

Ministry of Employment and Income Assistance

# Adding MSP Coverage

February 29, 2008



## Goal

For ministry staff to clearly understand:

- How to add Medical Services Plan (MSP) coverage for MEIA clients, and
- The impacts to clients and staff, including Ministry of Health (MOH) staff, when procedures are not followed correctly.



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Slide 1

Welcome. The goal of this training session is provide clarification on the current problems associated with applications for Medical Services Plan coverage and to provide staff with interim solutions to prevent this problem until long term changes are implemented.

## Background

### Ongoing Issue:

Creating duplicate personal health numbers (PHNs) or selecting incorrect PHNs

### The Result:

- Approximately 25 *duplicates* per day
- Approximately 5 *incorrect matches selected* per day
  - Affects client safety and confidentiality
  - Creates workload issues for MOH and MEIA staff



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The Ministry of Health (MOH) approached MEIA regarding the process for adding MSP coverage. When this process is done incorrectly it affects client service and creates extra work for MEIA, MOH and other service providers.

Currently when staff open a file they add MSP coverage for each client, however, often the system will not link up with the personal health number (PHN) previously assigned to this client by MSP as the spelling or arrangement of the name may differ on the two interfaces. The system then prompts the worker to select a client match. Often this results in creating a duplicate PHN where one already exists, or the wrong match is selected and the client is provided with an incorrect PHN, one belonging to another individual.

## Personal Health Number (PHN)

The PHN is a unique lifetime identifier for each individual. This number links each individual to:

- Clinical information
- Drug profile
- Immunization records
- and more...

All of this information is stored under the PHN.

The accuracy of this information is imperative to health professionals who are providing the client with health care services.



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**The PHN is a unique lifetime identifier for each individual.**

## Duplicate or Incorrect PHNs

Duplicate and incorrect PHNs directly affect client safety and confidentiality.

### **Duplicate PHN:**

- Information from original PHN is not transferred
- Original CareCard will not show MSP coverage due to duplicate PHN

### **Incorrect PHN Selected:**

- Information from the PHN belongs to another individual but records are transferred to the new individual assigned resulting in incorrect client history



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When you create a duplicate PHN, an individual's clinical history remains on the PHN originally issued by MSP so this information is not transferred to the duplicate PHN. Another issue with creating a duplