Programs Regulation* (BC Reg. 146/95), as described within Section 1 of this *ORCS*.

This amendment reflects the introduction of a new digitization initiative (MaxImage) involving PharmaCare registration and claims processing records and the subsequent creation of records in new media types. The amendment also reflects the Ministry's role as data steward for the Drug Information System, as well as changes to PharmaCare plans and programs' definitions and service delivery. Major changes were as follows: addition of primaries 70313 (PharmaCare Beneficiary Registration-General), 70317 (PharmaCare Beneficiary Registration-Palliative Care), 70322 (PharmaCare Benefits-Plan Definitions), 70480 (PharmaCare Strategic and Program Planning), and 70490 (PharmaNet Medication History); creation of several new secondaries to reflect new functions or media types; elimination of redundant secondaries; consolidation of similar secondaries; adjustments to final dispositions to reflect current *ORCS* standards; and the creation of new Information System Overviews for the Drug Information System and the Claims and Medical History data marts.

Other amendments to primaries and secondaries have been made throughout the *ORCS* to include wording changes in scope notes, primary and secondary titles and secondary notes.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. Records Management Operations has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

(continued on next page)

SA = Semi-active  
FD = Final Disposition  
PIB = Personal Information Bank  
PUR = Public Use Records  
OPR = Office of Primary Responsibility

FY = Fiscal Year  
NA = Not Applicable  
w = week m = month  
y = year

DE = Destruction  
SR = Selective Retention  
FR = Full Retention  
FOI = Freedom of Information/Privacy  
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A      SA      FD

The following summary describes the changes that affect retention periods and final dispositions. In this summary, record types are linked to the ORCS by primary and secondary numbers. Final disposition statements are provided only if they have changed. For a detailed description of all changes, please consult Appendix C: Summary of Changes to the *PharmaCare Services ORCS* (concordance table).

- 1)      PharmaCare Program and Policy Development Files      SO      7y      FR  
         (secondary 70480-20)

These records document all strategic and program planning activities performed by the division. They also document the evaluation of Pharmaceutical Services Division programs, priorities, policies and strategies.

SO = when no longer required for program planning and policy development purposes

7y = The retention period ensures the records will be available for future planning and policy development.

FR = The government archives will fully retain PharmaCare program and policy development files because they document the development, planning, implementation and evaluation of programs, initiatives and policies that address pharmaceutical issues.

- 2)      PharmaCare Annual Reports and Newsletters      SO      nil      FR  
         (secondary 70300-02)

These records document PharmaCare Services publications including *PharmaCare Trends*, PharmaCare Annual Reports, and the *BC PharmaCare Newsletter*.

SO = when no longer required for reference purposes

FR = The government archives will fully retain PharmaCare annual reports and newsletters for its significant informational value. The publications document the history of the PharmaCare programs, the nature of eligibility of benefits, program initiatives and contain statistics on program and drug costs and patterns of drug usage. The *BC PharmaCare Newsletter* documents information provided to health care providers including the announcement of changes in PharmaCare policies, procedures, and benefits and the clarification of existing policies.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
3) <u>PharmaCare Research and Evaluation Project Files</u> (secondary 70450-30)	SO+1y	5y	FR

These records document research into issues in pharmacology, demographics, economics, and related issues which may affect the provision of service. They also document the development, management review and analysis of policies and programs to evaluate objectives and efficiency.

SO = when project is completed or abandoned and when no longer required for operational or reference purposes

FR = The government archives will fully retain PharmaCare research and evaluation project files because they document the evaluation and analysis of policy and programs on such factors as efficiency and meeting objectives. Also includes PharmaCare's participation in cross-government projects such as the National Pharmaceuticals Strategy.

4) <u>PharmaCare Claims – microfilm</u> (secondary 70350-08)	FY+6y	13y	DE
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20y = The retention ensures records are maintained for program research and statistical purposes.

5) <u>PharmaCare Claims – Palliative Care Drug Plan (Plan P)</u> (secondary 70350-10)	FY+1y	6y	DE
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These records document microfilmed claims created primarily before the introduction of data warehouses.

8y = The retention ensures records are available for claims processing and payment purposes and is consistent with retention periods for financial records classified within ARCS section 4.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
6) <u>Drug Information System Data</u> (secondary 70490-20)	CY+9y	nil	DE

These records contain all data elements (PharmaNet tables) related to the Drug Information System (DIS), except for clinical data provided by *First Databank*. The DIS is a subsystem of PharmaNet used to maintain BC patients' drug clinical information.

10y = The retention period is based upon ministry practice to retain patient files for the ten-year period specified in the *Hospital Act Regulation* (B.C. Reg. 121/97, s. 14) regarding the retention of patient records by hospitals.

7) <u>PharmaCare Claims - General</u> (secondary 70350-01)	FY+1y	6y	DE
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8y = The retention period ensures the records are available for ongoing audit, operational, and reference purposes.

8) <u>Monthly Deductible Payment Option</u> (secondary 70315-28)	FY+1y	6y	DE
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These records document the registration of individuals to receive PharmaCare benefits under the Fair PharmaCare program using a payment option that allows for partial payment of a deductible cost each month.

8y = The retention period ensures the records are available for ongoing audit, operational and reference purposes.

9) <u>Narcotic "triplicate" Prescriptions</u> (secondary 70350-04)	FY+1y	6y	DE
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These records document the BC Triplicate Prescription forms submitted by pharmacies.

8y = The retention ensures the records are available for claims processing and payment purposes and is consistent with retention periods for financial records classified within *ARCS* section 4.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
10) <u>PharmaCare Claims – electronic images</u> (secondary 70350-09)	FY+1y	6y	DE
<p>These records document claims for reimbursement of the cost of designated prescription drugs and medical supplies that are stored as electronic images.</p> <p>8y = The retention ensures the records are available for claims processing and payment purposes and is consistent with retention periods for financial records classified within ARCS section 4.</p>			
11) <u>PharmaCare Claims – Palliative Care Drug Plan (Plan P)</u> (secondary 70350-10)	FY+1y	6y	DE
<p>These records document claims submitted under the Palliative Care Drug Plan (Plan P).</p> <p>8y = The retention ensures records are available for claims processing and payment purposes and is consistent with retention periods for financial records classified within ARCS section 4.</p>			
12) <u>Verification of Income</u> (secondary 70315-36)	FY+1y	6y	DE
<p>These records document verification of income with the Canada Revenue Agency (CRA) as part of the registration of individuals to receive PharmaCare benefits under the Fair PharmaCare program.</p> <p>8y = The retention period ensures the records are available for ongoing audit, operational and reference purposes.</p>			
13) <u>Palliative Care Applications</u> (secondary 70317-20)	SO+7y	nil	DE
<p>These records document the registration of individuals to receive PharmaCare benefits under the Palliative Care Drug Plan (Plan P).</p> <p>SO = when scanned and entered into PharmaNet, plus an additional seven years</p> <p>7y = The retention period ensures the records are retained for ongoing operational and reference requirements.</p>			

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
14) <u>Restricted Beneficiary Case Files</u> (secondary 70420-30)	SO+7y	nil	DE

These records document PharmaCare program utilization monitoring under the Restricted Claimant Program. Individuals are monitored in order to apply or lift restrictions to specified physicians and pharmacies and if they are in suspected violation of residency eligibility criteria.

7y = These files are retained for seven years after a letter from a doctor is received requesting a restriction lift, when a restriction was due to incarceration only and the restriction is lifted, when there has been no activity for two years, or the beneficiary is deceased. The retention ensures the records will be available for research and reference purposes.

15) <u>Formulary Management Working Materials</u> (secondary 70325-35)	SO	7y	DE
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These records document the materials used to make drug listing decisions such as Common Drug Review and Therapeutics Initiatives reports, non-submission working materials, correspondence, and related reference and background materials.

SO = when the Formulary Management Director determines the information is no longer current, or when no longer required for reference purposes

7y = The retention period ensures records will be available for research and reference purposes.

16) <u>HealthNet BC Client Update Files</u> (secondary 70420-25)	SO	7y	DE
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These records document requests by pharmacies for read-only access to PharmaNet.

SO = when the data access agreement with the pharmacy is terminated and Data Access Services notifies Health Insurance BC (HIBC) that this has occurred

7y = The retention period ensures the records will be available for research and reference purposes.

(continued on next page)

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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	<u>A</u>	<u>SA</u>	<u>FD</u>
17) <u>Drug Manufacturers Files</u> (secondary 70325-20)	SO	7y	DE
SO = when the drug is delisted and/or the product listing agreement is terminated			
7y = The retention period ensures records will be available for research and reference purposes.			
18) <u>PharmaCare Consultation Case Files</u> (secondary 70400-20)	SO	2y	DE
These records document the provision of expert advice on pharmacology or other aspects of the PharmaCare program to health practitioners, the public, and other government staff.			
SO = when a response is provided, the issue is resolved or abandoned, and when no longer required for reference purposes			
DE = The PharmaCare consultation case files may be destroyed because they document routine consultations that reflect PharmaCare policies and procedures. Any issues of a significant nature are sufficiently documented in records retained under the Executive Records Schedule (102906).			
19) <u>Electronic Records</u>	SO	nil	DE
The following new electronic databases are covered by this ORCS:			
Drug Information System MaxImage System Medication History (Medhist) Data Mart PharmaCare Centralized Information System PharmaCare Claims Data Mart			
The Information System Overview section provides information about inputs and outputs and routine back-ups. Notes under the ORCS secondaries provide information about classification and scheduling of the records. These records have no enduring value to government at the end of their scheduled retention periods.			

(continued on next page)

SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A      SA      FD

20) All Other Records

DE

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the functions performed, but does not exceed seven years. These records have no enduring value to government at the end of their scheduled retention periods.

SA = Semi-active  
FD = Final Disposition  
PIB = Personal Information Bank  
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OPR = Office of Primary Responsibility

FY = Fiscal Year  
NA = Not Applicable  
w = week   m = month  
y = year

DE = Destruction  
SR = Selective Retention  
FR = Full Retention  
FOI = Freedom of Information/Privacy  
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Schedule No. 123389

## RECORDS RETENTION AND DISPOSITION AUTHORITY

Amendment No. 190052

This is a recommendation to amend the above-noted records schedule.

Title: *Pharmacare Services Operational Records Classification System*, amendment 2 (addition of section 2 "Pharmacare Audit")

Ministry of Health

~~Financial and Corporate Services~~~~PharmaCare Audit~~STRATEGIC INNOVATION  
FINANCIAL AND CORPORATE SERVICES  
FINANCE AND DECISION SUPPORT  
PHARMACARE AUDIT

## Description and Purpose:

The purpose of this amendment is to incorporate a new section into the *Pharmacare Services ORCS* for records relating to audit activities that ensure the proper expenditure of public funds for goods and services claimed by pharmacists under the PharmaCare program.

For further descriptive information about these records, please refer to the attached schedule.

Date range: 1972/01/01 ongoing

Physical format of records: see attached schedule

Annual accumulation: 0.384 cubic meters

Recommended retention and disposition: scheduled in accord with attached records schedule.

## THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

Sarah Shea  
Records Officer

04/26/2007  
Date

David Anderson  
~~Executive Director/ADM~~

29/04/2007  
Date

Ms. Adams  
Deputy Minister/Corporate Executive

NOV 21, 2007  
Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:

S. Mitchell  
Chair, PDC

16 June 2008  
Date

THE SELECT STANDING COMMITTEE ON PUBLIC  
ACCOUNTS APPROVES THE RECOMMENDATION OF  
THE PUBLIC DOCUMENTS COMMITTEE:

May 27, 2008  
Date

APPROVED BY RESOLUTION OF THE LEGISLATIVE  
ASSEMBLY:

May 28, 2008  
Date

## OTHER STATUTORY APPROVALS:

Signature

Date

Signature

Date

Title:

Title:

CONTACT: Ken Quan, A/Manager 356-2592

**RECORDS MANAGEMENT APPRAISAL:**

This appraisal documents the recommendation for active and semi-active retention periods.

There is no legislation governing the operational responsibilities of the creating agency.

Functional duplicates are indicated in the attached schedule.

The retention and final disposition guidelines specified in the *Operational Records Classification System* amendment meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

  
\_\_\_\_\_  
Records Analyst2007-10-25  
\_\_\_\_\_  
Date**ARCHIVAL APPRAISAL:**

This appraisal documents the recommendation for final disposition.


The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

The definition of full retention provides that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

  
\_\_\_\_\_  
Archivist2007-10-25  
\_\_\_\_\_  
Date

The undersigned endorses the appraisal recommendations.

  
\_\_\_\_\_  
Director, Corporate Information Management Branch2007-10-25  
\_\_\_\_\_  
Date

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by the Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

A      SA      FD

### PHARMACARE SERVICES

#### Operational Records Classification System

#### EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for the operational records created by the Pharmaceutical Services division of the Ministry of Health Services and by Health Insurance BC under the *Pharmacists, Pharmacy Operations and Drug Scheduling Act* (RSBC 1996, c. 363), and the *Continuing Care Programs Regulation* (BC Reg. 146/95) and the operational records created by the Pharmacare Audit section, Financial and Corporate Services, of the Ministry of Health Services. There is no governing legislation for Pharmacare Audit.

These records document the establishment of benefit and reimbursement policies; negotiation of pharmacy participation agreements; utilization monitoring; and verification and processing of claims covering most prescription drugs and designated medical supplies, essential ostomy supplies, designated prosthetic appliances, orthotic bracing for children, and oxygen for in-home use; approval and planning of audit activities and priorities; confirmation of Pharmacare-paid claims by patients and doctors; the audit of pharmacies, selected randomly by geographic location or as a result of third party tips, involving visits to the pharmacies to review documentation in support of Pharmacare-paid claims (on-site pharmacy audits); and the audit of specific issues and drugs focusing on overpayments resulting from incorrect submissions to Pharmacare by pharmacies (PharmaNet data analysis audits).

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. Corporate Information Management Branch has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

(Continued on next page)

A = Active  
SA = Semi-active  
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PUR = Public Use Records  
OPR = Office of Primary Responsibility

CY = Calendar Year  
FY = Fiscal Year  
NA = Not Applicable  
w = week    m = month  
y = year

SO = Superseded or Obsolete  
DE = Destruction  
SR = Selective Retention  
FR = Full Retention  
FOI = Freedom of Information/Privacy  
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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by the Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

A      SA      FD

This ORCS covers records created and received since 1972 when the Department of Health became a third-party payer for drugs and the prescription drug program was created for low-income British Columbians. Prior to 1972 there was no program in the government to assist with payment of prescription drugs. However, a Pharmaceutical Consultant, with the assistance of a committee of experts from the B.C. Medical Association, the Pharmaceutical Association, and the University of British Columbia Faculties of Medicine and Pharmaceutical Sciences, advised the Ministry on matters related to drug pricing, product selection, labelling, advertising, generic equivalents, and pharmacists' dispensing fees. Previous records relating to the functions documented in this ORCS have been appraised and scheduled under one-time records schedule(s) or under ongoing records schedule(s), and transferred to the government archives or destroyed as appropriate.

The summary which follows describes the basic types of records and identifies their retention periods and final dispositions. In this summary, record types are linked to the ORCS by primary and secondary numbers. Please consult the ORCS manual for further information.

- 1)      Policy and Procedures      SO      5y      FR  
            (secondary -00 throughout ORCS)

Throughout this ORCS, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value. Draft and duplicate materials which hold insufficient value to merit preservation may be purged and discarded.

- 2)      Pharmacare Plans and Programs      SO      2y      FR  
            (secondaries 70320-02 to 70320-06)

These records document the definition of Pharmacare plans, including eligibility rules and the extent of coverage provided by the plans, and cost-saving incentive programs.

These records document the history of Pharmacare programs, as well as current Pharmacare plans, programs and initiatives. They also document longitudinal changes in program spending and drug costs, current patterns of drug usage, and inter-provincial prescription drug program comparisons across Canada.

(Continued on next page)

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by the Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
3) <u>Annual Reports (Pharmacare Trends)</u> (secondary 70300-02)	SO	nil	FR
The government archives will fully retain one copy of each publication of Pharmacare Trends for its significant informational value.			
4) <u>Pharmacare Issues and Consultation Case Files</u> (secondary 70400-20)	SO	6y	SR
These records document the provision of expert advice on pharmacology or other aspects of the Pharmacare program to health practitioners, the public, and other government staff.			
The government archives will selectively retain issues and consultation case files by retaining files that document significant issues and advice given on significant issues.			
5) <u>Pharmacare Research and Evaluation Project Files</u> (secondary 70450-30)	SO+1y	5y	SR
These records document research into issues in pharmacology, demographics, economics, and related issues which may affect the provision of service. They also document the development, management review and analysis of policies and programs to evaluate objectives and efficiency,			
The government archives will selectively retain research and evaluation files by retaining files that document significant research and evaluation projects.			

(Continued on next page)

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by the Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
6) <u>Pharmacare Claims</u> (secondaries 70350-02 and 70350-03)	FY+6y	13y	DE
<p>These records document Pharmacare claims submitted by individuals under Plan E, or claims submitted under plans A, B, C and F by pharmacies and suppliers not connected to the Pharmanet system.</p> <p>They will be retained for twenty years after the fiscal year of their creation or receipt, and then destroyed. The twenty year retention period ensures that these microfilm records are maintained for program research and statistical purposes.</p>			
7) <u>Annual audit plans</u> (secondary 70560-02)	CY+4y	5y	DE
<p>These records are submitted to the Pharmacare Audit Review Committee for review and approval. They document the plan for audit activities by Pharmacare Audit during the calendar year.</p> <p>The ten-year retention period ensures that the records are available for long-term planning purposes.</p>			
8) <u>Audit recoveries ("ADM binder") and audit recovery reports</u> (secondary 70555-02) (secondary 70555-03)	FY+2y FY	5y 7y	DE DE
<p>These records document recoveries made by Pharmacare Audit in a fiscal year.</p> <p>The eight year retention period is consistent with the fiscal year plus seven years retention periods for other financial records.</p>			
9) <u>Confirmation letter statistical reports – annual and monthly</u> (secondaries 70570-06 and 70570-07)	CY+2y	5y	DE
<p>These records consist of de-personalized summaries of pharmacies Pharmacare-paid claims confirmed by the Confirmation Letter program.</p> <p>The eight-year retention period ensures that the records are available for reference purposes.</p>			

(Continued on next page)

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by the Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
10) <u>On-site pharmacy audit records – paper and electronic</u>			
(secondary 70580-02)	CY+7y	nil	DE
(secondary 70580-20)	SO	8y	DE
(secondary 70580-25)	SO+8y	nil	DE

These records document the auditing of individual pharmacies' paid claims to Pharmacare. These audits involve an on-site examination of the pharmacies' records. The selection of pharmacies for on-site audit is either made randomly by geographic location or as a result of information ("tips") provided to Pharmacare.

The eight-year retention period is consistent with the fiscal year plus 7 years ARCS retention periods for financial and audit records.

11) <u>PharmaNet data analysis audit records – paper and electronic</u>			
(secondary 70585-02)	CY+7y	nil	DE
(secondaries 70585-20 and 70585-30)	SO	8y	DE
(secondaries 70585-25 and 70585-35)	SO+8y	nil	DE

These records document the auditing of Pharmacare-paid claims through the review and analysis of PharmaNet data relating to a specific issue or drug. These audits focus on identifying overpayments resulting from incorrect submissions to Pharmacare by pharmacies. Once audits are completed, they are usually followed by quarterly follow-up data analysis audits which continue to audit and make any recoveries on a particular drug or issue.

The eight-year retention period is consistent with the ARCS retention periods for financial and audit records.

12) <u>Pharmacy files ("tips files")</u>	SO+1y	6y	DE
(secondary 70555-20)			

These records consist of tips identifying potential problems with pharmacies' billing practices, correspondence with pharmacies and letters from patients identifying anomalies in a pharmacy's billing practices.

These files are retained for seven years after the pharmacy participation agreement has been terminated. This retention period ensures that the records are available for reference purposes.

(Continued on next page)

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by the Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

- |  | <u>A</u> | <u>SA</u> | <u>FD</u> |
|--|----------|-----------|-----------|
| 13) <u>Pharmacare Audit committee records</u><br>(secondaries 70560-20 and 70560-30) | SO       | 7y        | DE        |

These records document the approval of audit activities and the planning and development of audit policies, priorities and activities by the Pharmacare Audit Review Committee (PARC) and the Pharmacare Audit Working Group (PAWG).

The records are retained for seven years after they are no longer required for operational or reference purposes. This retention period is consistent with the ARCS 202-20 retention for ministry committee files.

- |                               |    |     |    |
|-------------------------------|----|-----|----|
| 14) <u>Electronic Records</u> | SO | nil | DE |
|-------------------------------|----|-----|----|

The following electronic databases are covered by this ORCS:

The Confirmation Letter System  
Home Oxygen Subsidy Program System  
Pharmacare Centralized Information System  
Pharmacare Registration Database

The Information System Overview section provides information about inputs and outputs and routine back-ups. Notes under the ORCS secondaries provide information about classification and scheduling of the records. These records have no enduring value to government at the end of their scheduled retention periods.

- |                              |  |  |    |
|------------------------------|--|--|----|
| 15) <u>All Other Records</u> |  |  | DE |
|------------------------------|--|--|----|

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the functions performed, but does not exceed seven years. These records have no enduring value to government at the end of their scheduled retention periods.

A = Active  
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FOI = Freedom of Information/Privacy  
VR = Vital Records

RECORDS RETENTION AND DISPOSITION AUTHORITY

This is a recommendation to amend the above-noted records schedule.

Title: Pharmacare Services

Ministry of Health Services  
Pharmacare

Description and Purpose:

The purpose of this amendment is to include records related to the registration of individuals to receive benefits under the Fair PharmaCare program, which reimburses beneficiaries for PharmaCare benefits based upon the beneficiary's income. Registratration includes application under the income based benefits program and consent for PharmaCare to receive personal income tax information from the federal government, verification of income with the Canada Customs and Revenue Agency, and the determination of eligibility and deductible level.

For further descriptive information about these records, please refer to the attached schedule.

Date range: 2003 ongoing

Physical format of records: see attached schedule

Annual accumulation: n/a cubic meters

Recommended retention and disposition: scheduled in accord with attached records schedule.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

Records Officer

Date

Executive Director/ADM

Date

Deputy Minister/Corporate Executive

Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:

Chair, PDC

Date

THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

H.O.

Date Feb 8, 2006

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

H.O.

Date March 1, 2006

OTHER STATUTORY APPROVALS:

Signature

Date

Signature

Date

Title:

Title:

Schedule No. 123389

Amendment No. 164235

CONTACT: Nerys Hughes, Senior Manager, Pharmacare Operations, 952-3125

**RECORDS MANAGEMENT APPRAISAL:**

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of *Pharmacists, Pharmacy Operators and Drug Scheduling Act* (RSBC 1996, c. 363), and the *Continuing Care Programs Regulations* (BC Reg. 146/95) and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated in the attached schedule.

The retention and final disposition guidelines specified in the attached *Administrative Records Classification System* OR *Operational Records Classification System* OR ongoing records schedule amendment meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

  
Records Analyst

Feb. 5, 2003  
Date

**ARCHIVAL APPRAISAL:**

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

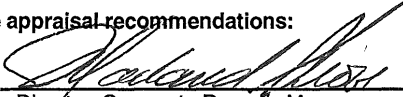
Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

  
Archivist

Feb. 5, 2003  
Date

The undersigned endorses the appraisal recommendations:

  
Director, Corporate Records Management Branch

Feb. 5, 2003  
Date

# RECORDS RETENTION AND DISPOSITION AUTHORITY

Accession No. see ORCS "Introduction" part 2.6.1 (c)

**This is a recommendation to authorize an operational records classification and scheduling system.**

Title: *Pharmacare Services Operational Records Classification System*

Ministry of Health and Ministry Responsible for Seniors  
Pharmacare Division

## Description and Purpose:

The *Pharmacare Services Operational Records Classification System (ORCS)* covers all operational records created, received, and maintained by Pharmacare Division.

These records document the establishment of benefit and reimbursement policies; negotiation of pharmacy participation agreements; utilization monitoring; and verification and processing of claims covering most prescription drugs and designated medical supplies, essential ostomy supplies, designated prosthetic appliances, orthotic bracing for children, and oxygen for in-house use.

For further descriptive information about these records, please refer to the attached executive summary.

Date range: 1972/01/01 ongoing

Physical format of records: see attached schedule

Annual accumulation: 2.4 cubic meters

**Recommended retention and disposition: scheduled in accord with attached ORCS.**

## THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:



Records Officer

*Feb. 8, 2000*

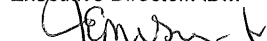
Date



Executive Director/ADM

*Feb 15/00*

Date

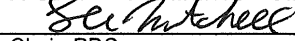


Deputy Minister/Corporate Executive

*Feb 17/00*

Date

## THE PUBLIC DOCUMENTS COMMITTEE CONCURS:



Chair, PDC

*2000-03-23*

Date

## THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

\_\_\_\_\_

Date

## APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

*2001-03-19*

\_\_\_\_\_

Date

## OTHER STATUTORY APPROVALS:

Signature

Date

Signature

Date

Title:

Title:

CONTACT: Nerys Hughes, Senior Manager, Pharmacare Operations 952-3125

**RECORDS MANAGEMENT APPRAISAL:**

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of *Pharmacists, Pharmacy Operators and Drugs Scheduling Act* (RSBC 1996, c. 363), and *The Continuing Care Programs Regulation* (B.C. Reg. 146/95), and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated under appropriate classification headings.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

PRIMARY 70350 SUPERCEDES ONGOING  
RECORDS SCHEDULE 880228

*MLB*  
2001-03-30

Records Analyst

*Joan Smith*

Feb. 7 2000  
Date

**ARCHIVAL APPRAISAL:**

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the ORCS, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

*John Stewart*  
Archivist

Feb. 7, 2000  
Date

The undersigned endorses the appraisal recommendations:

*Chris Nor*  
Director, Information and Data Management Branch

Feb. 7/00  
Date

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

A      SA      FD

### PHARMACARE SERVICES

#### Operational Records Classification System

#### EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for the operational records created by the Pharmacare Division of the Ministry of Health and Ministry Responsible for Seniors under the *Pharmacists, Pharmacy Operations and Drug Scheduling Act* (RSBC 1996, c. 363), and the *Continuing Care Programs Regulation* (BC Reg. 146/95).

These records document the establishment of benefit and reimbursement policies; registration of individuals to receive Pharmacare benefits under the Fair PharmaCare program; negotiation of pharmacy participation agreements; utilization monitoring; and verification and processing of claims covering most prescription drugs and designated medical supplies, essential ostomy supplies, designated prosthetic appliances, orthotic bracing for children, and oxygen for in-home use. Monitoring and auditing of drug usage, and prescription practices for individuals and pharmacies, under the Pharmacare program is not carried out by the Pharmacare Division. It is performed by the Pharmacare Audit Section of the Ministry of Health's Financial Policy and Monitoring Services Branch.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The BC Archives has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

(Continued on next page)

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FOI = Freedom of Information/Privacy  
VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

This *ORCS* covers records created and received since 1972 when the Department of Health became a third-party payer for drugs and the prescription drug program was created for low-income British Columbians. Prior to 1972 there was no program in the government to assist with payment of prescription drugs. However, a Pharmaceutical Consultant, with the assistance of a committee of experts from the B.C. Medical Association, the Pharmaceutical Association, and the University of British Columbia Faculties of Medicine and Pharmaceutical Sciences, advised the Ministry on matters related to drug pricing, product selection, labelling, advertising, generic equivalents, and pharmacists' dispensing fees. Previous records relating to the functions documented in this *ORCS* have been appraised and scheduled under one-time records schedule(s) or under ongoing records schedule(s), and transferred to the government archives or destroyed as appropriate.

The summary which follows describes the basic types of records and identifies their retention periods and final dispositions. In this summary, record types are linked to the *ORCS* by primary and secondary numbers. Please consult the *ORCS* manual for further information.

- Throughout this *ORCS*, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value. Draft and duplicate materials which hold insufficient value to merit preservation may be purged and discarded.

- These records document the definition of Pharmacare plans, including eligibility rules and the extent of coverage provided by the plans, and cost-saving incentive programs.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
These records document the history of Pharmacare programs, as well as current Pharmacare plans, programs and initiatives. They also document longitudinal changes in program spending and drug costs, current patterns of drug usage, and inter-provincial prescription drug program comparisons across Canada.			
3) <u>Annual Reports (Pharmacare Trends)</u> (secondary 70300-02)	SO	nil	FR
The government archives will fully retain one copy of each publication of Pharmacare Trends for its significant informational value.			
4) <u>Pharmacare Issues and Consultation Case Files</u> (secondary 70400-20)	SO	6y	SR
These records document the provision of expert advice on pharmacology or other aspects of the Pharmacare program to health practitioners, the public, and other government staff.			
The government archives will selectively retain issues and consultation case files by retaining files that document significant issues and advice given on significant issues.			
5) <u>Pharmacare Research and Evaluation Project Files</u> (secondary 70450-30)	SO+1y	5y	SR
These records document research into issues in pharmacology, demographics, economics, and related issues which may affect the provision of service. They also document the development, management review and analysis of policies and programs to evaluate objectives and efficiency,			
The government archives will selectively retain research and evaluation files by retaining files that document significant research and evaluation projects.			

(Continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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	<u>A</u>	<u>SA</u>	<u>FD</u>
6) <u>Income Based Benefits Applications and Consents - microfilm</u> (secondary 70315-20)	SO	85y	DE

These records document applications under the income based benefits program and consent for Pharmacare to receive personal income tax information from the federal government.

Application and consent forms are required for the life of a beneficiary to allow for CCRA audit.

7) <u>Pharmacare Claims</u> (secondaries 70350-02 and 70350-03)	FY+6y	13y	DE
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These records document Pharmacare claims submitted by individuals under Plan E, or claims submitted under plans A, B, C and F by pharmacies and suppliers not connected to the Pharmanet system.

They will be retained for twenty years after the fiscal year of their creation or receipt, and then destroyed. The twenty year retention period ensures that these microfilm records are maintained for program research and statistical purposes.

8) <u>Electronic Records</u> (secondaries 70310-30 and 70350-20)	SO	nil	DE
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The following electronic databases are covered by this ORCS:

The Home Oxygen Subsidy Program (HOSP) System assists staff in administering subsidies to BC residents requiring oxygen for at-home use, including the registration of clients and suppliers, and the processing of invoices for payment.

The Pharmacy Centralized Information System (PCIS) assists staff with the administration of the Pharmacare program by helping to determine the amount that Pharmacare will pay against a claim for a prescription or service, based on the eligibility of the claimant to receive Pharmacare benefits, and taking into account special authorities and restrictions on eligibility. PCIS also processes claims for contract services, enables issuance of claim or adjustment payments to pharmacies and individuals, and allows for utilization monitoring of pharmacies and restricted individuals.

(Continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
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A      SA      FD

The Information System Overview section provides information about inputs and outputs and routine back-ups. Notes under the ORCS secondaries listed above provide information about classification and scheduling of the records. These records have no enduring values to government at the end of their scheduled retention periods as the information they contain is documented elsewhere.

9) All Other Records

DE

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the functions performed, but does not exceed seven years. These records have no enduring value to government at the end of their scheduled retention periods.

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A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week   m = month	FR = Full Retention
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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SECTION 1

#### PHARMACARE SERVICES

##### PRIMARY NUMBERS

70300 – 70499

Section 1 covers records relating to the administration of reimbursement plans and subsidy programs established to assist British Columbia residents in the purchase of designated prescription drugs and medical supplies, pursuant to the [Continuing Care Programs Regulation \(BC Reg. 146/95\)](#), and in accordance with the [Pharmacy Operations and Drug Scheduling Act \(SBC 2003, c. 77\)](#). This includes records relating to the establishment of benefit and reimbursement policies; registration of individuals to receive PharmaCare benefits under the Fair PharmaCare program and the Palliative Care Drug program; negotiation of pharmacy participation agreements; utilization monitoring; and verification and processing of claims covering most prescription drugs and designated medical supplies (syringes, needles, infusion sets/kits, blood glucose monitoring strips for insulin-dependent diabetics), essential ostomy supplies, designated prosthetic appliances, and orthotic bracing for children; the initiation, planning and implementation of programs, policies, and strategies; research into pharmacology, demographics, and economic issues; the provision of subject matter expertise and consultative advice to health practitioners, the public, and other government staff; the medication history of PharmaCare beneficiaries; and the development of PharmaCare communication tools such as websites, newsletters, and annual reports.

NOTE: Effective April 1, 2005, the operations of PharmaCare are being delivered by a service provider under the name Health Insurance BC (HIBC). The ministry continues to have ownership and control of all information, set all policy and be accountable for all services to protect British Columbians' personal privacy, while HIBC administers the program on behalf of the division.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

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70300 - 70499

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70300 PHARMACARE SERVICES - GENERAL

Records not shown elsewhere in the PharmaCare services section which relate generally to the provision of assistance in the purchase of prescription drugs, medical supplies, assistive devices, and oxygen for in-home use. Includes correspondence, reports and memoranda.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70300	PHARMACARE SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and Procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			
	NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.			
-02	<b>PharmaCare annual reports and newsletters</b> (includes <i>PharmaCare Trends</i> , PharmaCare Annual Performance Reports, and <i>BC PharmaCare Newsletter</i> )	SO	nil	FR
	(cont'd)			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70300	PHARMACARE SERVICES - GENERAL	A	SA	FD
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### RETENTION STATEMENT

Transfer to the government archives when no longer required for reference purposes.

SO: when no longer required for reference purposes

FR: The government archives will fully retain PharmaCare annual reports and newsletters for its significant informational value. The publications document the history of the PharmaCare programs, the nature of eligibility of benefits, program initiatives and contain statistics on program and drug costs and patterns of drug usage. The *BC PharmaCare Newsletter* documents information provided to health care providers including the announcement of changes in PharmaCare policies, procedures, and benefits and the clarification of existing policies.

-03	PharmaCare web pages	SO	nil	DE
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### RETENTION STATEMENT

Destroy when the web pages are altered, updated, redesigned or closed.

SO: when the web pages are altered, updated, redesigned or closed

DE: As the web pages are updated, superseded/obsolete versions of documents on them may be destroyed in accordance with approved retention schedules. When the web pages are closed, they can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.

NOTE: All documents presented on these web pages are classified under appropriate secondaries within this ORCS or in the Administrative Records Classification System (ARCS). Because this is a simple system, an information system overview has not been developed.

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70300	PHARMACARE SERVICES - GENERAL	A	SA	FD
	<p>NOTE: This public website was designed as a vehicle to provide information about PharmaCare and its associated plans and programs, benefits and registration, as well as publicly released reports and statistical information. It also includes links to various newsletters, bulletins and annual performance reports.</p> <p>NOTE: The PharmaCare website can be accessed at <a href="https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents">https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents</a> as well as through the Ministry of Health internet website.</p>			
-20	<p><b>Pharmaceutical reference materials</b> (includes articles, papers, reports, and other materials collected from external sources) (arrange by subject)</p> <p>RETENTION STATEMENT Destroy when the information is obsolete or no longer required for operational or reference purposes.</p> <p>SO: when the information is obsolete or no longer required for operational or reference purposes</p> <p>NOTE: This secondary covers resource material used for reference and research purposes and does not cover records created by Pharmaceutical, Laboratory and Blood Services Division.</p> <p>NOTE: Reference material obtained for research purposes to support and validate corporate decisions should be filed under the pertinent secondary.</p>	SO	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70310 HOME OXYGEN SUBSIDY

Records relating to the administration of the home oxygen program, including registration of clients and suppliers, monitoring of usage, and payment of subsidies pursuant to the [Continuing Care Programs Regulation \(BC Reg. 146/95\)](#). Includes correspondence with clients, physicians, suppliers, health units and other public bodies; registration of oxygen suppliers; client application forms [HLTH 337]; physician followup reports [HLTH 339]; nursing assessments [HLTH 329]; supplier assessment reports; supplier invoices; and electronic database files.

NOTE: The Home Oxygen Subsidy Program was transferred to the Regional Health Authorities on May 1, 2002. This primary does not apply to records created after this date.

For information on the Home Oxygen Subsidy Program System (HOSP), see the Information System Overview.

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70310	HOME OXYGEN SUBSIDY	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70310	HOME OXYGEN SUBSIDY	A	SA	FD
-02	<b>HOSP System statistical output reports</b>	SO	nil	DE
	RETENTION STATEMENT Destroy when the information is obsolete or no longer required for operational or reference purposes.			
-03	<b>Home oxygen suppliers</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			
-04	<b>Home oxygen supplier invoices</b> (arrange chronologically by date)	FY	7y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	8y: The retention period is consistent with retention periods for similar financial records classified within ARCS section 4.			
PIB	<b>-20 Home oxygen client files</b> (arrange by client name) (paper and electronic records) (supersedes and merges with former secondary -30 Home Oxygen Subsidy Program (HOSP) System)	SO	6y	DE
	RETENTION STATEMENT Destroy six years after the client ceases to receive subsidized treatment.			
	SO: when the client ceases to receive subsidized treatment			
	NOTE: This secondary covers physical files as well as electronic records stored in the Home Oxygen Subsidy Program System.			
PIB	<b>-30 (superseded by Home oxygen client files)</b>			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70313 PHARMACARE BENEFICIARY REGISTRATION - GENERAL

Records relating generally to the registration of individuals to receive PharmaCare benefits not covered elsewhere in this section. This includes forms sent from other ministries to Health Insurance BC (HIBC) to register beneficiaries for PharmaCare benefits, including methadone transfer forms from the Ministry of Attorney General requesting coverage for methadone patients leaving correctional centres, and after hours forms from the Ministry of Social Development and Poverty Reduction requesting coverage for patients who need emergency Plan C coverage.

NOTE: These forms are the exception as most coverage updates are received electronically.

Record types include correspondence and application and consent forms.

For correspondence from individual beneficiaries concerning claims, see primary 70355.

For information on Plan C, see appendix B.

For registration under the Fair PharmaCare program, see primary 70315.

For registration under the Palliative Care program, see primary 70317.

The ministry OPR is HIBC Operations unless otherwise noted below. See specific secondaries for OPR retention schedules.

70313	PHARMACARE BENEFICIARY REGISTRATION - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved policies, procedures, standards, and guidelines pertaining to the functions and activities documented in this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after policy is replaced or becomes irrelevant.  SO: when the policy is replaced or becomes irrelevant  FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70313	PHARMACARE BENEFICIARY REGISTRATION - GENERAL	A	SA	FD
-20	<b>Methadone transfer forms</b> (includes Methadone Patient Transfer Out of Correctional Centre form [HS027]) (arrange by beneficiary)  RETENTION STATEMENT Destroy two years after date received.  SO:     date received  2y:     The retention period ensures that records will be available for error correction purposes and for reference regarding eligibility and coverage.	SO+2y	nil	DE
-30	<b>Social assistance after hours forms</b> (includes Ministry of Social Development and Poverty Reduction after hours forms) (arrange by beneficiary)  RETENTION STATEMENT Destroy one year after expiry of the 48 hour validity window.  SO:     upon expiry of the 48 hour validity window  1y:     The retention period ensures that records will be available for reference regarding eligibility and coverage. Forms are valid for 48 hours.  NOTE:   These forms are used over weekends or during non-business hours when access to social assistance services is unavailable.	SO+1y	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70315 PHARMACARE BENEFICIARY REGISTRATION – FAIR PHARMACARE

Records relating to the registration of individuals to receive PharmaCare benefits under the Fair PharmaCare program (formerly known as Plan I). This program reimburses beneficiaries for PharmaCare benefits based upon the beneficiary's income. Registration includes applying under the income based benefits program and providing consent for PharmaCare to receive personal income tax information from the federal government, as well as verification of income with the Canada Revenue Agency (CRA), and the determination of eligibility and deductible level.

As of April 1, 2005, Fair PharmaCare registration services are managed by HIBC Operations.

Record types include correspondence, application and consent forms, income review forms, information correction forms, payment option forms, and notarized affidavits.

For applications for health and drug coverage, see secondary 42850-50 in the Medical Services Plan *ORCS*, schedule 142798.

For claims and reimbursements made for designated prescription drugs and medical supplies, see primary 70350.

For correspondence to PharmaCare regarding claims/benefits, see primary 70355.

For information on the PharmaCare Registration Database, see the Information System Overview.

For letters of complaint, see primary 70400.

For pharmacy registration and monitoring, see primary 70420.

For restricted or ineligible beneficiaries, see primary 70420.

The ministry OPR is HIBC Operations unless otherwise noted below. See specific secondaries for OPR retention schedules.

70315	PHARMACARE BENEFICIARY REGISTRATION – FAIR PHARMACARE	A	SA	FD
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	All non-OPR offices will retain these records for:	SO	nil	DE
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-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
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#### RETENTION STATEMENT

Transfer to the government archives five years after the policy is replaced or becomes irrelevant.

SO: when policy is replaced or becomes irrelevant

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# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70315	PHARMACARE BENEFICIARY REGISTRATION – FAIR PHARMACARE	A	SA	FD
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			
-02	<b>Change or verification of personal information</b> (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage system) (includes address changes (including PO card), Correction of Fair PharmaCare Information forms, and correspondence from HIBC requesting family information update)	SO	nil	DE
	RETENTION STATEMENT Destroy upon entry into the registration database.			
	SO: upon entry into the registration database			
	NOTE: For disposition of the paper forms that have been scanned, see secondary -60 Fair PharmaCare forms – scanned.			
-03	<b>Registration database control logs</b>	SO	nil	DE
	RETENTION STATEMENT Destroy when electronic records from CRA are received and verified.			
	SO: when electronic records from CRA are received and verified			
-20	<b>Income based benefits applications and consents</b> (secondary closed - do not classify new records under this secondary) (includes [HLTH 5349 – Fair PharmaCare Registration] forms, Income tax filed forms (T-4, T-5 or other CRA approved income information slips), confirmation of earnings from employers, and correspondence)	SO	85y	DE
	RETENTION STATEMENT Destroy 85 years after entry into the PharmaCare Registration Database.			

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70315	<b>PHARMACARE BENEFICIARY REGISTRATION – FAIR PHARMACARE</b>	A	SA	FD
	<p>SO: upon entry into the PharmaCare Registration Database</p> <p>85y: Application and consent forms are required for the life of a beneficiary to allow for CRA audit.</p> <p>NOTE: HIBC stored microfilmed income based consents under ongoing RCS accession number 91-4109.</p> <p>NOTE: This secondary includes microfilmed records to 2003. After this date, records are kept in paper.</p> <p>NOTE: This secondary is closed because the records previously covered by this secondary are now covered under secondary 42850-50 in the Medical Services Plan ORCS, schedule 142798.</p>			
-21	<p><b>Income based benefits applications and consents</b> (secondary closed - do not classify new records under this secondary) (paper)</p> <p>RETENTION STATEMENT Destroy when microfilmed and when quality of microfilm has been verified.</p> <p>SO: when microfilmed and when quality of microfilm has been verified</p> <p>NOTE: Microfilming ceased in 2003. After this date, records are classified under secondary -20.</p> <p>NOTE: This secondary is closed because the records previously covered by this secondary are now covered under secondary 42850-50 in the Medical Services Plan ORCS, schedule 142798.</p>	SO	nil	DE
PIB	<p><b>-25 Income based benefits applications and consents data</b> (covers data stored in the PharmaCare registration database) (electronic records)</p> <p>RETENTION STATEMENT Destroy when no longer required to support Fair PharmaCare registration and reporting.</p>	SO	nil	DE

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70315	PHARMACARE BENEFICIARY REGISTRATION – FAIR PHARMACARE	A	SA	FD
	SO: when no longer required to support Fair PharmaCare registration and reporting			
-28	<b>Monthly deductible payment option</b> (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage System) (includes enrolment form and correspondence) (paper and electronic images)  RETENTION STATEMENT Destroy at the end of the eighth fiscal year.  8y: This retention ensures the records are available for ongoing audit, operational and reference purposes.  NOTE: For disposition of the paper forms that have been scanned, see secondary -60 Fair PharmaCare forms - scanned.	FY+1y	6y	DE
-30	<b>Income based benefits eligibility appeals</b> (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage system) (includes PharmaCare appeals for retroactive reimbursement and PharmaCare retro-payment and supporting documentation and correspondence) (arrange by completion date) (paper and electronic images)  RETENTION STATEMENT Destroy seven years after eligibility has been established.  SO: when eligibility has been established  7y: This will ensure records are retained until the expiration of the right to initiate legal action specified under the <a href="#">Limitation Act (RSBC 1996, c. 266)</a> . The additional year is allowing for the serving of notice on all parties  NOTE: For disposition of the paper forms that have been scanned, see secondary -60 Fair PharmaCare forms – scanned.	SO	7y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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For more information consult your [Government Records Officer](#).

70315	PHARMACARE BENEFICIARY REGISTRATION – FAIR PHARMACARE	A	SA	FD
-36	<b>Verification of income</b> (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage System) (includes PharmaCare Notarized Affidavits [HLTH 5357] and Application for Income Review [HLTH 5355] forms, as well as supporting income documentation) (paper and electronic images)  RETENTION STATEMENT Destroy at the end of the eighth fiscal year.  8y: This retention ensures the records are available for ongoing audit, operational and reference purposes.  NOTE: Once the consent form has been processed and accepted, the system automatically generates a CRA Income Request that is sent to CRA. The CRA file is automatically loaded to the PharmaCare Registration Database.  NOTE: For disposition of the paper forms that have been scanned, see secondary -60 Fair PharmaCare forms – scanned.	FY+1y	6y	DE
PIB	<b>-40 Personal income tax data (from CRA)</b> (covers income tax information received from CRA based on the specific requests submitted by HIBC) (electronic records)  RETENTION STATEMENT Destroy at the end of the third calendar year.  NOTE: The CRA file is loaded to the PharmaCare Registration Database upon receipt.	CY+2y	nil	DE
PIB	<b>-50 (superseded by PharmaCare Registration Database Information System Overview)</b>			
-60	<b>Fair PharmaCare forms – scanned</b> (paper)  RETENTION STATEMENT Destroy when the imaged version has been verified for quality and backup has taken place.	SO	nil	DE
(cont'd)				

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

<b>70315</b>	<b>PHARMACARE BENEFICIARY REGISTRATION – FAIR PHARMACARE</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
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SO: when the imaged version has been verified for quality  
and backup has taken place

NOTE: This secondary covers only paper forms that have  
been scanned and stored in the MaxImage System.  
Paper forms created prior to the scanning program  
and digitized images of the paper forms are classified  
under the following secondaries: -02 Change or  
verification of personal information, -28 Monthly  
deductible payment option, -30 Income based  
benefits eligibility appeals, and -36 Verification of  
income.

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END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70317 PHARMACARE BENEFICIARY REGISTRATION – PALLIATIVE CARE

Records relating to the registration of individuals to receive PharmaCare benefits under the Palliative Care Drug Plan (Plan P). The Palliative Care program supports individuals of any age who have reached the end stage of a life threatening disease or illness and who wish to receive palliative care at home. This program covers the costs of prescription drugs and selected over-the-counter drugs needed for palliative care and treatment. Registration in the program is requested by a physician who assesses a patient's medical eligibility for the program and then submits an application on his/her behalf.

Record types include application forms [HLTH 349 – BC Palliative Care Benefits Program Application] and correspondence.

For correspondence from individual beneficiaries concerning claims, see primary 70355.

For more information on Plan P, see Appendix B.

For pharmacy registration and monitoring, see primary 70420.

For the PharmaNet System, see the Information System Overview (ISO).

**NOTE:** The BC Palliative Care Benefits Program also allows eligible patients to receive medical supplies and equipment from the local health authority. Physicians submit the same application form to the local health authority to register patients for these benefits. PharmaCare is not involved with this part of the program.

The ministry OPR is HIBC Operations unless otherwise noted below. See specific secondaries for OPR retention schedules.

70317	PHARMACARE BENEFICIARY REGISTRATION – PALLIATIVE CARE	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	<b>RETENTION STATEMENT</b> Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70317	PHARMACARE BENEFICIARY REGISTRATION – PALLIATIVE CARE	A	SA	FD
-01	<b>General</b>  RETENTION STATEMENT Destroy at the end of the fourth calendar year.	CY+1y	2y	DE
-20	<b>Palliative care applications</b> (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage System) (includes BC Palliative Care Benefits Program Application [HLTH 349] and correspondence) (paper and electronic images)  RETENTION STATEMENT Destroy seven years after scanned and entered into PharmaNet.  SO: when scanned and entered into PharmaNet, plus an additional seven years  7y: The retention period ensures the records are retained for ongoing operational and reference requirements.  NOTE: Physicians complete Palliative Care Program application forms and then fax the forms to Health Insurance BC (HIBC). Faxed forms are also scanned into MaxImage. Coverage for the individual is added to PharmaNet. An additional copy is filed on the LAN for access purposes and can be treated as a non-OPR copy.  NOTE: Scanning began in April 2005.	SO+7y	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70320 PHARMACARE BENEFITS – GENERAL

Records not shown elsewhere in the PharmaCare benefits section relating generally to the definition of PharmaCare plans, including eligibility rules and the extent of coverage provided by the plans, and cost-saving incentive programs, pursuant to the [Continuing Care Programs Regulation \(BC Reg. 146/95\)](#).

Record types include correspondence, memoranda, reports and reference materials.

NOTE: Only records which cannot be classified in a more specific primary or secondary may be classified under this primary.

For inquiries regarding specific claims and benefits, see primary 70355.

For plan definitions, see primary 70322.

For program research and evaluation, see primary 70450.

For the provision of expert advice, see primary 70400.

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70320	PHARMACARE BENEFITS – GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			
-02	<b>(superseded by primary 70322-20 PharmaCare plans and programs files)</b>			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70320	PHARMACARE BENEFITS – GENERAL	A	SA	FD
-03	(superseded by primary 70322-20 PharmaCare plans and programs files)			
-04	(superseded by primary 70322-20 PharmaCare plans and programs files)			
-05	(superseded by primary 70322-20 PharmaCare plans and programs files)			
-06	(superseded by primary 70322–20 PharmaCare plans and programs files)			
-20	(superseded by primary 70322–25 PharmaCare plans and programs correspondence files)			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70322 PHARMACARE BENEFITS – PLAN DEFINITIONS

Records relating to defining PharmaCare plans, including eligibility rules and the extent of coverage provided by the plans, and cost-saving incentive programs, pursuant to the [Continuing Care Programs Regulation \(BC Reg. 146/95\)](#).

Examples of programs include Low-Cost Alternative, Reference-Based Pricing, Rural Incentive, Trial Prescription program and equivalents.

Record types include correspondence, memoranda, reports and reference materials

For inquiries regarding specific claims and benefits, see primary 70355.  
For program research and evaluation, see primary 70450.  
For the provision of expert advice, see primary 70400.

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70322	PHARMACARE BENEFITS – PLAN DEFINITIONS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
	SO: when policy is replaced or becomes irrelevant			
-01	<b>General</b>	SO	2y	DE
	RETENTION STATEMENT Destroy two years after no longer needed for operational or reference requirements.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70322	PHARMACARE BENEFITS – PLAN DEFINITIONS	A	SA	FD
-20	<b>PharmaCare plans and programs eligibility definition files</b> (arrange by name of plan or program) (supersedes and merges former secondaries 70320-02 Low-cost alternative program, 70320-03 PharmaCare Plans and programs, 70320-04 Reference-based pricing, 70320-05 Rural incentive program, and 70320-06 Trial Prescription program)  RETENTION STATEMENT Transfer to the government archives two years after information regarding PharmaCare plans and programs is no longer current, or when no longer required for reference purposes.  SO: when information regarding PharmaCare plans and programs is no longer current, or when no longer required for reference purposes  FR: The government archives will fully retain PharmaCare plans and programs eligibility definition files because they document the nature, standards and rules for eligibility for all PharmaCare plans and programs.  NOTE: For records relating to the planning and development of policies, programs and plans guiding the provision of services and benefits to beneficiaries under the PharmaCare program, refer to primary 70480.  NOTE: For forms, receipts and other records relating to the administration of PharmaCare plans and programs refer to the appropriate registration or claims secondaries.  NOTE: For correspondence regarding these plans and programs, refer to secondary -25.	SO	2y	FR
-25	<b>PharmaCare plans and programs correspondence files</b> (arrange by plan or program) (supersedes former secondary 70320-20 PharmaCare plans and programs correspondence files)  RETENTION STATEMENT Destroy two years after the information regarding PharmaCare plans and programs is no longer current.	SO	2y	DE

(cont'd)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70322	PHARMACARE BENEFITS – PLAN DEFINITIONS	A	SA	FD
	SO: when information regarding PharmaCare plans and programs is no longer current			
	NOTE: The intent of this secondary is to include general correspondence from the public regarding what is covered under PharmaCare plans. Correspondence relating to specific claims are classified under 70355-20.			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70325 PHARMACARE BENEFITS – FORMULARY MANAGEMENT

Records relating to the approval of specific products or services that qualify as PharmaCare benefits, as well as the discontinuation of products or services that no longer qualify under the [Continuing Care Programs Regulation \(BC Reg. 146/95\)](#). This includes drug submissions and the drug review process.

This primary also includes Patient Input Mechanism (PIM) submissions. The PIM is a web-based initiative that gives patients, caregivers and patient advocacy groups an opportunity and a method for providing their perspective regarding drugs under review for possible coverage inclusion under PharmaCare.

Record types include price lists, formulary submissions, subject correspondence, reference materials, and memoranda.

For committees and commissions, including the Drug Benefit Council, see [ARCS primary 200](#).

For information on the PharmaCare Centralized Information System (PCIS), see the Information System Overview.

For PharmaCare plans definition, see primary 70322.

For PharmaCare public inquiries and concerns, see secondary 70400-02.

For Pharmaceutical, Laboratory and Blood Services Division (PLBSD) reference materials, see secondary 70300-20.

For special authorities, see primary 70328.

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70325	PHARMACARE BENEFITS – FORMULARY MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70325	PHARMACARE BENEFITS – FORMULARY MANAGEMENT	A	SA	FD
-01	<b>General</b>  RETENTION STATEMENT Destroy two years after no longer required for operational or reference requirements.	SO	2y	DE
-02	<b>Delisted drugs</b>  RETENTION STATEMENT Destroy two years after no longer required for operational or reference requirements.	SO	2y	DE
-03	<b>Diabetic supplies</b>  RETENTION STATEMENT Destroy two years after no longer required for operational or reference requirements.	SO	2y	DE
-04	<b>Investigational drugs</b>  RETENTION STATEMENT Destroy two years after no longer required for operational or reference requirements.	SO	2y	DE
-05	<b>Ostomy products and suppliers</b>  RETENTION STATEMENT Destroy when no longer required for operational or reference requirements.	SO	nil	DE
-06	<b>Prosthetic devices and suppliers</b>  RETENTION STATEMENT Destroy when no longer required for operational or reference requirements.	SO	nil	DE
-07	<b>Supplier codes</b> (includes subject correspondence, reference materials and memoranda)  RETENTION STATEMENT Destroy two years after no longer required for operational purposes as determined by the Formulary Management Director.  SO: when no longer required for operational purposes as determined by the Formulary Management Director	SO	2y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70325	PHARMACARE BENEFITS – FORMULARY MANAGEMENT	A	SA	FD
-08	<b>Patient Input Mechanism (PIM) submissions</b> (includes submissions and Conflict of Interest (COI) statements) (arrange by chemical name)  RETENTION STATEMENT Destroy one year after the report of all submissions and COI statements for a specific drug under review is forwarded to the Drug Benefit Council (DBC).  OPR: Stakeholder Relations, Ministry of Health  SO: when the report of all submissions and COI statements for a specific drug under review is forwarded to the Drug Benefit Council (DBC)  NOTE: Electronic submissions are stored in the Survey Select database until eligible for destruction. Mailed submissions are scanned and stored electronically.	SO+1y	nil	DE
-09	<b>Patient Input Mechanism (PIM) submissions - paper</b>  RETENTION STATEMENT Destroy when scanned and quality of scanning has been verified.  SO: when scanned and quality of scanning has been verified	SO	nil	DE
-15	<b>PharmaCare Drug Review Results web pages</b>  RETENTION STATEMENT Destroy when the web pages are altered, updated, redesigned or closed.  SO: when the web pages are altered, updated, redesigned or closed  DE: As the web pages are updated, superseded/obsolete versions of documents on them may be destroyed in accordance with approved retention schedules. When the web pages are closed, they can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.	SO	nil	DE

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70325	PHARMACARE BENEFITS – FORMULARY MANAGEMENT	A	SA	FD
	<p>NOTE: This public website is designed as a vehicle to provide information about drug review submissions, including PharmaCare status, and includes links to the Common Drug Review Drug database maintained by the Canadian Agency for Drugs and Technologies in Health and the Limited Coverage Drug Program Criteria Information web page maintained by PharmaCare. Because this is a simple web site, an information system overview for a web site has not been developed.</p> <p>NOTE: All documents presented on these web pages are classified under appropriate secondaries within this ORCS or in the Administrative Records Classification System (ARCS).</p> <p>NOTE: The PharmaCare Drug Review Decisions website can be accessed at <a href="https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents/drug-review-process-results/drug-review-decisions">https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents/drug-review-process-results/drug-review-decisions</a></p>			
-20	<p><b>Drug manufacturers files</b> (covers price lists and price changes, benefit status, product listing agreements, and notes to add or drop from PharmaNet) (arrange by manufacturer code)</p> <p>RETENTION STATEMENT Destroy seven years after drug is delisted and/or product listing agreement is terminated.</p> <p>SO: when drug is delisted and/or product listing agreement is terminated</p> <p>7y: The retention period ensures the records will be available for research and reference purposes.</p>	SO	7y	DE
-30	<p><b>Formulary submissions</b> (covers approved and not approved submissions) (includes letters of approval, Drug Base Update Request Form for Benefits, manufacturer correspondence, manufacturer's report, Notice of Compliance, Drug Notification form, Product Monograph, Letter of Consent, Price Lists (drug pricing information), manufacturer's assurance of ability to supply, patent information, copies of published trials, and equivalents) (arrange by chemical name and formulary type: generic or trade name)</p>	SO	7y	DE
	(cont'd)			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70325	PHARMACARE BENEFITS – FORMULARY MANAGEMENT	A	SA	FD
	<p>RETENTION STATEMENT</p> <p>Destroy seven years after information is no longer current, or required for reference purposes, as determined by the Formulary Management Director.</p> <p>SO: when information is no longer current, or required for reference purposes, as determined by the Formulary Management Director</p> <p>7y: The retention period ensures records will be available for research and reference purposes.</p>			
-35	<p><b>Formulary management working materials</b> (covers materials used to make drug listing decisions such as Common Drug Review and Therapeutics Initiatives reports, non-submission working materials, correspondence, and related reference and background materials) (arrange by chemical name)</p> <p>RETENTION STATEMENT</p> <p>Destroy seven years after no longer required for operational purposes as determined by the Formulary Management Director.</p> <p>SO: when no longer required for operational purposes as determined by the Formulary Management Director</p> <p>7y: The retention period ensures records will be available for research and reference purposes.</p>	SO	7y	DE
-38	<p><b>Formulary management data</b> (covers data relating to formulary management submissions stored on the Formulary Management database) (electronic records)</p> <p>RETENTION STATEMENT</p> <p>Destroy when no longer required to support formulary management decision making.</p> <p>SO: when no longer required to support formulary management decision making</p> <p>NOTE: This secondary is not to be used for filing. It classifies the data contained within the Formulary management database.</p>	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70325	PHARMACARE BENEFITS – FORMULARY MANAGEMENT	A	SA	FD
-40	<b>Formulary management database</b> (includes subject background literature and other reference material) (electronic database)  RETENTION STATEMENT Destroy when the functions supported by the database are no longer performed by the government.  SO:      when the functions supported by the database are no longer performed by the government  DE:      This electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.  NOTE:    The Formulary Management database is an internal back-end Oracle database used by Pharmaceutical, Laboratory and Blood Services Division (PLBSD) to capture information relating to drug submissions from drug manufacturers. PLBSD staff track and report on the process of the review. The drug submission information is posted to the PharmaCare Drug Review Results Website to advise the public of its status. Reports are generated on an ad hoc basis and are classified under appropriate secondaries within this ORCS or in the Administrative Records Classification System. Because this is a simple system, an Information System Overview (ISO) has not been developed.	SO	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70328 PHARMACARE BENEFITS - SPECIAL AUTHORIZATIONS

Records relating to the adjudication of requests from health practitioners for their patients to receive drugs which are not normally covered under the PharmaCare program, including drugs which are not fully reimbursed under the low-cost alternative or reference drug program, and drugs for particular therapeutic uses requiring prior authorization. Coverage is based on the patient's eligibility and deductible criteria and approved requests are entered into a patient's PharmaNet record. Special authorities are valid from the effective date for various periods of time, depending on the medication and use.

Record types include correspondence, memoranda, special authority forms [HLTH 5328] and letters submitted by health practitioners.

For general correspondence regarding Special Authorizations (including Backdated Special Authorizations) not requiring adjudication, see 70355-20.

For Special Authorizations' Committees including Crohn's, Alzheimer's, Hepatitis, Alzheimer's Drug Therapy Initiative (ADTI) and equivalents, see [ARCS primary 200](#).

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70328	PHARMACARE BENEFITS - SPECIAL AUTHORIZATIONS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.  SO: when policy is replaced or becomes irrelevant  FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70328	PHARMACARE BENEFITS - SPECIAL AUTHORIZATIONS	A	SA	FD
	<b>-02 (superseded by secondary -20 Special authority client files)</b>			
PIB	<b>-20 Special authority client files</b> (includes Reference Drug Program special authorities, Backdated Special Authorization requests, PharmaCare Special Authority Request forms [HLTH 5328], Reference Drug Program Special Authority forms [MR2734], physician exemption files, and correspondence) (arrange by approved and rejected files, then by drug type, client name and date)	SO	5y	DE
	RETENTION STATEMENT Destroy five years after no longer required for operational or reference purposes as determined by the program manager.  SO: when no longer required for operational or reference purposes as determined by the program manager  NOTE: Secondary includes rejected applications and the corresponding letter from the PharmaCare pharmacy consultant.			
	<b>-35 Special authorizations program and drug correspondence</b> (covers letters from doctors regarding the special authorization process and the drugs eligible for special authorization, as well as responses from the program area)	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.  NOTE: This secondary does not include special authority requests, only inquiries about the program and typically specific to a particular drug. For special authority requests, see secondary -20.  NOTE: For correspondence with clients who apply for a special authorization with insufficient information, the program area sends out a notice. If the client doesn't respond, the file is classified under this secondary. If the client responds with the correct information, file under secondary 70328-20.  NOTE: For routine PharmaCare inquiries, see secondary 70400-02.			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

**70350 PHARMACARE CLAIMS - GENERAL**

Records relating to applying and claiming for reimbursement of the cost of designated prescription drugs and medical supplies pursuant to the [Continuing Care Programs Regulation \(BC Reg. 146/95\)](#) and the [Pharmacy Operations and Drug Scheduling Act \(SBC 2003, c. 77\)](#). These are comprised of claims submitted in electronic format and processed by the Pharmacy Network (PharmaNet), claims under Plan E submitted by individuals, and claims under plans A, B, C, and F submitted by those pharmacies and suppliers not connected to the PharmaNet system.

Plan I (Fair PharmaCare) came into effect May 1, 2003 and replaced both Plan A (Seniors) and Plan E (Universal PharmaCare). No claims are made under Plans D and G and only registration information, including patient eligibility, is collected under these plans. Effective April 1, 2005, PharmaCare is also responsible for funding and administering the drug portion of the BC Palliative Care Benefits Program as the BC Palliative Care Drug Plan (Plan P).

Data relating to claims is maintained in the PharmaCare claims history table (Claimshist) in the PharmaNet System.

Record types include claims history (Claimshist) data mart, claim files in electronic, paper, microfilm, and scanned image formats, and correspondence.

For correspondence from individual beneficiaries concerning claims, see primary 70355.

For Fair PharmaCare program, see primary 70315.

For information on the MaxImage System, see the Information System Overview.

For information on the PharmaCare Centralized Information System (PCIS), see the Information System Overview.

For information on the PharmaCare Claims Data Mart, see the Information System Overview.

For information on the PharmaNet System, see the Information System Overview.

For medical history information, see 70490-20.

For PharmaCare plan descriptions, see Appendix B.

For pharmacy participation agreements, see primary 70420.

For prosthetics claims, see primary 70355.

For psychiatric medication prescriptions given to clients of mental health centres (Plan G), see primary 37500 in [ORCS schedule 122347](#).

For statistical reports on payments, see primary 70450.

**NOTE:** This primary supersedes ongoing schedule number 880228 (including amendments 115352 and 124018), PharmaCare payment claims (Plan A, B, C, F and E accounts).

The ministry OPR is HIBC Operations unless otherwise noted below. See specific secondaries for OPR retention schedules.

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70350	PHARMACARE CLAIMS - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	FY+1y	6y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
-02	<b>(superseded by secondary -06 PharmaCare claims)</b>			
-03	<b>(superseded by secondary -07 Fair PharmaCare claims)</b>			
-04	<b>Narcotic “triplicate” prescriptions</b> (includes Triplicate Prescription Program Batch Control Header [HLTH 5315] indicating approval status, and BC Triplicate Prescription Form (data entry copy) submitted by pharmacies)	FY+1y	6y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
-05	<b>(superseded by secondary -45 Pharmacy processing correspondence)</b>			
-06	<b>PharmaCare claims - paper</b>	SO	nil	DE
	RETENTION STATEMENT Destroy when the imaged version has been verified for quality and backup has taken place, if scanned; Destroy after the expiration of 27 months, if microfilmed.			
	SO: if scanned, when the imaged version has been verified for quality and backup has taken place; if microfilmed, after the expiration of 27 months			(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70350	PHARMACARE CLAIMS - GENERAL	A	SA	FD
NOTE: Microfilming of claims ceased in January 2009.				
-07	PharmaCare claims returned to client - paper	SO	NA	NA
RETENTION STATEMENT Return to claimant when microfilmed or imaged version has been verified for quality and backup has taken place.				
SO: when microfilmed or imaged version has been verified for quality and backup has taken place				
NA: These records are returned to the claimant after microfilming or scanning.				
NOTE: Microfilmed and scanned claims are classified under secondaries -08 and -09 respectively.				
NOTE: Microfilming of claims ceased in January 2009.				
PIB	-08 PharmaCare claims - microfilm	FY+6y	13y	DE
RETENTION STATEMENT Destroy at the end of the 20th fiscal year.				
20y: This retention ensures records are maintained for program research and statistical purposes.				
NOTE: This secondary covers microfilmed claims created primarily before the introduction of data warehouses. Therefore, it was determined that they needed to be retained longer than the electronic image classified under secondary -09.				
NOTE: Microfilming of claims ceased in January 2009.				
PIB	-09 PharmaCare claims - electronic images (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage System) (includes PharmaCare Manual Payment Information Summary form [HLTH 5325] and receipts)	FY+1y	6y	DE
RETENTION STATEMENT Destroy at the end of the eighth fiscal year.				
(cont'd)				

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70350	PHARMACARE CLAIMS - GENERAL	A	SA	FD
	8y: The retention period ensures the records are available for claims processing and payment purposes and is consistent with retention periods for financial records classified within <a href="#">ARCS section 4</a> .			
	NOTE: Scanning began January 2009.			
-10	<b>PharmaCare claims - Palliative Care Drug Plan (Plan P)</b> (covers requests for reimbursement, original receipts, correspondence and payment details)	FY+1y	6y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	8y: This retention period is consistent with retention periods for similar financial records classified within <a href="#">ARCS section 4</a> .			
-20	<b>(superseded by PharmaCare Centralized Information System (PCIS) Information System Overview for a subsystem (ISOS))</b>			
-30	<b>PharmaCare claims history data (Claimshist)</b> (covers beneficiary claims history data stored in the PharmaCare Centralized Information System (PCIS)) (electronic records)	FY+20y	nil	DE
	RETENTION STATEMENT Destroy at the end of the 21st fiscal year.			
	21y: This retention ensures records are maintained for program research and statistical purposes.			
	NOTE: Claims history data is loaded weekly into the PharmaCare Claims Data Mart (-70) and is used for management level analysis and reporting.			
	NOTE: Contains all data elements (Pharmanet tables) included in PCIS.			
-40	<b>PharmaCare expenditure adjustments</b> (covers merge expenditure transfers, reverse merges, "unmerges", prescriptions filled under an incorrect Personal Health Number (PHN)) (arrange by client name)	CY+1y	5y	DE
	(cont'd)			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70350	PHARMACARE CLAIMS - GENERAL	A	SA	FD
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### RETENTION STATEMENT

Destroy at the end of the seventh calendar year.

7y: The retention period ensures the records are retained for ongoing audit, operational and reference requirements.

NOTE: For ease of reference and retrieval, the office may wish to use tertiary numbers and/or file codes for this secondary.

<b>-44</b>	<b>Pharmacy processing correspondence – scanned (paper)</b>	SO	nil	DE
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### RETENTION STATEMENT

Destroy when the imaged version has been verified for quality and backup has taken place.

SO: when the imaged version has been verified for quality and backup has taken place

NOTE: This secondary only covers paper forms that have been scanned and stored in the MaxImage System. Paper forms created prior to the scanning program and digitized images of the paper forms are classified under secondary -45.

<b>-45</b>	<b>Pharmacy processing correspondence</b> (covers correspondence from the BC College of Pharmacists with requests by Pharmacies to merge PHN's or reverse claims regarding uncollected prescriptions, and claims made under incorrect PHNs, Expenditure Deduction, Basic Transfer of Expenditure, and Prescriptions Never Picked Up By Client forms) (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage System) (paper and electronic images)	FY+1y	6y	DE
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### RETENTION STATEMENT

Destroy at the end of the eighth fiscal year.

NOTE: For disposition of the paper forms that have been scanned, see secondary -44.

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70350	PHARMACARE CLAIMS - GENERAL	A	SA	FD
-50	<b>Pharmacy payment files</b> (includes payments and adjustments, direct deposit applications, and related correspondence) (arrange by pharmacy code)  RETENTION STATEMENT Destroy at the end of the eighth fiscal year.	FY+1y	6y	DE
-60	<b>Supplemental claim files - paper</b>  RETENTION STATEMENT Destroy seven years after no longer required for operational or reference requirements.  NOTE: PharmaCare will store the hardcopy of Supplemental claim forms under ongoing RCS accession number 91-0523.  NOTE: Supplemental claims forms are no longer generated. This secondary is now closed.	SO	7y	DE
-61	<b>Supplemental claim files - microfilm</b>  RETENTION STATEMENT Destroy at the end of the eighth fiscal year.  NOTE: Supplemental claim forms were microfilmed from 1976 to 1 August 1992.	FY+6y	1y	DE
-70	<b>PharmaCare Claims Data Mart data</b> (covers data extracted from PharmaNet and Client Registry source systems and retained in the PharmaCare Claims Data Mart) (covers PharmaCare processing details, claim facts, transaction response types, health product numbers, categorization of processed records by the different adjudication systems and equivalents) (electronic records)  RETENTION STATEMENT Destroy when data is no longer required for ongoing analysis purposes and to support management level reporting.  SO: when data is no longer required for ongoing analysis purposes and to support management level reporting	SO	nil	DE

(cont'd)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70350	PHARMACARE CLAIMS - GENERAL	A	SA	FD
	NOTE: The PharmaCare Claims Data Mart is used when the medication data needed includes cost information.			
	NOTE: PharmaCare Claims Data Mart input source records are considered transitory records and can be destroyed according to the Transitory Information Schedule 102901 .			
-71	<b>PharmaCare Claims Data Mart reports</b> (covers various prompted reports based primarily on data extracted from the PharmaNet and Client Registry Systems)	SO	nil	DE
	RETENTION STATEMENT Destroy when reports are no longer required for analytical support purposes.			
	SO: when reports are no longer required for analytical support purposes			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70355 PHARMACARE CLAIMS - BENEFICIARIES

Records relating to inquiries from PharmaCare beneficiaries regarding PharmaCare benefits, eligibility, claim status and related matters (such as Power of Attorney submissions, and certificates of incapability). This primary also relates to the adjudication and payment of claims to beneficiaries receiving prosthetic and orthotic devices.

Record types include correspondence, memoranda, claim forms [HLTH 5325], claim adjustments, prescription claim history, and invoices.

For cheque requisitions, see [ARCS secondary 1050-09](#).

The ministry OPR is HIBC Operations unless otherwise noted below. See specific secondaries for OPR retention schedules.

70355	PHARMACARE CLAIMS - BENEFICIARIES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			
PIB	<b>-20 PharmaCare claims beneficiary correspondence</b> (covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage System) (includes correspondence and supporting documentation from beneficiaries requesting a review of PharmaCare assistance, PharmaCare help desk replies, PharmaCare Retroactive Payment Summary (HIBC) forms, Power of Attorney submissions, and certificates of incapability) (arrange by name of beneficiary)	CY+1y	5y	DE
	(cont'd)			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70355	PHARMACARE CLAIMS - BENEFICIARIES	A	SA	FD
	(paper and electronic images)			
	RETENTION STATEMENT Destroy at the end of the seventh calendar year.			
	NOTE: For disposition of the paper forms that have been scanned, see secondary -21.			
PIB	<b>-21 PharmaCare claims beneficiary correspondence - scanned</b>	SO	nil	DE
	RETENTION STATEMENT Destroy when the imaged version has been verified for quality and backup has taken place.			
	SO: when the imaged version has been verified for quality and backup has taken place			
	NOTE: This secondary only covers paper forms that have been scanned and stored in the MaxImage System. Paper forms created prior to the scanning program and the digitized images of the paper forms are classified under secondary -20.			
PIB	<b>-30 Prosthetic/orthotic claims beneficiary case files</b> (includes Patient Declaration form, Claims form [HLTH 5325], Pre-authorizations (Application for Financial Assistance-Prosthetics HLTH 4682 and Assistance for Financial Assistance-Orthotics HLTH 4657], Manual Payment Information Summary form, prescription invoice, and correspondence) (arrange by name of beneficiary) (paper and microfilm)	SO+1y	5y	DE
	RETENTION STATEMENT Destroy seven years after the client is deceased, for prosthetics. Destroy seven years after the client turns nineteen, for orthotics.			
	SO: for prosthetics, when the client is deceased and for orthotics, when the client turns nineteen			
	NOTE: Patients are eligible to apply for new prosthetics every three years and for orthotics yearly.			

(cont'd)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70355	PHARMACARE CLAIMS - BENEFICIARIES	A	SA	FD
	<p>NOTE: PharmaCare policy requires pre-authorization for all claims greater than a pre-established dollar amount. Applications are scanned and adjudicated weekly. Letters of approval are sent to health care providers and are included with prosthetic/orthotic applications. All documentation is kept together and filed by beneficiary.</p> <p>NOTE: For ease of reference and retrieval, the office may wish to physically arrange PharmaCare claims beneficiary correspondence files with prosthetics/orthotics claims beneficiary case files.</p>			
PIB	<p><b>-35 Prosthetic/orthotic application forms</b> (covers electronic images stored in the MaxImage System) (electronic image)</p> <p>RETENTION STATEMENT Destroy at the end of the second calendar year.</p> <p>2y: The electronic images are referenced when documentation is missing from the paper file. These absences are typically discovered within two years. The program area relies on the paper file filed under -30, and therefore, electronic images can be destroyed after 2 years.</p> <p>NOTE: Only the application forms are currently being scanned. The paper forms and related records are retained under secondary -30.</p>	CY+1y	nil	DE
	<p><b>-39 PharmaCare claims profiles - scanned</b> (paper)</p> <p>RETENTION STATEMENT Destroy when the imaged version has been verified for quality and backup has taken place.</p> <p>SO: when the imaged version has been verified for quality and backup has taken place</p> <p>NOTE: This secondary only covers paper forms that have been scanned and stored in the MaxImage System. Paper forms created prior to the scanning program and digitized images of the paper forms are classified under secondary -40.</p>	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70355	PHARMACARE CLAIMS - BENEFICIARIES	A	SA	FD
PIB	<b>-40 PharmaCare claims profiles</b> (covers unscanned paper forms and electronic images stored in the MaxImage System) (paper and electronic images)  RETENTION STATEMENT Destroy at the end of the seventh calendar year.  7y: The retention period ensures records will be available for research and reference purposes.  NOTE: This secondary relates to requests from the public for prescription claims histories. The request is received in the form of a letter and is scanned into the MaxImage System. A printout of any prescriptions provided by PharmaCare to the beneficiary is forwarded to the requester. HIBC does not retain a physical copy of the printout.	CY+1y	5y	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70400 PHARMACARE CONSULTATION AND ADVICE

Records relating to the provision of subject matter expertise and consultative advice on PharmaCare topics to health practitioners, the public, and other government staff. This involves researching and advising on topical issues and existing and new ministry policies and programs that may affect health authorities or the ministry. Topics may concern pharmacology and/or other aspects of the PharmaCare program.

Record types include correspondence and memoranda.

For correspondence from beneficiaries regarding specific claims and benefits, see secondary 70355-20.

For executive issues and minister's letters, see [ARCS primary 280](#).

For general inquiries about PharmaCare plans and programs, see secondary 70322-25.

For reference materials used in the preparation of consultative advice, see secondary 70300-20.

For special authorities, see secondary 70328-20.

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70400	PHARMACARE CONSULTATION AND ADVICE	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
	SO: when policy is replaced or becomes irrelevant			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70400	PHARMACARE CONSULTATION AND ADVICE	A	SA	FD
-02	<b>PharmaCare public inquiries and concerns</b> (covers routine inquiries, complaints and concerns, as well as petition letters and organized writing campaigns) (arrange by subject)  RETENTION STATEMENT Destroy at the end of the fourth calendar year.  NOTE: Executive correspondence (including letters addressed to the Minister with replies and associated reference materials from the Executive Director, or equivalent, as well as responses interpreting ministry policies that may be of potential legal value) is filed under <a href="#">ARCS secondary 280-30</a> for consistency purposes.	CY+1y	2y	DE
-20	<b>PharmaCare consultation case files</b> (includes correspondence between ministries, government agencies, health practitioners, and equivalents where expert advice is provided, or received, by PharmaCare staff in response to specific inquiries) (arrange by issue)  RETENTION STATEMENT Destroy two years after a response is provided, the issue is resolved or abandoned, and when no longer required for reference purposes.  SO: when a response is provided, the issue is resolved or abandoned, and when no longer required for reference purposes  DE: The PharmaCare consultation case files may be destroyed because they document routine consultations that reflect PharmaCare policies and procedures. Any issues of a significant nature are sufficiently documented in records retained under the <a href="#">Executive Records Schedule (102906)</a> .	SO	2y	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70420 PHARMACARE REGISTRATION AND UTILIZATION MONITORING

Records relating to the eligibility of pharmacies and individuals to submit claims under PharmaCare programs pursuant to the [Continuing Care Programs Regulation \(BC Reg. 146/95\)](#), and in accordance with the [Pharmacy Operations and Drug Scheduling Act \(SBC 2003, c. 77\)](#).

This primary documents the registration of pharmacies that participate in the PharmaCare program and the auditing of their claims to ensure compliance with the terms of their participation agreement and with PharmaCare policy. Auditing of drug usage and prescription practices for individuals and pharmacies is performed by the PharmaCare Audit section of the Financial and Corporate Services Branch, and is documented in section 2 of this ORCS.

This primary also relates to PharmaCare program utilization monitoring under the Restricted Claimant Program. Individuals are monitored in order to apply or lift restrictions to specified physicians and pharmacies and if they are in suspected violation of residency eligibility criteria.

Record types include correspondence, applications, agreements, memoranda, and inspection, audit and statistical reports.

For accounts receivable, see [ARCS primary 935](#).

For audit records, see section 2 of this ORCS.

For outstanding accounts, see [ARCS primary 935](#).

For plan benefit rules, see primary 70322.

The ministry OPR is HIBC Operations unless otherwise noted below. See specific secondaries for OPR retention schedules.

70420	PHARMACARE REGISTRATION AND UTILIZATION MONITORING	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70420	PHARMACARE REGISTRATION AND UTILIZATION MONITORING	A	SA	FD
	<b>-01 General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			
PIB	<b>-02 Suspect claimant enquiries</b> (covers Restricted Claimant Request to Restrict form detailing the telephone conversation with physician, pharmacist or other health care provider and the suspect Personal Health Number (PHN) report) (arrange by PHN)	SO+2y	nil	DE
	RETENTION STATEMENT Destroy two years after review is complete and decision is made not to restrict the claimant.			
	SO: when review is complete and decision is made not to restrict the claimant			
	NOTE: These records document the monitoring of tips received from pharmacists, physicians or other health care provider requesting that a claimant be restricted. The Pharmaceutical, Laboratory and Blood Services Division pharmacist reviews the tip and monitors the beneficiary. The pharmacist then annotates the Restricted Claimant Request to Restrict form with their decision and sends it to HIBC.			
	NOTE: If the decision is not to restrict the claimant, then records are filed under this secondary. If the decision is to restrict the claimant, then HIBC opens a 70420-30 file.			
PIB	<b>-03 Suspect claimant PHN reports</b>	SO+2y	nil	DE
	RETENTION STATEMENT Destroy two years after no longer needed for decision support purposes.			
	OPR: Pharmaceutical, Laboratory and Blood Services Division			
	SO: when no longer needed for decision support purposes			

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

<b>70420</b>	<b>PHARMACARE REGISTRATION AND UTILIZATION MONITORING</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
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NOTE: This secondary consists of suspect PHN report summary sheets listing claimants who are suspected by the PharmaCare Audit section of misusing selected known abuse medications paid by PharmaCare and a PHN history report for each PHN. The cover sheet lists claimants (by PHN and name), prescription drugs, number of doctors, numbers of pharmacies and number of claims. The Pharmaceutical, Laboratory and Blood Services Division pharmacist reviews the report and decides whether to restrict the claimant(s). If the decision is to restrict a claimant(s), the pharmacist annotates the cover sheet and sends the PHN history report for the restricted claimant(s) to HIBC and HIBC opens a 70420-30 restricted beneficiary case file.

<b>-20</b>	<b>Pharmacy registration and monitoring files</b>	<b>SO</b>	<b>7y</b>	<b>DE</b>
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(covers unscanned paper forms, where applicable, and electronic images stored in the MaxImage System)  
(includes pharmacy participation agreements, previous agreements, Methadone Maintenance Payment Program and Emergency Contraceptive Pill Program Evaluation forms, Plan B agreements, Pharmacy Closure forms [HLTH 5343], copies of audit reports, and correspondence)  
(arrange by pharmacy code)  
(paper and electronic images)

### RETENTION STATEMENT

Destroy seven years after the pharmacy's participation in PharmaCare programs is terminated.

SO: when the pharmacy's participation in PharmaCare programs is terminated

NOTE: Pharmaceutical, Laboratory and Blood Services Division copies of audit reports can be classified under section 2 of this ORCS as non-OPR audit reports. Financial Policy and Monitoring Services Branch performs audits on behalf of PharmaCare and has non-OPR copies of monitoring files for cases of fraud.

NOTE: For disposition of the paper forms that have been scanned, see secondary -21.

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70420	PHARMACARE REGISTRATION AND UTILIZATION MONITORING	A	SA	FD
-21	<b>Pharmacy registration and monitoring files - scanned</b>  RETENTION STATEMENT Destroy when the imaged version has been verified for quality and backup has taken place.  SO: when the imaged version has been verified for quality and backup has taken place  NOTE: This secondary only covers paper forms that have been scanned and stored in the MaxImage System. Paper forms created prior to the scanning program and digitized images of the paper forms are classified under secondary -20.	SO	nil	DE
-22	<b>Pharmacy registration data</b> (covers data stored in the PharmaCare Centralized Information System) (electronic records)  RETENTION STATEMENT Destroy when participation agreement with pharmacy is terminated.  SO: when participation agreement with pharmacy is terminated	SO	nil	DE
-25	<b>HealthNet BC Client Update files</b> (includes HealthNet BC Client Update for Medical Practice forms, and related correspondence) (arrange by pharmacy code)  RETENTION STATEMENT Destroy seven years after the data access agreement with the pharmacy is terminated and Data Access Services notifies HIBC that this has occurred.  SO: when the data access agreement with the pharmacy is terminated and Data Access Services notifies HIBC that this has occurred.  7y: The retention period ensures the records will be available for research and reference purposes.	SO	7y	DE

(cont'd)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70420	PHARMACARE REGISTRATION AND UTILIZATION MONITORING	A	SA	FD
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NOTE: Pharmacies request read only access to PharmaNet from the ministry. Requests are received by HIBC and updates to PharmaNet are performed by HIBC via the forms sent by the ministry to HIBC.

NOTE: These records are filed separately from participation agreements, which are classified in -20.

PIB	<b>-30 Restricted beneficiary case files</b> (includes correspondence, Restricted Claimant Request to Restrict form, suspected claimant PHN report, Excel spreadsheets, and restricted beneficiary letters) (arrange LAN files by PHN and paper files by beneficiary name)	SO+7y	nil	DE
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### RETENTION STATEMENT

Destroy seven years after a letter from the doctor is received requesting a restriction lift, a restriction was due to incarceration only and the restriction is lifted, there has been no activity for two years, or the beneficiary is deceased.

SO: when a letter from the doctor is received requesting a restriction lift, when a restriction was due to incarceration only and the restriction is lifted, when there has been no activity for two years, or the beneficiary is deceased

7y: The retention period ensures the records will be available for research and reference purposes.

NOTE: Restricted beneficiaries are those claimants identified as misusing the PharmaCare program.

NOTE: These files will be kept onsite due to low volumes.

PIB	<b>-40 Ineligible beneficiary case files ("Snowbirds")</b> (includes correspondence with the Medical Services Plan and the beneficiary, and PharmaNet reports of prescriptions filled) (arrange by PHN)	CY+1y	nil	DE
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### RETENTION STATEMENT

Destroy at the end of the second calendar year.

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

<b>70420</b>	<b>PHARMACARE REGISTRATION AND UTILIZATION MONITORING</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
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NOTE: Ineligible beneficiaries include “Snowbirds” and equivalents who do not meet residency eligibility criteria.

NOTE: Both PharmaCare and Medical Services Plan (MSP) business services are administered by HIBC. When notice is received from MSP to verify any claims paid out by PharmaCare to a beneficiary for a specific time, and if evidence of an ineligible claim is confirmed, documents are all forwarded to Revenue Reconciliation. If no claims were paid, the original letter is retained by MSP and the copy to PharmaCare is destroyed. Payment is received by the Revenue Reconciliation department of the Ministry of Health and classified under [ARCS secondary 935-20](#). Collections not received after six years are classified under [ARCS secondary 935-30](#).

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END OF PRIMARY

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70450 PHARMACARE RESEARCH AND EVALUATION

Records relating to the development, management review and analysis of policy and programs to evaluate program objectives and efficiency through statistical and other methods. This primary also relates to research into issues concerning pharmacology, demographics, economics, and other issues which may affect the provision of service.

Record types include correspondence, memoranda, surveys, presentations, literature and reference materials, and statistics and reports.

For committees and working groups, see [ARCS primary 200](#).

For contract management and administration, see [ARCS primary 1070](#).

For cooperation and liaison, see [ARCS primary 230](#).

For information on the PharmaCare Claims Data Mart, see the Information System Overview.

For PharmaCare strategic and program planning, see primary 70480.

For reference materials, see primary 70300-20.

For training materials, including the development of educational tools and materials for healthcare professionals, patients, and the general public, see [ARCS primary 1735](#).

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70450	PHARMACARE RESEARCH AND EVALUATION	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.  SO: when policy is replaced or becomes irrelevant  FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70450	PHARMACARE RESEARCH AND EVALUATION	A	SA	FD
-02	(superseded by secondary -07 PharmaCare statistical reports)			
-03	(superseded by secondary -07 PharmaCare statistical reports)			
-04	(superseded by secondary -07 PharmaCare statistical reports)			
-05	(superseded by secondary -07 PharmaCare statistical reports)			
-06	(superseded by secondary -07 PharmaCare statistical reports)			
-07	<b>PharmaCare statistical reports</b> (covers records relating to the collection and analysis of data to produce statistical reports on a regular and ad-hoc basis) (arrange by report type) (supersedes and merges former secondaries 70450-02 PharmaCare statistical reports-daily and weekly payments, 70450-03 PharmaCare statistical reports-monthly payments, 70450-04 PharmaCare statistical reports-yearly payments totals and averages, 70450-05 PharmaCare statistical reports-ad hoc, and 70450-06 PharmaCare statistical reports-job files)  RETENTION STATEMENT Destroy when information is obsolete or no longer required for reference purposes.  SO: when information is obsolete or no longer required for reference purposes	SO	nil	DE
-20	(superseded by primary 70300-20 Pharmaceutical reference materials)			
-30	<b>PharmaCare research and evaluation project files</b> (covers records relating to all aspects of research project management, including participation in joint initiatives and projects conducted in cooperation with external and internal agencies and participation in PLBSD-sponsored studies) (includes project charters, briefing notes, presentations, surveys, questionnaires, reports, reference material, working papers, correspondence and memoranda) (arrange by project or program, then by fiscal year)  RETENTION STATEMENT Transfer to the government archives six years after project is completed or abandoned and when no longer required for operational or reference purposes.	SO+1y	5y	FR

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

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<b>70450</b>	<b>PHARMACARE RESEARCH AND EVALUATION</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
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SO: when project is completed or abandoned and when no longer required for operational or reference purposes

FR: The government archives will fully retain PharmaCare research and evaluation project files because they document the evaluation and analysis of policy and programs on such factors as efficiency and meeting objectives. Also includes PharmaCare's participation in cross-government projects such as the National Pharmaceuticals Strategy.

NOTE: This secondary was originally intended to capture data management and query records related to statistical research (demographics) conducted by PharmaCare for program evaluation purposes, but has been expanded to reflect all program research and evaluation projects.

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END OF PRIMARY

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### 70480 PHARMACARE STRATEGIC AND PROGRAM PLANNING

Records relating to the initiation, development, planning, implementation, monitoring and evaluation of Pharmaceutical, Laboratory and Blood Services Division (PLBSD) programs, priorities, policies and strategies, initiated by, or affecting, the PharmaCare program.

Also includes records relating to participation in strategic initiatives that address pharmaceutical issues of national importance. Other national initiatives include the Common Drug Review (CDR), the Canadian Optimal Medication Prescribing and Utilization Service (COMPUS) and the National Prescription Drug Utilization Information System (NPDUIS).

Various PLBSD committees assist in these initiatives, including the Advisory Committee on Pharmaceuticals, the Drug Benefit Adjudication Advisory Committee, and the Education for Quality Improvement in Patient Care Project Working Group (EQIP).

Record types include briefing material, correspondence, fact sheets, literature and reference material, presentation material, research papers, reports, statistics, strategic plans, correspondence and memoranda and other types of records as indicated under relevant secondaries below.

For budget planning and estimates, see [ARCS primary 1000](#).

For committee and working group records that document strategic planning for the delivery of the PharmaCare program, see [ARCS primary 200](#).

For contract management and administration, see [ARCS primary 1070](#).

For reference materials, see primary 70300-20.

The ministry OPR is Pharmaceutical, Laboratory and Blood Services Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

70480	PHARMACARE STRATEGIC AND PROGRAM PLANNING	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
RETENTION STATEMENT				
Transfer to the government archives five years after the policy is replaced or becomes irrelevant.				
SO: when policy is replaced or becomes irrelevant				

(cont'd)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70480	PHARMACARE STRATEGIC AND PROGRAM PLANNING	A	SA	FD
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	CY+1y	2y	DE
	RETENTION STATEMENT Destroy at the end of the fourth calendar year.			
-20	<b>PharmaCare program and policy development files</b> (covers strategic and program planning performed by the division) (includes presentations, reports, discussion papers, program reviews, briefing notes, policy discussions, meeting minutes, approved strategic plans, and program evaluations) (arrange by program or plan)	SO	7y	FR
	RETENTION STATEMENT Transfer to the government archives seven years after no longer required for program planning and policy development purposes.			
	SO: when no longer required for program planning and policy development purposes			
	7y: The retention period ensures the records will be available for future planning and policy development.			
	FR: The government archives will fully retain PharmaCare program and policy development files because they document the development, planning, implementation and evaluation of programs, initiatives and policies that address pharmaceutical issues.			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70490 PHARMANET MEDICATION HISTORY

Records relating to the maintenance of medication history and associated adverse reactions, idiosyncratic conditions, and any related comments that are on the patient's medication profile as entered by the pharmacist into PharmaNet. A patient's medication profile includes patient demographics and almost all prescription drugs dispensed at a community pharmacy. It may contain information on patient allergies and clinical conditions. Rarely would it include information on office sample medications.

The Drug Information System (DIS) database is a subsystem of PharmaNet used to maintain BC patients' drug clinical information. The primary objective of the DIS is to provide pharmacists and dispensing physicians of British Columbia with the tools to monitor medications with respect to potential drug therapy hazards, and public safety. The database assists in the management of health-related issues by providing the pharmacist access to supporting information designed to aid in the dispensing decision.

The primary focus of DIS is to provide information through Drug Use Evaluation (DUE), which is performed on all applicable prescriptions. Supporting inquiry and update functions allow the College of Pharmacists of British Columbia (CPBC) a quick and efficient means to answer patient and drug-related inquiries, update patient-related information, and selected drug information.

The system also gives patients access to drug counseling information through pharmacies of BC, and their own complete medication profile information through the CPBC.

NOTE: Pursuant to the [Pharmacy Operations and Drug Scheduling Act \(SBC 2003, c. 77\)](#), effective April 1st, 2009, the Ministry of Health assumed responsibility as the data steward for the DIS database residing on PharmaNet from the College of Pharmacists of BC.

Record types include an electronic database and a Medical History (Medhist) Data Mart.

For claims history information, see secondary 70350-20.

For the Drug Information System (DIS), see the Information System Overview (ISOS) for a subsystem.

For the Medication History (Medhist) data mart, see the ISO.

For the PharmaCare Centralized Information System (PCIS), see the ISOS.

The ministry OPR is Health Insurance BC unless otherwise noted below. See specific secondaries for OPR retention schedules.

70490	PHARMANET MEDICATION HISTORY	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70490	PHARMANET MEDICATION HISTORY	A	SA	FD
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)  RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.  SO:     when policy is replaced or becomes irrelevant  FR:     Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.	SO	5y	FR
-01	<b>General</b>  RETENTION STATEMENT Destroy at the end of the fourth calendar year.	CY+1y	2y	DE
PIB	<b>-20 Drug Information System data</b> (covers data stored in the Drug Information System) (electronic records)  RETENTION STATEMENT Destroy at the end of the tenth calendar year.  10y:     The retention period is based upon ministry practice to retain patient files for the ten-year period specified in the <a href="#">Hospital Act Regulation (BC Reg. 121/97, s. 14)</a> regarding the retention of patient records by hospitals.  NOTE:   The <a href="#">Limitation Act (RSBC 1996, c. 266)</a> allows up to six years for the instigation of legal action against a hospital, hospital employee, or medical practitioner in cases of alleged hospital negligence or medical malpractice.  NOTE:   This secondary contains all data elements (PharmaNet tables) related to the Drug Information System, except for clinical data provided by <i>First Databank</i> .	CY+9y	nil	DE

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70490	PHARMANET MEDICATION HISTORY	A	SA	FD
	NOTE: All prescriptions processed for a PHN are stored In the Medication History Table (Medhist). The table contains all information related to an individual's clinical history, other than cost information.			
	NOTE: Source data are extracted and loaded into the Medhist Data Mart at regular intervals.			
-30	<b>Drug processing data</b> (covers clinical data provided by First DataBank that is used for the PharmaNet network and is specific to pharmaceuticals marketed in Canada) (electronic records)	SO	nil	DE
	RETENTION STATEMENT Destroy when information is no longer required for operational and research purposes.			
	SO: when information is no longer required for operational and research purposes			
	NOTE: Drug monograph information is supplied to PharmaNet by <i>First DataBank</i> and may be augmented by the College of Pharmacists of British Columbia. Monographs include information in regard to drug ingredients, possible side effects, contraindicated drugs and equivalents.			
	NOTE: Records created under this primary are uploaded to the Medhist Data Mart and currently retained indefinitely.			
-40	<b>Medhist Data Mart data</b> (covers data extracted from the PharmaNet and the Client Registry source systems and retained in the Medhist Data Mart) (electronic records)	SO	nil	DE
	RETENTION STATEMENT Destroy when data is no longer required for ongoing analysis purposes and to support management level reporting.			
	SO: when data is no longer required for ongoing analysis purposes and to support management level reporting			

(cont'd)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

70490	PHARMANET MEDICATION HISTORY	A	SA	FD
	NOTE: PharmaNet source data are extracted and loaded into the Medhist Data Mart at regular intervals and are currently retained indefinitely in anonymized form.			
-41	<b>Medhist Data Mart reports</b> (covers various prompted data mart reports based primarily on data extracted from the Drug Information System database)  RETENTION STATEMENT Destroy when reports are no longer required to support management level reporting.  SO: when reports are no longer required to support management level reporting	SO	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### SECTION 2

#### PHARMACARE AUDIT

##### PRIMARY NUMBERS

70555 – 70599

Section 2 covers records relating to the audit of PharmaCare-paid claims made by pharmacies. This includes records relating to the approval and planning of audit activities and priorities; confirmation of PharmaCare-paid claims by patients and doctors; the audit of pharmacies, selected randomly by geographic location or as a result of third party tips, involving visits to the pharmacies to review documentation in support of PharmaCare-paid claims (on-site pharmacy audits); and the audit of specific issues and drugs focusing on overpayments resulting from incorrect submissions to PharmaCare by pharmacies (PharmaNet data analysis audits).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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70555 - 70599

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70555 PHARMACARE AUDIT - GENERAL

Records not shown elsewhere in the PharmaCare audit section relating to the auditing of pharmacies in order to detect and deter inappropriate billing of PharmaCare claims and recover any inappropriately paid monies. This includes audit recovery summaries, pharmacy files ("tips files") and PharmaCare audit issue files.

Record types include: correspondence, memoranda, and reports.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

The ministry OPR is PharmaCare Audit unless otherwise noted below. See specific secondaries for OPR retention schedules.

70555	PHARMACARE AUDIT - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and Procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
	NOTE: This secondary includes the <i>PharmaCare Audit Procedures Manual</i> .			
-01	<b>General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
	NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not related to topics that warrant specific classifications.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70555	PHARMACARE AUDIT - GENERAL	A	SA	FD
-02	<b>Audit recoveries (“ADM binder”)</b> (includes audit recovery spreadsheets, photocopied cheques, copies of correspondence relating to recoveries and general ledger information)  RETENTION STATEMENT Destroy at the end of the eighth fiscal year.  8y:      The eight-year combined active and semi-active retention period is consistent with <i>ARCS</i> retention periods for other financial records.  NOTE:    The “ADM binder” provides details on all recoveries made by PharmaCare Audit in a fiscal year for the Assistant Deputy Minister.	FY+2y	5y	DE
-03	<b>Audit recovery reports</b> (consists of weekly audit recovery reports)  RETENTION STATEMENT Destroy at the end of the eighth fiscal year.  8y:      The eight-year combined active and semi-active retention period is consistent with <i>ARCS</i> retention periods for other financial records.  NOTE:    PharmaCare Audit receives these system generated reports from HIBC. The reports list all HIBC recovery deductions. PharmaCare Audit checks these reports against the audit recovery spreadsheet (70555-02) to ensure that all audit recoveries requested by PharmaCare Audit are performed. Verified recoveries are highlighted and the reports are then filed in a binder for each fiscal year.	FY	7y	DE
-20	<b>Pharmacy files (“tips files”)</b> (includes tips, correspondence with pharmacy and confirmation letters with anomalies) (arrange by pharmacy code)  RETENTION STATEMENT Destroy seven years after pharmacy participation agreement has been terminated.  SO:      when pharmacy participation agreement has been terminated	SO+1y	6y	DE

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70555	PHARMACARE AUDIT - GENERAL	A	SA	FD
	7y: The combined active and semi-active seven-year retention ensures that the records are available for reference purposes.			
	NOTE: Pharmacy participation agreements are classified under 70420-20 Pharmacy registration and monitoring files.			
-30	<b>PharmaCare audit issue files</b> (includes correspondence, emails, memoranda, data and analysis, preliminary reports and notes) (electronic records)  RETENTION STATEMENT Destroy when no longer required for operational or reference purposes, or when issue becomes the subject of a PharmaNet data analysis audit.  SO: when no longer required for operational or reference purposes, or when issue becomes the subject of a PharmaNet data analysis audit  NOTE: When an issue is first identified by PharmaCare Audit, an electronic issue file is opened, data is collected and a preliminary analysis is completed. PharmaCare Audit, with input from the PharmaCare Audit Working Group and/or the PharmaCare Audit Review Committee, decides whether to perform an audit on this issue or not. If an audit is performed, electronic and paper PharmaNet data analysis audit files (70585-20 and -25) are opened, and the issue file records are moved to these files. If an audit is not performed, the issue file is kept in case this issue arises again. Issue files can be referred to repeatedly and an audit can be performed years after the issue first arose.	SO	nil	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70560 AUDIT APPROVAL AND PLANNING

Records relating to the approval of audit activities and the planning and development of audit policies, priorities and activities. PharmaCare Audit Review Committee (PARC) establishes priorities and policies for PharmaCare Audit and approves pharmacy audits. PARC also helps to move recoveries forward, reviews and makes recommendations for the settlement of disputed audits and the termination of Pharmacy Participation Agreements. PharmaCare Audit Working Group (PAWG) discusses and reviews PharmaCare Audit issues, tips and audit reports and, where required, either takes action or makes recommendations to PARC.

Record types include: agendas, minutes, correspondence and reports.

For records relating to committees other than PARC and PAWG, see [ARCS primary 200](#) and [ARCS primary 201](#).

The ministry OPR is PharmaCare Audit unless otherwise noted below. See specific secondaries for OPR retention schedules.

70560	AUDIT APPROVAL AND PLANNING	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
<b>-01</b>	<b>General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
<b>-02</b>	<b>Annual audit plans</b>	CY+4y	5y	DE
	RETENTION STATEMENT Destroy at the end of the tenth calendar year.			
		(cont'd)		

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70560	AUDIT APPROVAL AND PLANNING	A	SA	FD
	10y: The combined active and semi-active ten-year retention ensures that the records are available for long-term planning purposes.			
	NOTE: The annual audit plan is submitted to PARC for review and approval. The PharmaCare Audit Manager keeps a copy of the approved annual audit plan.			
-20	Pharmacare Audit Review Committee (PARC) records	SO	7y	DE
	RETENTION STATEMENT Destroy seven years after no longer required for operational or reference purposes.			
-30	Pharmacare Audit Working Group (PAWG) records	SO	7y	DE
	RETENTION STATEMENT Destroy seven years after no longer required for operational or reference purposes.			
	SO: when no longer required for operational or reference purposes			
	7y: The seven-year semi-active retention period for secondaries -20 and -30 is consistent with the <a href="#">ARCS 200-20</a> retention for ministry committee files.			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70565 CLAIMS CONFIRMATION - GENERAL

Records relating generally to the confirmation of pharmacies' claims, using the Confirmation Letter System, not shown elsewhere in this primary block. This includes system-generated confirmation emails and BC Mail Plus Service Request forms.

For random claims confirmation, see primary 70570.

For select claims confirmation, see primary 70575.

For the Confirmation Letter System Information System Overview (ISO), see the ISO section.

The ministry OPR is PharmaCare Audit unless otherwise noted below. See specific secondaries for OPR retention schedules.

70565	CLAIMS CONFIRMATION - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
-01	<b>General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-02	<b>BC Mail Plus Service Request forms</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-03	<b>Confirmation letter system confirmation emails</b> (covers emails generated by the Confirmation Letter System and automatically sent to the auditors to confirm the generation and printing of confirmation letters, scanning of letter barcodes and the deletion of confirmation letter data)	SO+1m (cont'd)	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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**70565 CLAIMS CONFIRMATION - GENERAL**

**A**

**SA**

**FD**

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RETENTION STATEMENT

Destroy one month after receipt of email stating that confirmation letter data and confirmation tracking data, or select confirmation letter data has been successfully deleted from the Confirmation Letter System.

SO: upon receipt of email stating that confirmation letter data and confirmation tracking data, or select confirmation letter data has been successfully deleted from the Confirmation Letter System

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END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70570 CLAIMS CONFIRMATION - RANDOM

Records relating to the confirmation of randomly selected pharmacies' PharmaCare-paid claims using the Confirmation Letter System. Patient confirmation survey letters are sent to approximately 1000 randomly selected patients of 12 randomly selected pharmacies each month (approximately 85 letters to patients of each pharmacy) to confirm that the patient received medications for which there is a PharmaCare paid claim.

Record types include: confirmation letters and statistical reports.

For select patient and doctor confirmation letters sent in support of on-site audits, see primary 70575.

For the Confirmation Letter System Information System Overview (ISO), see the ISO section.

The ministry OPR is PharmaCare Audit unless otherwise noted below. See specific secondaries for OPR retention schedules.

70570	CLAIMS CONFIRMATION - RANDOM	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
	SO: when policy is replaced or becomes irrelevant			
-01	<b>General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-02	<b>Annual confirmation letter plan</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
	(cont'd)			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70570	CLAIMS CONFIRMATION - RANDOM	A	SA	FD
	NOTE: This includes a list of 144 randomly selected pharmacies whose paid claims will be checked by the confirmation letter program throughout the year (12 per month). This random list is generated in Excel.			
-03	<b>Confirmation letter pharmacy log</b>	SO	nil	DE
	RETENTION STATEMENT Destroy when no longer required to support the confirmation letter program.			
	SO: when no longer required to support the confirmation letter program			
	NOTE: This is a listing by month of all pharmacies for which confirmation letters were sent out. This list is used to make an "exclude list" to ensure that the same pharmacies are not selected multiple times.			
-04	<b>Late letters with anomalies</b>	SO	NA	NA
	RETENTION STATEMENT When the anomaly has been investigated, file in the appropriate pharmacy file if confirmed. If the anomaly is unfounded, the letter can be destroyed.			
	SO: when the anomaly has been investigated			
	NA: if the anomaly is confirmed, the letter is filed on the appropriate pharmacy file ("tips file") 70555- 20. If the anomaly is unfounded, the letter can be destroyed under the Transitory Information Schedule 102901.			
-05	<b>Returned letters with anomalies</b>	SO	NA	NA
	RETENTION STATEMENT If the anomaly has been confirmed, file letter in the appropriate pharmacy file. If the anomaly is unfounded, return letter to the Confirmation Letter staff person to update the system, then destroy under the Transitory Information Schedule.			
	SO: when letter barcodes have been scanned into the system, marked as anomalies, any anomalies have been investigated by an auditor and, if applicable, the status of the letter has been changed to "data confirmed"			
				(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70570	CLAIMS CONFIRMATION - RANDOM	A	SA	FD
	NA: if the anomaly is confirmed, the letter is filed on the appropriate pharmacy file 70555-20. If the anomaly is unfounded, the letter is returned to the Confirmation Letter staff person who updates the status in the system to "data confirmed." Letters without anomalies are transitory records and can be destroyed under the Transitory Information Schedule (102901).			
<b>-06</b>	<b>Statistical reports – annual</b>	CY+2y	5y	DE
	RETENTION STATEMENT Destroy at the end of the eighth calendar year.			
<b>-07</b>	<b>Statistical reports – monthly</b>	CY+2y	5y	DE
	RETENTION STATEMENT Destroy at the end of the eighth calendar year.			
<b>-20</b>	<b>Confirmation letter files</b> (includes cover sheet recording number of letters sent and blue copies of anomaly letters referred to auditor) (arrange by pharmacy code and month of confirmation letter generation)	SO+3m	nil	DE
	RETENTION STATEMENT Destroy three months after letters are mailed.			
	SO: when letters are mailed			
<b>-30</b>	<b>Confirmation letter data</b> (electronic records)	SO+3m	nil	DE
	RETENTION STATEMENT Destroy three months after letters are mailed.			
	SO: when letters are mailed			
<b>-40</b>	<b>Confirmation letter tracking data</b> (electronic records)	SO+3m	nil	DE
	RETENTION STATEMENT Destroy three months after letters are mailed.			
	SO: when letters are mailed			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70570	CLAIMS CONFIRMATION - RANDOM	A	SA	FD
-50	<b>Confirmation letter statistical data</b> (consists of depersonalized statistical data) (electronic records)  RETENTION STATEMENT Destroy when no longer required to support the confirmation letter program.  SO:      when no longer required to support the confirmation letter program  NOTE:    Letters are generated and managed in the Confirmation Letter System. Once returned letters have been scanned, their status can be viewed, updated and, if necessary, the letter can be generated and printed again. Ninety days after the letters were generated, the file is closed, the confirmation letter data and the confirmation letter tracking data are deleted and the letters can no longer be viewed, updated or generated. Only depersonalized statistical data remains in the system.  NOTE:    Undeliverable letters and returned letters without anomalies are transitory records which can be destroyed under the <a href="#">Transitory Information Schedule (102901)</a> .	SO	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70575 CLAIMS CONFIRMATION - SELECT

Records relating to the confirmation of specific PharmaCare-paid claims as part of an on-site pharmacy audit using the Confirmation Letter System. PharmaCare auditors use the system to generate letters to randomly selected patients of a selected pharmacy, to specifically selected patients of a selected pharmacy or to doctors who wrote prescriptions that were filled by a selected pharmacy. These letters are generated in the test/development area of the Confirmation Letter System so that the results are not included in the random confirmation letter statistical reports. PharmaCare auditors often do a second mailing of letters to patients from whom they have not yet received an answer. First and second mailing letters are handled in the same way.

Record types include: select confirmation letters and tracking sheets.

For random confirmation letters, see primary 70570.

For the Confirmation Letter System Information System Overview (ISO), see the ISO section.

The ministry OPR is PharmaCare Audit unless otherwise noted below. See specific secondaries for OPR retention schedules.

70575	CLAIMS CONFIRMATION - SELECT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
	SO: when policy is replaced or becomes irrelevant			
-01	<b>General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70575	CLAIMS CONFIRMATION - SELECT	A	SA	FD
-02	<b>Confirmation letter tracking sheets</b>	SO	NA	NA
	RETENTION STATEMENT When all confirmation letters have been returned or audit is completed, file in the relevant on-site pharmacy audit file.			
	SO: when all confirmation letters have been returned or audit is completed			
	NA: tracking sheet is filed in the relevant 70580-20 on-site pharmacy audit file.			
	NOTE: The auditor records the number of letters sent (first and second mailings), date of mailings, number returned, number undeliverable, number with data confirmed and number with anomalies.			
-03	<b>Returned select letters with anomalies</b>	SO	NA	NA
	RETENTION STATEMENT When the letters have been investigated and recorded, file the letters in the relevant on-site pharmacy audit file.			
	SO: when letters have been investigated and recorded as anomaly on the tracking sheet or, if the anomaly is resolved, the letter is recorded as data confirmed			
	NA: letters are filed in the relevant 70580-20 on-site pharmacy audit file			
	NOTE: When a beneficiary identifies an anomaly in the paid claims, the auditor investigates by telephoning the beneficiary, reviewing documentation during the pharmacy visit and/or contacting the prescribing doctor.			
-04	<b>Returned select letters without anomalies</b>	SO	NA	NA
	RETENTION STATEMENT File in the relevant on-site pharmacy audit file when letters have been recorded on the tracking sheet as "data confirmed."			
	SO: when letters have been recorded on the tracking sheet as "data confirmed"			
	NA: letters are filed in the relevant 70580-20 on-site pharmacy audit file.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70575	CLAIMS CONFIRMATION - SELECT	A	SA	FD
-05	Undeliverable select letters	SO	NA	NA
RETENTION STATEMENT				
File in the relevant on-site pharmacy audit file when letters have been recorded on the tracking sheet as "undeliverable".				
SO: when letters have been recorded on the tracking sheet as "undeliverable"				
NA: letters are filed in the relevant 70580-20 on-site pharmacy audit file				
NOTE: This includes letters that cannot be delivered due to the patient being deceased, having no fixed address or no current address, or letters sent and then returned to PharmaCare Audit as undeliverable by the Post Office.				
-20	Select confirmation letter data (electronic records)	SO	nil	DE
RETENTION STATEMENT				
Destroy when letters have been printed for second mailing.				
SO: when letters have been printed for second mailing				

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70580 ON-SITE PHARMACY AUDITS

Records relating to the auditing of individual pharmacies' paid claims to PharmaCare. These audits involve an on-site examination of the pharmacies' records. The selection of pharmacies for on-site audit is either made randomly, by geographic location or as a result of information ("tips") provided to PharmaCare.

Record types include: correspondence, memoranda, and reports.

For on-site audit approvals, see primary 70560.

For PharmaNet data analysis audits, see 70585.

For "tips," see Pharmacy files, 70555-20.

The ministry OPR is PharmaCare Audit unless otherwise noted below. See specific secondaries for OPR retention schedules.

70580	ON-SITE PHARMACY AUDITS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
	SO: when policy is replaced or becomes irrelevant			
-01	<b>General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-02	<b>On-site pharmacy audit summaries</b> (electronic records)	CY+7y	nil	DE
	RETENTION STATEMENT Destroy at the end of the eighth calendar year.			

(cont'd)

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70580	ON-SITE PHARMACY AUDITS	A	SA	FD
	8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.  NOTE: These summaries are used by PharmaNet data analysis auditors to ensure that pharmacies are not audited again for the same issue or drug.			
-20	<b>On-site pharmacy audit files - paper</b> (includes audit plan, pharmacy questionnaire, scanned prescriptions and invoices, draft audit report, pharmacy response to report, final audit report and documentation on financial recovery, if a recovery is recommended)  RETENTION STATEMENT Destroy eight years after the audit is complete, any recoveries have been made and any criminal investigation is complete.  SO: when the audit is complete, any recoveries have been made and any criminal investigation is complete  8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.	SO	8y	DE
-25	<b>On-site pharmacy audit files - electronic</b>  RETENTION STATEMENT Destroy eight years after the audit is complete, any recoveries have been made and any criminal investigation is complete.  SO: when the audit is complete, any recoveries have been made and any criminal investigation is complete  8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.  NOTE: All electronic records relating to an on-site pharmacy audit are filed together on the LAN. When the audit is complete, and any recoveries have been made, the file is burned onto a CD-ROM and deleted from the LAN.	SO+8y	nil	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 70585 PHARMANET DATA ANALYSIS AUDITS

Records relating to the audit of PharmaCare-paid claims through the review and analysis of PharmaNet data relating to a specific issue or drug. PharmaNet data analysis audits focus on identifying overpayments resulting from incorrect submissions to PharmaCare by pharmacies. Once completed, audits are usually followed by quarterly follow-up data analysis audits which continue to audit and make any recoveries on a particular drug or issue. These follow-up audits are performed quarterly, by fiscal year, to facilitate recoveries and enable online claims error corrections within the 120 day window permitted by PharmaNet.

Record types include: audit plans, correspondence, memoranda, and reports.

For on-site pharmacy audit records, see primary 70580.

The ministry OPR is PharmaCare Audit unless otherwise noted below. See specific secondaries for OPR retention schedules.

70585	PHARMANET DATA ANALYSIS AUDITS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	<b>-00 Policy and procedures</b> (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	SO: when policy is replaced or becomes irrelevant			
	FR: Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.			
	<b>-01 General</b>	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
	<b>-02 PharmaNet data analysis audit summaries</b> (electronic records)	CY+7y	nil	DE
	RETENTION STATEMENT Destroy at the end of the eighth calendar year.			
		(cont'd)		

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70585	PHARMANET DATA ANALYSIS AUDITS	A	SA	FD
	<p>8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.</p> <p>NOTE: These summaries are used by on-site pharmacy auditors to ensure that pharmacies are not audited again for the same issue or drug.</p>			
-20	<p><b>PharmaNet data analysis audit files (“desk audits”) - paper</b> (includes audit plan, data and analysis, correspondence, recovery tracking sheet, recovery payment confirmation and audit summary)</p> <p>RETENTION STATEMENT Destroy eight years after the audit is complete and any recoveries have been made.</p> <p>SO: when the audit is complete and any recoveries have been made</p> <p>8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.</p>	SO	8y	DE
-25	<p><b>PharmaNet data analysis audit files (“desk audits”) - electronic</b></p> <p>RETENTION STATEMENT Destroy eight years after the audit is complete and any recoveries have been made.</p> <p>SO: when the audit is complete and any recoveries have been made</p> <p>8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.</p> <p>NOTE: All electronic records relating to a PharmaNet data analysis audit are filed together on the LAN. When the audit is complete, and any recoveries have been made, the file is burned onto a CD-ROM and deleted from the LAN.</p>	SO+8y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70585	PHARMANET DATA ANALYSIS AUDITS	A	SA	FD
-30	<b>Quarterly follow-up data analysis audit files - paper</b> (includes correspondence and recovery summary sheets)  RETENTION STATEMENT Destroy eight years after the audit is complete and any recoveries have been made.  SO: when the audit is complete and any recoveries have been made  8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.	SO	8y	DE
-35	<b>Quarterly follow-up data analysis audit files - electronic</b>  RETENTION STATEMENT Destroy eight years after the audit is complete and any recoveries have been made.  SO: when the audit is complete and any recoveries have been made  8y: The eight-year retention period is consistent with ARCS retention periods for financial and audit records.  NOTE: All electronic records relating to a quarterly followup data analysis audit are filed together on the LAN. When the audit is complete, and any recoveries have been made, the file is burned onto a CD-ROM and deleted from the LAN.	SO+8y	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

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### PHARMACARE SERVICES

#### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### SYSTEM SECTION

#### CONFIRMATION LETTER SYSTEM

#### SYSTEM OVERVIEW

##### **Creating Agency**

Ministry of Health  
Finance and Corporate Services  
Audit and Investigations Branch  
PharmaCare Audit

##### **Date of System Description**

2011-05-19

##### **Purpose**

The Confirmation Letter System assists PharmaCare Audit staff in confirming pharmacies' PharmaCare-paid claims. Staff use the system to generate random patient confirmation letters to confirm pharmacies' claims or to generate specific patient or doctor confirmation letters in support of on-site pharmacy audits.

##### **Information Content**

The Confirmation Letter System retrieves PharmaCare claims data and patient and physician information from the Ministry of Health data warehouse.

The Confirmation Letter System retrieves the following data:

- Patient information: PHN, name, address
- Physician information: name, address
- PharmaCare-paid claim information: date of claim, quantity and name of drug, name of pharmacy where prescription was filled

##### **Inputs, Processes, and Outputs**

An annual random list of 144 pharmacies (12 for each month) is created in Excel using a sampling equation. Each month, the Confirmation Letter System is used to generate up to 100 letters to send to random patients of each of the 12 pharmacies. These letters are printed from the system and mailed to the patients. Approximately 1000 letters are mailed each month.

Returned confirmation letters are sorted into three piles: undeliverable, data confirmed ("OK") and anomalies. The letters' barcodes are scanned into the system and the results are recorded and managed in the system.

Selected confirmation letters are sometimes generated and sent to patients of selected pharmacies and/or doctors who prescribed drugs which were dispensed at selected pharmacies in support of on-site pharmacy audits. These letters are generated in the test/development system so that the results are not included in random confirmation letter statistical reports. (Selected confirmation letters are not managed in the confirmation letter system.)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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Outputs consist of system-generated confirmation emails (to confirm letter generation, scanning, etc.), confirmation letters, and monthly and annual statistical reports (for the random confirmation letter program only).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### CONFIRMATION LETTER SYSTEM

#### DATA RETENTION PLAN

Data Description	Data Retention Period
Confirmation letter data Classification 70570-30	Destroy three months after letters are mailed.
Confirmation letter tracking data Classification 70570-40	Destroy three months after letters are mailed.
Confirmation letter statistical data Classification 70570-50	Destroy when no longer required to support the confirmation letter program.
Select confirmation letter data Classification 70575-20	Destroy when letters have been printed for second mailing.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### **HOME OXYGEN SUBSIDY PROGRAM (HOSP) SYSTEM**

#### **SYSTEM OVERVIEW**

##### **Creating Agency**

Ministry of Health and Ministry Responsible for Seniors  
PharmaCare Division  
Home Oxygen Program

##### **Date of System Description**

2011-05-19

##### **Purpose**

The purpose of the HOSP System is to assist staff in administering subsidies to BC residents requiring oxygen for at-home use, including the registration of clients and suppliers, and the processing of invoices for payment.

##### **Information Content**

The HOSP System contains information necessary to administer the Home Oxygen Program. This includes maintaining tables of suppliers, physicians, health units, city codes and names, oxygen product codes and descriptions, and supplier/product rates. It also includes client information including name, address, personal health number, gender, date of birth, physician name and number, diagnosis and other medical information, application date, approval number, oxygen supply and delivery system, hours of use and flow rates, subsidy rate, supplier code, health unit, physician follow-ups, nursing assessments, close date, reason for file closure, and comments. The invoice processing function includes the supplier name and address, date processed, amounts claimed and amounts approved.

##### **Inputs, Processes, and Outputs**

Inputs consist of information taken from the application form [HLTH 337], physician follow-up reports [HLTH 339], nursing assessments [HLTH 329], supplier assessment reports and other correspondence maintained on the client's file. Inputs also consist of information taken from the invoices.

The HOSP System allows staff to enter and update client applications and approvals, make inquiries regarding application status, and generate reports including vouchers for payments of claims.

Applications for the home oxygen program are filled out by the client's physician and are vetted through the local health unit to the Home Oxygen Program medical consultant who approves or rejects the application. Information from the application is entered onto the system and if the claim is rejected, a rejection letter is generated and the file is closed. If approved, the system designates an approval number and an approval letter is generated. Information from physician follow-ups, nursing assessments and pertinent correspondence is entered onto the system. When a client dies or ceases to receive subsidized treatment, the file is closed and kept as a history file.

Supplier invoices are processed in date order. Data from the invoice is keyed, payment amounts are checked by the system, a batch report is generated and the vouchers are sent to Victoria for approval for payment.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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Outputs consist of subsidy approval letters, subsidy change letters, and subsidy rejection letters which are maintained on the client file. Batch reports and vouchers are sent to Victoria for payment. Regular or ad hoc statistical reports are listed in the classification section below.

### Historical Note

The Home Oxygen Subsidy Program was transferred to the Regional Health Authorities on May 1, 2002.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### HOME OXYGEN SUBSIDY PROGRAM SYSTEM

#### DATA RETENTION PLAN

Data Description	Data Retention Period
Home oxygen client files Classification 70310-20	Destroy six years after the client ceases to receive subsidized treatment.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### **MAXIMAGE SYSTEM**

#### **SYSTEM OVERVIEW**

##### **Creating Agency**

Ministry of Health  
Health Sector IM/IT Division  
Vendor Management Office  
HIBC Operations

##### **Date of System Description**

2011-05-19

##### **Purpose**

MaxImage System (MaxImage) is an electronic document management system that facilitates the Document Management and Beneficiary Services workflow of the PharmaCare program by providing online tracking of imaged paper documents, non-imaged paper documents, and facsimile transmissions. Documents are tracked from the time they are received, until the time they are completed. The documents are scanned into the system, registered and then marked as DONE or MI (missing information) after the work is completed in the PharmaNet System, the PharmaCare Registration Database, and the Registration and Premium Billing System (R&PB)

##### **Information Content**

MaxImage encompasses the full range of correspondence between HIBC, clients, and third parties. Information is provided either directly from the client or by a service provider to the client for bill payment, etc.

These documents contain personal information, including names, addresses, Personal Health Numbers, birth certificates, immigration papers, financial information, and medical claims. HIBC has custody of the personal information while the Ministry of Health retains control at all times. Scanned documents stored in the system are described in the classification section.

##### **Inputs, Processes, and Outputs**

The documents are either mailed or faxed in to HIBC. Received documents are either scanned and stored in MaxImage, or information pertaining to the documents is extracted and data entered into the system.

An Oracle RDBMS (relational database management system) underlies the MaxImage System. Document images (the scanned copies of documents), classification data about the documents, notes regarding actions and questions surrounding the document contents and all data entered and accessible through the front-end Oracle Forms interface is stored in the RDBMS. Oracle also manages indexing, which allows for searching and retrieval of documents based on data that has been stored with each document.

When documents are received by HIBC, they are pre-sorted and a new document 'envelope' is created in the MaxImage System. Information is entered into a virtual envelope that is specific to each document. Once the virtual envelope information for an individual document is completed, a cover sheet is printed off and attached to the document. This cover sheet includes identification information that can be automatically detected by the scanning process to open the same virtual envelope that was

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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originally created. The coversheets and documents are subsequently fed into a high-speed scanner and Kofax is used to initiate the image upload into MaxImage. For documents that are not scanned and just worked from paper, the document is indexed and marked as registered, worked in the PharmaNet System, PharmaCare Registration Database, or Registration and Premium Billing System (R&PB), and then marked as done in MaxImage.

Each cover sheet is examined by a component of the MaxImage System that recognizes the unique envelope identification information on the coversheet, opens up the corresponding virtual envelope, and places the high resolution scanned images in the virtual envelope. Based on specific document type requirements, the physical documents and their identifying coversheets may be stored for a specific period of time, destroyed, or returned to the sender. The content of the documents, however, is stored in the MaxImage System, and can proceed to be further processed as appropriate.

Depending on the auditing and retention requirements for the particular document, the originals may be returned to the originator with copies kept on file, or the originals may be stored for a specific period of time. Specific directions regarding the appropriate handling of the physical copy of the current document are driven by the document classification and can be detailed either on the cover sheet or through the scanning interface to alert the scanning clerk of the appropriate post-scanning procedure.

Depending on the file type and several other factors, including priority and originator, that are noted on the virtual envelope, the envelopes and the documents they contain are directed to an appropriate staff member who works each document from an assigned queue. The high-resolution images of the document are viewable by the staff member, and their interface allows them to add a large amount of information to a virtual document within the virtual envelope.

Regarding claims, once a claim is processed, the document remains in the system and portions of the virtual document that the claims staff updated are extracted and compiled into a nightly batch that is sent off to the Ministry of Finance's (formerly the Ministry of Small Business and Revenue) processing system so that payments can be effected. The claim continues to live on within the MaxImage System for as long as specified by the auditing and electronic retention settings for that document type. The document type actually determines how the document is handled in the system. Once processed the content of the documents is now stored in the MaxImage System.

Outputs consist of various prompted reports generated on a daily, weekly, and monthly basis. MaxImage reports are run off the windows box which is the scanner server. Report and query requirements are documented in the work queue analysis section.

NOTE: The secondaries listed in the Data Retention Plan only reflect Pharmacare Services related records. However, MaxImage also encompasses records relating to the Medical Services Plan. For these records, see the MaxImage System Overview in the Medical Services Plan ORCS, schedule 142798.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### MAXIMAGE SYSTEM

#### DATA RETENTION PLAN

Data Description	Data Retention Period
Change or verification of personal information Classification 70315-02	Destroy upon entry into the registration database.
Income based benefits applications and consents (closed secondary) Classification 70315-20	Destroy 85 years after entry into the PharmaCare Registration Database.
Monthly deductible payment option Classification 70315-28	Destroy at the end of the eighth fiscal year.
Income based benefits eligibility appeals Classification 70315-30	Destroy seven years after eligibility has been established.
Verification of income Classification 70315-36	Destroy at the end of the eighth fiscal year.
Palliative care applications Classification 70317-20	Destroy seven years after scanned and entered into PharmaNet.
PharmaCare claims - electronic images Classification 70350-09	Destroy at the end of the eighth fiscal year.
Pharmacy processing correspondence Classification 70350-45	Destroy at the end of the eighth fiscal year.
PharmaCare claims beneficiary correspondence Classification 70355-20	Destroy at the end of the seventh calendar year.
Prosthetic/orthotic application forms Classification 70355-35	Destroy at the end of the second calendar year.

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

PharmaCare claims profiles Classification 70355-40	Destroy at the end of the seventh calendar year.
Pharmacy registration and monitoring files Classification 70420-20	Destroy seven years after the pharmacy's participation in PharmaCare programs is terminated.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### **MEDICATION HISTORY (MEDHIST) DATA MART**

#### **SYSTEM OVERVIEW**

##### **Creating Agency**

Ministry of Health  
Pharmaceutical, Laboratory and Blood Services Division

##### **Date of System Description**

2011-05-19

##### **Purpose**

The PharmaCare Claims Data Mart is a management level reporting tool containing extracted data from the PharmaNet System. PharmaCare clinical data from the PharmaNet System is stored in the Medhist Data Mart and is used for analysis when the data needed includes all medications dispensed, such as for population health analysis purposes. If cost information is required, the PharmaCare Claims Data Mart is used. Many data elements in both data marts are identical, such as pharmacy name.

##### **Information Content**

The Medhist Data Mart is populated from and contains all elements from the Drug Information System (DIS). Medhist is that portion of the patient record containing medication history, clinical condition, adverse reactions and associated comments recorded for the patient. The patient medication profile allows the provider to review all dispensed medications and associated comments for a patient during the past fourteen months, including all adverse reactions, clinical conditions, and associated comments, from all PharmaNet connected BC pharmacies. Two profiles are available: full profile, which returns prescriptions dispensed or reversed during the last fourteen months or, most recent only, which returns the most recent fifteen prescriptions dispensed or reversed.

The Medhist Data Mart shares common tables with the PharmaCare Claims Data Mart for recipient data (such as Personal Health Number) and health service provider data (such as physician college number). The Medhist Data Mart, unlike the DIS, contains historical records from 1996 to current. The Medhist Data Mart, however, includes all prescriptions for medications dispensed in BC, with some notable exceptions. These include anti-retroviral medications dispensed by the Centre for Excellence in HIV/Aids at St. Paul's Hospital, interventions where the pharmacist contacted a physician to confirm unusual dosing or refused to dispense due to a significant drug-to-drug interaction, as well as directions text. In addition, the Medhist Data Mart does not include any cost information or data on BC residents who had prescriptions filled outside of BC.

DIS contains all prescriptions transmitted to the PharmaNet System from any community pharmacy in BC, as well as any hospital pharmacies dispensing outpatient prescriptions. It may also contain medications administered to patients in hospital emergency departments as well as samples provided to patients from physician offices, if those sites are connected to the PharmaNet System and if they choose to transmit the information. Prescriptions dispensed (claims) in BC are captured on the DIS regardless of who is paying for the medication. Also collected is data for adverse reactions, allergies, and clinical conditions transmitted from pharmacies. This provides a history of all the prescriptions for medication or treatment provided to a recipient in BC. The DIS maintains records online for fourteen months to perform drug utilization evaluation (DUE) such as drug-to-drug interactions, duplicate ingredient/therapy, compliance checking and when a new medication or repeat medication is

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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dispensed. No cost information is stored in the DIS and no information on residents of BC who have prescriptions filled outside of the province of BC.

A patient's medication profile includes: patient demographics, all drugs dispensed at a community pharmacy, office sample medications, patient allergies and clinical conditions. Information collected includes: patient information, medication history – such as clinical condition information, adverse reaction information, Medhist information, including quantity, prescription status, intervention codes, directions, comments – drug interaction (with clinical information provided by First DataBank), and drug information.

### Inputs, Processes, and Outputs

Once the source systems data is acquired, extract, transform and load processes are used to load it into the Data Mart tables. Personal information, as it is being brought into the integration space is anonymized by the system without programmer intervention, based on the algorithms defined by the business. Sensitive columns include personal health numbers, hospital chart numbers, health care numbers, provider numbers and names. As new data is added, columns are reviewed for sensitivity and these too are anonymized. Since this data is stored anonymized in the database any exports, backups or extracts of this data will also remain anonymized. However, these fields may also be re-identified under certain circumstances and access granted to authorized users based on pre-defined roles.

Data feeds from PharmaNet are received weekly and are retained indefinitely in the Medhist Data Mart. Medhist contains all prescriptions regardless of payer and shares common tables in the PharmaCare Claims Data Mart for recipient data (such as PHN) and provider data (such as college number).

All medication history data are sent to the Medhist Data Mart except for the following fields:

- version control number: (the number of times a record has been updated)
- rec. user id: not typically accessed
- last updated userid: not typically accessed
- gcen sequence number: (this is the generic code number that relates to a drug, but is stored in some other table as well – added for performance reasons)

Outputs consist of various prompted reports based primarily on data extracted from the Medhist Data Mart and used to support analysis performed by staff.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### MEDICATION HISTORY (MEDHIST) DATA MART

#### DATA RETENTION PLAN

Data Description	Data Retention Period
Medhist Data Mart data Classification 70490-40	Destroy when data is no longer required for ongoing analysis purposes and to support management level reporting.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## **PHARMACARE CLAIMS DATA MART**

### **SYSTEM OVERVIEW**

#### **Creating Agency**

Ministry of Health  
Pharmaceutical, Laboratory and Blood Services Division

#### **Date of System Description**

2011-05-19

#### **Purpose**

The PharmaCare Claims Data Mart is a management level reporting tool containing extracted data from the PharmaNet System. The PharmaCare Claims Data Mart is stored in the HNDData Data Mart, which is the Ministry's integrated data warehouse that provides access to administrative and clinical data currently collected by the Ministry, or available to users, for analysis. It is scheduled to be replaced by the ministry-wide Healthideas data warehouse.

The HNDData Data Mart was developed under the auspices of the Aggregated Health Information Project (AHIP). AHIP was initiated in 2004-05 in order to develop a data warehouse and information delivery infrastructure that could provide integrated support for a wide range of data, users, and information needs across the BC health sector.

#### **Information Content**

The PharmaCare Claims Data Mart is populated from and contains all the columns of data from the source system PharmaNet. It shares common tables with the Medhist Data Mart for recipient data and health service provider data. Demographic data is provided by the Client Registry System for recipient (patient, client), Medical Services Plan (MSP) for physician provider, and the PharmaNet System for other providers such as pharmacists. The PharmaCare Claims Data Mart, unlike the PharmaNet source system, contains historical records from 1985 to present. Data is updated with a weekly load from the source systems.

The PharmaCare Claims Data Mart includes prescription data and all cost information on BC residents who had prescriptions filled inside and possibly outside of BC, but does not include claims for federally funded recipients (such as RCMP, Veterans Affairs, and Indian Affairs) or hospital inpatients. The claims data pertains to the adjudication event and includes Personal Health Number, prescriber identifier, dispenser identifier, drug identifier, quantity dispensed, pharmacy identifier, days' supply as well as adjudicated costs for the prescription.

#### **Inputs, Processes, and Outputs**

All data are received from other systems. The main source of data is extracted from the PharmaNet and the Client Registry source systems. All claims history data from PharmaCare Centralized Information System (PCIS) are stored in the Claims Data Mart.

Historically, the following inputs have been used as sources of PharmaCare claims data:

- MASPAR/Phoenix records – service dates before 1996; (The MASPAR/Phoenix systems predate HN data);

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- PharmaNet Online claims – never archived and not in any HNData feeds – special extract run to obtain – 61154 claims service dates up to 2002/12/24;
- Operational archives – purged from online system and stored in MVS archives – only service dates after 1995 processed – service date up to 2002/12/24; and
- Extracts from online for HNData – earliest claim 2001/01/14 service date.

The data for the PharmaCare Claims Data Mart is sourced from a number of sources that include claim records from 1985 to present. From 1985 to September 1995, a “Datapoint®” system was used to reimburse PharmaCare claims. This was an off-line system where universal plan client mailed in receipts for reimbursement. From September 1995 to the present, the PharmaNet System has been used to process PharmaCare claims, the vast majority of which are on-line/real time claims.

Outputs consist of various prompted reports based primarily on data extracted from the PharmaCare Claims Data Mart and are used to support analysis performed by Pharmaceutical, Laboratory and Blood Services Division analysts.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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For more information consult your [Government Records Officer](#).

### PHARMACARE CLAIMS DATA MART

#### DATA RETENTION PLAN

Data Description	Data Retention Period
PharmaCare Claims Data Mart data Classification 70350-70	Destroy when data is no longer required for ongoing analysis purposes and to support management level reporting.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### PHARMACARE REGISTRATION DATABASE

#### SYSTEM OVERVIEW

##### **Creating Agency**

Ministry of Health  
Pharmaceutical, Laboratory and Blood Services Division

##### **Date of System Description**

2011-05-19

##### **Purpose**

The purpose of the registration database is to maintain information about an individual's application to receive PharmaCare's income-based benefits, verify their income with the Canada Revenue Agency (CRA), record deductible levels, and generate form letters.

##### **Information Content**

The system maintains information about BC residents' application to PharmaCare under Plan I (the Fair PharmaCare program), including their name, address, personal health number, date of birth, name of spouse and dependents, social insurance number, previous years' income information from the CRA, PharmaCare deductible information, and case number and information where eligibility, such as family relationship or income information, is appealed.

##### **Inputs, Processes, and Outputs**

BC residents can apply to have PharmaCare cover all or part of the cost of their drugs or medical supplies based upon their income levels. Application can be done on-line or by letter or form, which is scanned or data entered into the system. Part of the application process includes consent to allow PharmaCare to receive income tax information from the CRA. CRA sends income tax information to PharmaCare on magnetic tape or using file transfer protocol (FTP) technology. In cases where beneficiaries wish to register without CRA verifiable information, or where they feel their income, family relationship, or other personal information should be amended, they can write to PharmaCare and submit whatever supporting documentation required, and any changes to the information or eligibility is then scanned or data entered onto the system. The information is maintained on the system and used to generate form letters to beneficiaries to: indicate a mismatch of information from what the applicant has provided and what CRA has provided; indicate their deductible; or to approve or reject appeals around their eligibility. Eligibility and deductible information is also used to update PharmaNet.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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For more information consult your [Government Records Officer](#).

### PHARMACARE REGISTRATION DATABASE

#### DATA RETENTION PLAN

Data Description	Data Retention Period
Income based benefits applications and consents data Classification 70315-25	Destroy when no longer required to support Fair PharmaCare registration and reporting.
Verification of income Classification 70315-36	Destroy at the end of the eighth fiscal year.
Personal income tax data (from CRA) Classification 70315-40	Destroy at the end of the third calendar year.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### PHARMANET

#### SYSTEM OVERVIEW

##### **Creating Agency**

Ministry of Health  
Pharmaceutical, Laboratory and Blood Services Division

##### **Date of System Description**

2011-05-19

##### **Purpose**

The purpose of PharmaNet is to provide an electronic network, consisting of computerized pharmacy networks and databases, that record information on all prescriptions dispensed in community pharmacies in BC. The PharmaNet System consists of two subsystems: the Drug Information System (DIS) and the PharmaCare Centralized Information System (PCIS). PCIS includes beneficiary registration and claims payment information (Claimshist), while DIS contains medication history data (Medhist).

PharmaNet is administered by the Ministry of Health and the College of Pharmacists of BC and was developed in consultation with health professionals and the public to improve prescription safety and support prescription claim processing. PharmaNet users include community pharmacies, hospital pharmacies, emergency departments, medical practices, the College of Pharmacists of BC, and the College of Physicians & Surgeons of BC.

##### **Information Content**

PharmaNet maintains information to identify patients, practitioners and pharmacies, to manage therapy, to adjudicate claims, and to manage payments. PharmaNet records dispenses of prescriptions transmitted from community pharmacies. The information is sent in two parts: medication information, which includes drug, quantity dispensed, days supply, prescriber, patient, instructions for use, and pharmacy information; and cost information, which includes ingredient cost and professional fee costs. When the information is transmitted to PharmaNet, it is separated and recorded on two separate tables – Medhist and Claimshist. Medhist contains all prescriptions transmitted to PharmaNet, regardless of who pays for the prescription. Claimshist contains all prescriptions except for patients who are known to be federally insured. When an individual is federally insured, Claimshist does not record any details of the prescription.

For each beneficiary, information on PharmaNet includes: all drugs dispensed, any reported drug allergies and clinical conditions, and demographic information such as Personal Health Number, name, address and date of birth. It also includes drug information and drug interaction evaluations as well as claims information such as eligibility, coverage and deductibles.

For more specific information relating to the information content of the PCIS and DIS, see the individual ISOs for details.

END OF OVERVIEW

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### DRUG INFORMATION SYSTEM (DIS)

#### SUBSYSTEM OVERVIEW

##### **Creating Agency**

Ministry of Health  
Pharmaceutical, Laboratory and Blood Services Division

##### **Date of System Description**

2011-05-19

##### **Purpose**

The purpose of the Drug Information System (DIS) is to provide pharmacists and dispensing physicians of British Columbia with the tools to monitor medications with respect to potential drug therapy hazards, and public safety. It also assists in the management of health-related issues by providing the pharmacist access to supporting information designed to aid in the dispensing decision.

The primary focus of the DIS is to provide information through Drug Use Evaluation (DUE), which is performed on all applicable prescriptions. DUE results are used to advise the pharmacist of potential drug therapy and dispensing problems through automated drug screenings. Supporting inquiry and update functions allow the College of Pharmacists of British Columbia (CPBC) a quick and efficient means to answer patient and drug-related inquiries, update patient-related information, and selected drug information. The system also gives patients access to drug counselling information through pharmacies of BC, and their own complete medication profile information through CPBC.

##### **Information Content**

The DIS is one of the two components of a larger provincial Pharmacy Network (PharmaNet) which contains information to identify patients, practitioners and pharmacies, to manage therapy, to adjudicate claims, and to manage payments. The other component is the PharmaCare Centralized Information System (PCIS). The College of Pharmacists was responsible for the clinical information maintained in the DIS, however, as of April 1, 2009, under the [Pharmacy Operations and Drug Scheduling Act \(SBC 2003, c. 77\)](#), custodianship has been transferred to the Ministry of Health.

The key components of the DIS are:

- Pharmacists
- Patients
- The College of Pharmacists of British Columbia (CPBC), and
- Data Supplied by First DataBank.

Pharmacists: The DIS advises the pharmacist of potential drug therapy and dispensing problems through automated drug screenings. The pharmacist receives DUE results, regardless of the payment status of the claim. The DIS provides automated screening for DUE, for some of the following: Drug/Drug Interactions, Min/Max Dose, Duration of Therapy, Duplicate Therapy, and Compliance Checks. The results of these automated screenings will be promptly communicated to the pharmacist in response to all applicable prescriptions processed by PharmaNet.

DUE encounters are logged in the Dueencnt table, while the prescription information is logged in the Medhist table. The DIS will also provide inquiry and update access to additional information that the

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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pharmacist can use to identify a potential dispensing problem. This information includes: Patient Medication History, Patient Clinical History, Patient Adverse Reaction Information, Patient Demographic Information, and Drug Monograph Information.

Patients: The PharmaNet network issues new Personal Health Numbers (PHN's) to patients where required. Additional features of the system provide the patients with a Centralized Storage of Patient Profile that includes Patient: Demographic Information, Clinical Information, Reaction Information, Medication Information, and DUE Encounters Information.

The system also provides access to relevant drug therapy information that includes: how to take the medication, any possible side effects of the medication to watch for, other drugs which may inhibit the effectiveness of the drug, and any special notes such as the average time the drug will take to correct the symptoms it was prescribed for.

College of Pharmacists of British Columbia: The CPBC have the ability to perform the following tasks: access drug monograph information, access and update patient adverse reactions information, access and update patient clinical information, and access and update patient medication profile.

First Databank: The International Drug Data File (IDDF), a service of First DataBank (FDB), disseminates drug processing data through an electronic medium. The data used for the PharmaNet network is specific to pharmaceuticals marketed in Canada. FDB supplies the following clinical data: ADI codes (Adverse Drug Interaction), Patient education monographs, Drug monographs, MinMax table (min/max dose), and Dotmaster table (duration of therapy).

### Inputs, Processes, and Outputs

Inputs consist of updates to patient medication histories and drug information entered into PharmaNet by pharmacists. A patient's medication history includes, patient demographics, all drugs dispensed at a community pharmacy, and patient allergies and clinical conditions. Drug information updates are provided by First Databank. Inputs are listed in the classification section outlined below.

The DIS system processes both on-line transactions (prescriptions, medication inquiries) from the pharmacies and on-line screen access from the CPBC. The on-line transactions come into the PharmaNet system either as single transactions or bundled with other transactions. That is, when a pharmacist enters a claim for adjudication, there will always be a transaction for DUE bundled with it. The router will receive the transaction from the pharmacy and dissect it into its components. Once the DIS has received an on-line transaction, it will analyze the contents to determine the type of transaction to be processed. This will be one of the following: DUE transactions or Non-DUE Transactions.

Medication History Table: All prescriptions processed for a PHN are stored in the Medication History Table (Medhist). This will include: Filled, Reversed, Not Dispensed, and Discontinued prescriptions. Off-line claims bypass all DUE checking and no medication history is maintained in the Medhist. The Medhist table includes the following information: PHN, DIN, Pharmacy ID, Expiry DT, QTY, Prescriber ID, Original Prescription Number, Prescriber Restriction Number, Intervention Codes, reversal Intervention Codes, Authorized Number of Refills, Maximum Daily Dose, and Practitioner ID.

DUE Encounters Table (duencnt): In addition to the Medhist table, the Dueencnt table will store all prospective DUE encounters which resulted from the dispensing of a medication. Each prospective DUE encounter is linked to the current medication history record and certain historical prescriptions which caused the encounter (for Drug/Drug, Duplicate Ingredient and Compliance checking). The information contained in the Dueencnt table includes: DUE sequence number, Medhist sequence

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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number of the incoming prescription, Medhist sequence number of the historical prescription, DUE screening type, Response Code, Security Level, Duplicate Ingredient HIC (Hierarchical Ingredient Code), and Encounter Description.

Drug/Drug Interactions: The PharmaNet system incorporates First DataBank's classification system for rating Drug/Drug Interactions, based on severity. The system includes the following levels: Level 1 – Contraindicated drug combination, Level 2 – Severe interaction, and Level 3 – Moderate interaction.

The DIS provides consultation and monograph information that the pharmacist can use to identify a potential dispensing problem. This information includes: Patient Medication History, Patient Clinical History, Patient Adverse Reaction Information, Patient Demographic Information, and Drug Monograph Information.

The DIS feeds into the Medhist Data Mart. Outputs are listed in the Data Retention Plan below.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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For more information consult your [Government Records Officer](#).

### DRUG INFORMATION SYSTEM (DIS)

#### DATA RETENTION PLAN

Data Description	Data Retention Period
Drug Information System data Classification 70490-20	Destroy at the end of the tenth calendar year.
Drug processing data Classification 70490-30	Destroy when information is no longer required for operational and research purposes.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### **PHARMACARE CENTRALIZED INFORMATION SYSTEM (PCIS)**

#### **SUBSYSTEM OVERVIEW**

##### **Creating Agency**

Ministry of Health  
Pharmaceutical, Laboratory and Blood Services Division

##### **Date of System Description**

2011-05-19

##### **Purpose**

The purpose of the PCIS is to assist staff with the administration of the PharmaCare program, that is, to specify the eligibility of individuals to receive PharmaCare benefits (including special authorities), as well as specifying restrictions on eligibility. It determines the amount that PharmaCare will pay against the claim for a prescription or service, processes claims for contract services, and it enables issuance of payment to pharmacies and individuals who have claims or adjustments to be paid. Information on the PCIS also allows for utilization monitoring of pharmacies and restricted clients.

##### **Information Content**

The PharmaNet System maintains various types of information to identify patients, practitioners and pharmacies, to manage therapy, to adjudicate claims, and to manage payments. Pharmaceutical, Laboratory and Blood Services Division (PLBSD) is responsible for maintaining the PCIS, including the triplicate database and the statistics enquiry database, which contains information regarding the definition of PharmaCare plans, subscriber eligibility, products designated as benefits, prices and incentives, and claims for payment. The PCIS is linked to the Health Registry System, which is the basis of patient identification maintained by the Ministry.

The PCIS is one of the two components of a larger provincial Pharmacy Network (PharmaNet). The other component is the Drug Information System (DIS).

The Coordination of Benefits (CoB) Router coordinates the processing of claims for PharmaCare and other third party insurers and is maintained by the service provider. Individual pharmacies may maintain prescription information on their own inhouse prescription management systems.

##### **Inputs, Processes, and Outputs**

Inputs consist of updates to the PCIS data tables when new pharmacies, practitioners, or drugs are added to or dropped from the information base. They also consist of claims submitted electronically over the PharmaNet System or data entered where a pharmacy is not on-line. Other inputs include special authority letters that allow individuals to receive as benefits drugs not normally covered by PharmaCare, notices to restrict beneficiaries to one physician and one pharmacy, and blood glucose monitoring certificates. Blood glucose monitoring certificates are entered onto the system and then destroyed as transitory documents. Inputs included above, are listed in the classification section listed below.

Other inputs include psychiatric medication prescriptions given to clients of mental health centres (Plan G).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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**Registration and Eligibility:** Fair PharmaCare provides British Columbia families with financial assistance by paying for eligible prescription drugs and designated medical supplies. For Fair PharmaCare registration purposes, a family includes the registrant, the registrant's spouse, if applicable, and any dependents with coverage on the same Medical Services Plan (MSP) account as the registrant or spouse.

To participate in the plan, eligible families are required to complete a one time registration. This can be done via the internet, over the phone or by filling in a paper registration form. As part of the registration process, registrants and their spouses, if applicable, must fill in, sign and submit a consent form to PharmaCare, allowing PharmaCare to verify their incomes with the Canada Revenue Agency (CRA). When the income information has been successfully retrieved from the CRA, permanent eligibility is established based on the income information retrieved, and a confirmation of benefits letter is mailed to the family. Application and consent forms are retained for 85 years to allow for only one application and consent form to be completed by each beneficiary during their lifespan. The plan is automatically renewed each year.

Date of death is added to PCIS via an update from the Client Registry System.

**Approval of benefits/claims:** When a prescription is filled by a pharmacy, a claim record is generated and submitted electronically to PharmaCare. The Coordination of Benefits (CoB) switch routes a claim to the PharmaCare adjudication processor where the beneficiary's information is evaluated against the plan information to identify the plans under which the individual is eligible, the status of the prescription as a benefit, and the amount of coverage, including consideration of any other insurer's contribution to the cost. Claims and adjustments are processed, summarized, and forwarded to the Ministry's Finance Division for payment authorization. Once authorized, the payment requests go to the Office of the Comptroller General (OCG), Ministry of Finance, and then to the Provincial Treasury for cheque/electronic funds transfer. Payment information from the OCG required by PharmaCare for reconciliation is submitted back through the network.

**Utilization Monitoring - Pharmacies:** PharmaCare auditors review claims submitted by pharmacies to ensure they comply with the terms of the participation agreement and PharmaCare policy. That is, that they adhere to the principle of billing for the actual acquisition cost of pharmaceuticals, and to ensure sufficient stock to support claims to the program. They use PharmaNet reports to do cost comparisons between payment data from a given pharmacy and regional or provincial averages. They send confirmation letters (which are logged on PharmaNet) to physicians and patients at random to check pharmacy prescriptions, and they consult the Client Registry to confirm patient identification. Where irregularities are discovered, the auditors visit the pharmacy to review their records and take any corrective action.

**Utilization Monitoring - Restricted Clients:** Auditors monitor beneficiary prescription records from PharmaNet to determine overuse of prescription drugs. Where abuse has been determined, the beneficiary is invalidated, and the restriction to one physician and one pharmacy is entered onto the system. Auditors continue to monitor the beneficiary until it is determined that the restriction may be lifted.

**Benefit Authorizations:** When special approval for patients to receive non-benefit drugs is requested by a practitioner, a special authority letter is submitted to PharmaCare and the approval date is entered into the system. Diabetic clients who receive certification in blood glucose self-monitoring are also entered into the system.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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Help/Inquiries: The Help Desk answers inquiries from pharmacies, practitioners and beneficiaries by accessing the practitioner registry, pharmacy registry, pharmacist registry, facility registry (IMS database of Continuing Care), plan rules and benefits, and claims records.

Statistical reporting: Data is uploaded to DB2 relational databases and flat files on the ITSD.

Outputs consist of reports to support PharmaCare day-to-day operations and system control, auditing processes, and PharmaCare policy and long-range planning. These are listed in the Data Retention Plan below. The PCIS feeds into the PharmaCare Claims Data Mart.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#).  
For more information consult your [Government Records Officer](#).

### PHARMACARE CENTRALIZED INFORMATION SYSTEM (PCIS)

#### DATA RETENTION PLAN

Data Description	Data Retention Period
PharmaCare claims history data (Claimshist) Classification 70350-30	Destroy at the end of the 21st fiscal year.
Pharmacy registration data Classification 70420-22	Destroy when participation agreement with pharmacy is terminated.

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

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### **LIST OF APPENDICES**

Appendix A - PharmaCare Plan Descriptions (2001)

Appendix B - PharmaCare Plan Descriptions (2007)

Appendix C - PharmaCare Services ORCS Summary of Changes

Appendix D - Destruction of Scanned Paper Records

Appendix E - Scanned Images Cross-Reference

**APPENDIX A**  
**PHARMACARE PLAN DESCRIPTIONS (2001)**

**Pharmacare provides reimbursement under the following plans:**

- **Plan A**

Provides coverage to permanent residents of British Columbia who are 65 years of age or older, and who possess a Gold CareCard issued by the Medical Services Plan of B.C. Under Plan A, the senior citizen pays the first \$200 of the dispensing fee each year, while PharmaCare covers 100 percent of the ingredient cost and dispensing fees in excess of \$200.

- **Plan B**

PharmaCare pays the full cost for eligible prescription drugs and certain medical supplies, for residents of adult licensed long term care facilities. Each residential facility is served by a contracted pharmacy and paid on a per diem basis under the *British Columbia PharmaCare Participation Agreement* for the provision of pharmaceutical services to long term care facilities. Bylaw 38 of the *Pharmacy Operations and Drug Scheduling Act* (SBC 2003, c. 77) defines the standards required for services provided to continuing care facilities.

- **Plan C**

This plan provides coverage to British Columbia residents eligible for medical benefits funded through the Ministry of Social Development. PharmaCare covers 100 percent of both the ingredient cost and the dispensing fee entitling recipients to full Pharmacare coverage.

- **Plan E**

Provides coverage for all residents of the province who are not receiving any benefits under other Pharmacare plans (except Plan D, Plan G and the Home Oxygen Subsidy Program). Reimbursement of 70 percent in excess of an annual deductible of \$800 is provided. Once a family has paid a total of \$2000 per year in costs recognized by Pharmacare, PharmaCare pays 100 percent of further costs. Residents receiving premium assistance with MSP receive 100 percent reimbursement once a \$600 deductible is exceeded.

- **Plan F**

Children eligible for benefits under either the At Home Program or the Associate Family Program receive eligible prescription drugs and designated medical supplies. PharmaCare provides 100 percent funding under these programs.

The At Home Program provides community-based, family-style care. The program is jointly funded by the Ministry of Health Services and the Ministry of Children and Family Development.

The Associate Family Program assists the families for children with multiple disabilities who reside in institutional settings with respite care and provides financial assistance.

- **Plan G**

Clients of mental health centers receive psychiatric medication at no charge. The objective is to prevent hospitalization or other very serious consequences that are likely to occur if a person cannot obtain psychiatric medication because of financial hardship.

- **Home Oxygen Subsidy Program**

This program provides 100 percent reimbursement for oxygen and related equipment delivered to the homes of individuals who meet the established criteria. Applications must be made by the physician through the local Health Unit. Payment is made for the most economical system consistent with individual need and lifestyles. The suppliers of the home oxygen systems are determined regionally through a scheduled bidding process. As of December 31, 1995, there were 4,715 patients registered with the program.

## APPENDIX B

### PHARMACARE PLAN DESCRIPTIONS (2007)

Residents of British Columbia are eligible for PharmaCare benefits under the following plans:

- **Permanent Residents of Licensed Long-Term Care Facilities (Plan B)**

PharmaCare covers the full cost of eligible prescription drugs and designated medical supplies for permanent residents of licensed long-term care facilities in British Columbia. Each residential facility is served by a contracted pharmacy which is paid on a per diem basis to provide pharmaceutical services to the facility, under the *British Columbia PharmaCare Pharmacy Participation Agreement for the Provision of PharmaCare Services to Long Term Care Facilities*. Standards for services provided to continuing care facilities are defined in Bylaw 37 of the Council of the College of Pharmacists for British Columbia, as specified in the *Pharmacy Operations and Drug Scheduling Act* (SBC 2003, c. 77).

- **Recipients of British Columbia Income Assistance (Plan C)**

This plan provides 100 per cent coverage of eligible prescription costs for British Columbia residents receiving medical benefits and income assistance through the Ministry of Social Development.

- **Patients Registered with a Provincial Cystic Fibrosis Clinic (Plan D)**

Individuals with Cystic Fibrosis who are registered with a provincial cystic fibrosis clinic receive digestive enzymes free of charge through Plan D. The enzymes are dispensed through community pharmacies.

- **Children Eligible through the At Home Program of the Ministry of Children and Family Development (Plan F)**

The At Home Program provides community-based, family-style care for severely handicapped children age 18 or under who would otherwise become reliant on institutional care. Children who are receiving full benefits or medical benefits through the program qualify for full coverage of eligible prescription drugs and designated medical supplies.

- **No Charge Psychiatric Medication Plan (Plan G)**

The No Charge Psychiatric Medication Plan is available to individuals of any age who are registered with a mental health service centre and who demonstrate clinical and financial need. The plan provides coverage of certain psychiatric medications. Individual patient eligibility is determined by the patient's physician and the local mental health service centre.

- **Fair PharmaCare Plan (Plan I)**

BC's Fair PharmaCare plan, which took effect 1 May 2003, provides financial assistance for eligible prescription drugs and designated medical supplies to British Columbia families, based

on their net income. Fair PharmaCare replaced both Plan A (Seniors) and Plan E (Universal PharmaCare).

- **BC Palliative Care Drug Plan (Plan P)**

The BC Palliative Care Benefits Program supports British Columbia residents of any age who have reached the end stage of a life-threatening disease or illness and who wish to receive palliative care at home. Since 1 April 2001, PharmaCare has fully funded and administered the drug portion of the program, while local health authorities have full responsibility for the provision of medical supplies and equipment covered by the program. A patient's physician determines the patient's medical eligibility for palliative care benefits.

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This concordance table is intended as a general guide for transition between the old and new versions of this ORCS. The new classifications and retentions are to be applied to all relevant digital and physical operational records, both in the office and in storage. When converting old files to the new ORCS, you will need to check file contents to ensure that the recommended replacement secondary is appropriate for that particular file.

ALL SECTIONS				
All primaries -00	POLICY AND PROCEDURES	No change	SO/5y/FR <i>Same</i>	2011/05/19
SECTION 1				
70300-02	PHARMACARE ANNUAL REPORTS AND NEWSLETTERS	Title change and broadening of scope to include PharmaCare newsletter, Annual Performance Reports and equivalents. Increases scope of FR records.	N/A	2011/05/19
70300-03	PHARMACARE WEB PAGES	<b><u>New</u></b>	SO/nil/DE	2011/05/19
70300-20	PHARMACEUTICAL REFERENCE MATERIALS	<b><u>New</u></b>	SO/nil/DE	2011/05/19
70310-04	HOME OXYGEN SUPPLIER INVOICES	Added rationale for 8y semi-active retention period. This primary is now closed.	N/A	2011/05/19

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70310-20	HOME OXYGEN CLIENT FILES	Supersedes and merges with former secondary -30 Home Oxygen Subsidy program (HOSP) System.	<b>SO/6y/DE</b> <i>Slight change</i>	2011/05/19
70310-30	HOME OXYGEN SUBSIDY PROGRAM (HOSP) SYSTEM	Superseded by secondary -20 Home Oxygen Client Files	<b>N/A</b>	2011/05/19
<b>70313</b>	PHARMACARE BENEFICIARY REGISTRATION GENERAL	New primary.	<b>N/A</b>	2011/05/19
70313-20	METHADONE TRANSFER FORMS	<b><u>New</u></b>	<b>SO+2y/nil/DE</b>	2011/05/19
70313-30	SOCIAL ASSISTANCE AFTER HOURS FORMS	<b><u>New</u></b>	<b>SO+1y/nil/DE</b>	2011/05/19
70315-02	CHANGE OR VERIFICATION OF PERSONAL INFORMATION	Change in primary block title and addition of scope notes to secondary -02	<b>N/A</b>	2011/05/19
70315-20	INCOME BASED BENEFITS APPLICATIONS AND CONSENTS - MICROFILM AND ELECTRONIC IMAGES	Added electronic images to media type	<b>N/A</b>	2011/05/19

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70315-20	INCOME BASED BENEFITS APPLICATIONS AND CONSENTS - MICROFILM AND ELECTRONIC IMAGES	Secondary closed. This secondary has been superseded by 42850-50 Applications for health and drug coverage in the <i>Medical Services Plan ORCS, schedule 142798</i> .	N/A	2024/03/27
70315-21	INCOME BASED BENEFITS APPLICATIONS AND CONSENTS	Scope note expanded to reflect microfilming dates	N/A	2011/05/19
70315-21	INCOME BASED BENEFITS APPLICATIONS AND CONSENTS	Secondary closed. This secondary has been superseded by 42850-50 Applications for health and drug coverage in the <i>Medical Services Plan ORCS, schedule 142798</i> .	N/A	2024/03/27
70315-25	INCOME BASED BENEFITS APPLICATIONS AND CONSENTS - ELECTRONIC RECORDS	Expanded scope note.	N/A	2011/05/19
70315-28	MONTHLY DEDUCTIBLE PAYMENT OPTION - PAPER AND ELECTRONIC IMAGES	<b><u>New</u></b>	FY+1y/6y/DE	2011/05/19

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70315-30	INCOME BASED BENEFITS APPLICATIONS AND CONSENTS - PAPER AND ELECTRONIC IMAGES	Added electronic images to media type.	N/A	2011/05/19
70315-36	VERIFICATION OF INCOME - PAPER AND ELECTRONIC IMAGES	<b><u>New</u></b>	FY+1y/6y/DE	2011/05/19
70315-40	PERSONAL INCOME TAX DATA (FROM CRA) - ELECTRONIC RECORDS	Scope note expanded.	N/A	2011/05/19
70315-50	PHARMACARE REGISTRATION DATABASE	Superseded by PharmaCare Registration Database Information System Overview	N/A	2011/05/19
70315-60	FAIR PHARMACARE FORMS-SCANNED	<b><u>New</u></b> : Covers paper forms that have been scanned and stored on the MaxImage System.	SO/nil/DE	2011/05/19
<b>70317</b>	PHARMACARE BENEFICIARY REGISTRATION - PALLIATIVE CARE	New primary.	N/A	2011/05/19

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70317-20	PALLIATIVE CARE APPLICATIONS - PAPER AND ELECTRONIC IMAGES	<b><u>New</u></b>	<b>SO+7y/nil/DE</b>	2011/05/19
70320-02	LOW - COST ALTERNATIVE PROGRAM	<b><u>Deleted</u></b> : Superseded by 70322-20 PharmaCare plans and programs eligibility definition files	<b>N/A</b>	2011/05/19
70320-03	PHARMACARE PLANS AND PROGRAMS	<b><u>Deleted</u></b> : Superseded by 70322-20 PharmaCare plans and programs eligibility definition files	<b>N/A</b>	2011/05/19
70320-04	REFERENCED - BASED PRICING	<b><u>Deleted</u></b> : Superseded by 70322-20 PharmaCare plans and programs eligibility definition files	<b>N/A</b>	2011/05/19
70320-05	RURAL INCENTIVE PROGRAM	<b><u>Deleted</u></b> : Superseded by 70322-20 PharmaCare plans and programs eligibility definition files	<b>N/A</b>	2011/05/19
70320-06	TRIAL PRESCRIPTION PROGRAM	<b><u>Deleted</u></b> : Superseded by 70322-20 PharmaCare plans and programs eligibility definition files	<b>N/A</b>	2011/05/19

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70320-20	PHARMACARE PLANS AND PROGRAMS CORRESPONDENCE FILES	<b>Deleted:</b> Superseded by 70322-20 PharmaCare plans and programs eligibility definition files	<b>N/A</b>	2011/05/19
<b>70322</b>	PHARMACARE BENEFITS - PLAN DEFINITIONS	New primary.	<b>N/A</b>	2011/05/19
70322-20	PHARMACARE PLANS AND PROGRAMS ELIGIBILITY DEFINITION RULES	<b>New:</b> Replaces and merges former secondaries 70320-02 Low cost-alternative program, 70320-03 PharmaCare plans and programs, 70320-04 Referenced-based pricing, 70320-05 Rural incentive program, and 70320-06 Trial prescription program	<b>SO/2y/FR Same</b>	2011/05/19
70322-25	PHARMACARE PLANS AND PROGRAMS CORRESPONDENCE FILES	<b>New:</b> Replaces former secondary 70320-20 PharmaCare plans and programs Correspondence files	<b>SO/2y/DE Same</b>	2011/05/19
70325	PHARMACARE BENEFITS - FORMULARY MANAGEMENT	Title change from PharmaCare Benefits- Benefits.	<b>N/A</b>	2011/05/19
70325-08	PATIENT INPUT MECHANISM (PIM) SUBMISSIONS	<b>New</b>	<b>SO+1y/nil/DE</b>	2011/05/19

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70325-09	PATIENT INPUT MECHANISM (PIM) SUBMISSIONS - PAPER	<b><u>New</u></b>	SO/nil/DE	2011/05/19
70325-15	PHARMACARE DRUG REVIEW RESULTS WEB PAGES	<b><u>New</u></b>	SO/nil/DE	2011/05/19
70325-20	DRUG MANUFACTURERS FILES	<b><u>New</u></b> : Expanded scope note and rationale for 7y retention period provided	<b>SO/7y/DE</b> <i>Increase from SO/2y/DE</i>	2011/05/19
70325-30	FORMULARY SUBMISSIONS	<b><u>New</u></b> : Expanded scope note and rationale for 7y retention provided	<b>SO/7y/DE</b> <i>Same</i>	2011/05/19
70325-35	FORMULARY MANAGEMENT WORKING MATERIALS	<b><u>New</u></b>	SO/7y/DE	2011/05/19
70325-38	FORMULARY MANAGEMENT DATA	<b><u>New</u></b>	SO/nil/DE	2011/05/19
70325-40	FORMULARY MANAGEMENT DATABASE	<b><u>New</u></b>	SO/nil/DE	2011/05/19
70328-02	REFERENCE DRUG PROGRAM SPECIAL AUTHORITIES	<b>Deleted</b> : Superseded by secondary -20 Special authority client files	N/A	2011/05/19

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70328-20	SPECIAL AUTHORITY CLIENT FILES	<b>New:</b> Expanded scope note and changed SO statement from:  SO=when inactive for two years	<b>SO/5y/DE Same</b>  SO = when inactive as determined by the program manager	2011/05/19
70328-35	SPECIAL AUTHORIZATIONS PROGRAM AND DRUG CORRESPONDENCE	<b>New</b>	<b>CY+1y/nil/DE</b>	2011/05/19
70350-01	GENERAL	Increased retention period from: FY+1y/5y/DE to reflect financial aspect of records.	<b>FY+1y/6y/DE Slight increase</b>	2011/05/19
70350-02	PHARMACARE CLAIMS – PLANS A, B, C, AND F - PAPER FILES	<b>Deleted:</b> Superseded by secondary -06 PharmaCare claims-paper	<b>N/A</b>	2011/05/19
70350-03	PHARMACARE CLAIMS – PLAN E - PAPER FILES	<b>Deleted:</b> Superseded by secondary -07 Fair PharmaCare claims returned to client.	<b>N/A</b>	2011/05/19
70350-04	NARCOTIC TRIPLICATE PRESCRIPTIONS	Expanded scope note and retention period changed to reflect new default standard	<b>FY+1y/6y/DE Slight change</b>	2011/05/19
70350-05	UNCOLLECTED PRESCRIPTIONS	<b>Deleted:</b> Superseded by secondary -45 Pharmacy processing correspondence	<b>N/A</b>	2011/05/19

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70350-06	PHARMACARE CLAIMS - PAPER	<b>New:</b> Supersedes secondary -02 PharmaCare claims plans A, B, C, and F	<b>SO/nil/DE</b>	2011/05/19
70350-07	PHARMACARE CLAIMS RETURNED TO CLIENT - PAPER	<b>New:</b> Supersedes secondary -03 PharmaCare claims-plan E	<b>SO/NA/NA</b>	2011/05/19
70350-08	PHARMACARE CLAIMS - MICROFILM	<b>New:</b> Replaces microfilmed claims returned to client	<b>FY+6Y/13y/DE Same</b>	2011/05/19
70350-09	PHARMACARE CLAIMS - ELECTRONIC IMAGES	<b>New:</b> N/A	<b>FY+1y/6Y/DE</b>	2011/05/19
70350-10	PHARMACARE CLAIMS - PLAN P	<b>New:</b> N/A	<b>FY+1y/6y/DE</b>	2011/05/19
70350-20	PHARMACARE CENTRALIZED INFORMATION SYSTEM (PCIS)	<b>Deleted:</b> Superseded by PharmaCare Centralized Information System (PCIS) Information System Overview (ISO)	<b>N/A</b>	2011/05/19
70350-30	PHARMACARE CLAIMS HISTORY DATA (CLAIMSHIST)	<b>New:</b> Changed title from PharmaCare client payment files and expanded scope note	<b>N/A</b>	2011/05/19
70350-40	PHARMACARE EXPENDITURE ADJUSTMENTS	Expanded scope note and provided rationale for 7y retention period	<b>CY+1y/5y/DE Same</b>	2011/05/19

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70350-44	PHARMACY PROCESSING CORRESPONDENCE - SCANNED	<b>New:</b> Covers paper forms that have been scanned and stored in MaxImage.	<b>SO/nil/DE</b>	2011/05/19
70350-45	PHARMACY PROCESSING CORRESPONDENCE	<b>New:</b> Supersedes secondary -05 Uncollected prescriptions	<b>FY+1y/6y/DE</b>	2011/05/19
70350-50	PHARMACY PAYMENT FILES	Expanded scope note and retention period changed to reflect new default standard	<b>FY+1y/6y/DE</b> <i>Slight change</i>	2011/05/19
70350-61	SUPPLEMENTAL CLAIM FILES-MICROFILM	<b>New:</b> Secondary created to address microfilm (previously in -60)	<b>FY+6y/1y/DE</b>	2011/05/19
70350-70	PHARMACARE CLAIMS DATA MART	<b>New:</b> N/A	<b>SO/nil/DE</b>	2011/05/19
70350-71	PHARMACARE CLAIMS DATA MART REPORTS	<b>New:</b> N/A	<b>SO/nil/DE</b>	2011/05/19
70355-20	PHARMACARE CLAIMS BENEFICIARY CORRESPONDENCE	Expanded scope note	<b>CY+1y/5y/DE</b> <i>Same</i>	2011/05/19
70355-21	PHARMACARE CLAIMS BENEFICIARY CORRESPONDENCE - SCANNED	<b>New:</b> Covers paper forms that have been scanned and stored in MaxImage.	<b>SO/nil/DE</b>	2011/05/19

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70355-30	PROSTHETIC/ORTHOTIC CLAIMS BENEFICIARY CASE FILES	Expanded scope note. SO note defined:  SO=for prosthetics, when the client is deceased and for orthotics, when the client turns nineteen	<b>SO+1y/5y/DE</b> <i>Same</i>	2011/05/19
70355-35	PROSTHETIC/ORTHOTIC APPLICATION FORMS	<b>New:</b> N/A	<b>2y/nil/DE</b>	2011/05/19
70355-39	PHARMACARE CLAIMS PROFILES - SCANNED	<b>New:</b> N/A	<b>SO/nil/DE</b>	2011/05/19
70355-40	PHARMACARE CLAIMS PROFILES	<b>New:</b> Expanded scope note	<b>CY+1y/5y/DE</b> <i>Same</i>	2011/05/19
70400	PHARMACARE CONSULTATION AND ADVICE	Title changed from PharmaCare reference and consultation.	<b>N/A</b>	2011/05/19
70400-02	PHARMACARE PUBLIC INQUIRIES AND CONCERNS	Name changed from Letters of Complaint.	<b>CY+1y/2y/DE</b> <i>Same</i>	2011/05/19
70400-20	PHARMACARE CONSULTATION CASE FILES	Name changed from PharmaCare issues and consultation case files. Scope note expanded and retention period reduced from SO/6y/SR.	<b>SO/2y/DE</b> <i>Reduced</i>	2011/05/19

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70420-02	SUSPECT CLAIMANT ENQUIRIES	<b>New:</b> Document the monitoring of tips requesting a claimant be restricted.	<b>SO+2y/nil/DE</b>	2011/05/19
70420-03	SUSPECT CLAIMANT PHN REPORTS	<b>New:</b> N/A	<b>SO+2y/nil/DE</b>	2011/05/19
70420-20	PHARMACY REGISTRATION AND MONITORING FILES	Expanded scope note.	<b>SO/7y/DE</b> <i>Same</i>	2011/05/19
70420-21	PHARMACY REGISTRATION AND MONITORING FILES - SCANNED	<b>New:</b> Covers paper forms that have been scanned and stored in the MaxImage System.	<b>SO/nil/DE</b>	2011/05/19
70420-22	PHARMACY REGISTRATION DATA	<b>New:</b> Covers registration data stored in the PharmaCare Centralized Information System.	<b>SO/nil/DE</b>	2011/05/19
70420-25	HEALTHNET BC CLIENT UPDATE FILES	<b>New:</b> N/A	<b>SO/7y/DE</b>	2011/05/19
70420-30	RESTRICTED BENEFICIARY CASE FILES	Expanded scope note and slight change in retention period from SO+1y/6y/DE	<b>SO+7y/nil/DE</b> <i>Slight change</i>	2011/05/19
70420-40	INELIGIBLE BENEFICIARY CASE FILES ("SNOWBIRDS")	Expanded scope note and slight change in retention period from SO + 1y/6y/DE	<b>CY+1y/nil/DE</b> <i>Slight Change</i>	2011/05/19

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70450-02	PHARMACARE STAISTICAL REPORTS - DAILY AND WEEKLY PAYMENTS	<b>Deleted:</b> Superseded by secondary -07 PharmaCare statistical reports	N/A	2011/05/19
70450-03	PHARMACARE STATISTICAL REPORTS - MONTHLY PAYMENTS	<b>Deleted:</b> Superseded by secondary -07 PharmaCare statistical reports	N/A	2011/05/19
70450-04	PHARMACARE STATISTICAL REPORTS - YEARLY PAYMENTS TOTALS AND AVERAGES	<b>Deleted:</b> Superseded by secondary -07 PharmaCare statistical reports	N/A	2011/05/19
70450-05	PHARMACARE STATISTICAL REPORTS - AD HOC	<b>Deleted:</b> Superseded by secondary -07 PharmaCare statistical reports	N/A	2011/05/19
70450-06	PHARMACARE STATISTICAL REPORTS - JOB FILES	<b>Deleted:</b> Superseded by secondary -07 PharmaCare statistical reports	N/A	2011/05/19

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70450-07	PHARMACARE STATISTICAL REPORTS	<b>New:</b> Replaces former secondaries 70450-02 PharmaCare statistical reports - daily and weekly payments, 70450-03 PharmaCare statistical reports - monthly payments, 70450-04 PharmaCare statistical reports - yearly payments totals and average, 70450-05 PharmaCare statistical reports - ad hoc, and 70450-06 PharmaCare statistical reports job files	<b>SO/nil/DE</b>	2011/05/19
70450-20	PHARMACARE REFERENCE FILES	<b>Deleted:</b> Superseded by primary 70300-20 Pharmaceutical reference materials	<b>N/A</b>	2011/05/19
70450-30	PHARMACARE RESEARCH AND EVALUATION PROJECT FILES	Expanded scope note.	<b>SO + 1y/5y/FR</b> <i>Changed from SR to FR to reflect inclusion of records from all program research and evaluation projects</i>	2011/05/19
<b>70480</b>	PHARMACARE STRATEGIC AND PROGRAM PLANNING	New primary.	<b>N/A</b>	2011/05/19
70480-20	PHARMACARE PROGRAM AND POLICY DEVELOPMENT FILES	<b>New:</b> N/A	<b>SO/7y/FR</b>	2011/05/19

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70490	PHARMANET MEDICATION HISTORY	New primary.	N/A	2011/05/19
70490-20	DRUG INFORMATION SYSTEM DATA	<b><u>New</u></b> : Covers clinical data stored on the Drug Information System (DIS).	10y/nil/DE	2011/05/19
70490-30	DRUG PROCESSING DATA	<b><u>New</u></b> : Covers drug monograph information supplied to PharmaNet by <i>First DataBank</i> .	SO/nil/DE	2011/05/19
70490-40	MEDHIST DATA MART DATA	<b><u>New</u></b> : N/A	SO/nil/DE	2011/05/19
70490-41	MEDHIST DATA MART REPORTS	<b><u>New</u></b> : N/A	SO/nil/DE	2011/05/19

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## APPENDIX D

### DESTRUCTION OF PHARMACARE DOCUMENTS – SCANNED PAPER

#### Re: the records destruction process for secondaries encompassing scanned paper documents

By means of this appendix, and with the authority granted by the *Document Disposal Act*, the Ministry Records Officer approves the destruction of the *PharmaCare Services ORCS* secondaries identified below. These records have been determined to have no enduring value once they have been scanned and the data quality verified.

By granting approval in advance for destruction, these records can be confidentially destroyed once they have been scanned in MaxImage and the image quality verified according to Health Insurance BC (HIBC) internal procedures. Destruction will occur on a routine basis without the usual requirements of the ministry destruction process. Because of the frequency of destruction, it would be unreasonable to expect HIBC to adhere to the standard procedure of obtaining authorization prior to each destruction of these records.

With this approval, the following records may be destroyed as specified:

70315-60 Fair PharmaCare forms - scanned

70325-09 Patient Input Mechanism submissions (PIM) - paper

70350-06 PharmaCare claims - paper

70350-44 Pharmacy processing correspondence - scanned

70355-21 PharmaCare claims beneficiary correspondence - scanned

70355-39 PharmaCare claims profiles - scanned

70429-21 Pharmacy registration and monitoring files - scanned

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Mary McIntosh, Ministry Records Officer

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### APPENDIX E *PharmaCare Services ORCS* Scanned Images Cross-Reference

Program Area	Envelope Category/Document Type	Description	ORCS Classification Number & Retention Period	
Admin Review	PCARE INC DOC	Affidavits and Income Documents	70315-36	FY+1y/6y/DE
	PCARE INC REV	Applications for Income Reviews	70315-36	FY+1y/6y/DE
	PCARE APPEALS/ COMPLAINT	Appeals and Complaints Regarding PharmaCare Policy	70315-30	SO/7y/ DE
	PCARE ADMIN CORR	Correspondence to PharmaCare Admin Review	70355-20	CY+1y/5y/DE
	PCARE RETRO PAY	Retro Payment of PharmaCare	70355-20	CY+1y/5y/DE
Fair PharmaCare	FP ADDRESS CHGS	Address Changes including PO Card	70315-02	SO/nil/DE
	FP INFO CORRECT	Correction of Info Forms	70315-02	SO/nil/DE
	FP PAPER REG	PharmaCare Paper Registration Forms (closed secondary)	70315-20	SO/85y/DE
	FP TAX FORMS	Income Tax Filed Forms (closed secondary)	70315-20	SO/85y/DE
	FP MDPO	Monthly Deductible Payment Option	70315-28	FY+1y/6y/DE
PharmaCare Help Desk	PCARE CORR	Correspondence to PharmaCare Help Desk	70355-20	CY+1y/5y/DE
	FP DRUG RCPT	Drug Receipt Documentation	70350-09	FY+1y/6y/DE
	PCARE ORTH PROS	Orthotics and Prosthetics	70355-35	2y/nil/DE
	PCARE PALLCARE	Palliative Care Forms	70317-20	SO+7y/nil/DE
	PCARE CONSENT	PharmaCare Consent Forms (closed secondary)	70315-20	SO/85y/DE
	PCARE PREAUTH	PharmaCare Pre-Authorizations	70355-35	2y/nil/DE

[Key to ARCS/ORCS Codes and Acronyms](#)

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### APPENDIX E

#### *PharmaCare Services ORCS* Scanned Images Cross-Reference

Program Area	Envelope Category/Document Type	Description	ORCS Classification Number & Retention Period	
PharmaCare Information Support	PCARE WCB CHQS	PharmaCare WCB Cheques	Not Scanned -Recommend making document type obsolete	
	PHARMACY CORR	Pharmacy Processing Correspondence	70350-45	FY+1y/6y/DE
	PCARE FOI	PharmaCare FOI request	70355-40	CY+1y/5y/DE
	PHARM PRG/MAINT	Pharmacy and Program Maintenance	70420-20	SO/7Y/DE
	PHARM PLAN B	Plan B Correspondence and Payment Adjudication	70420-20	SO/7y/DE

[Key to ARCS/ORCS Codes and Acronyms](#)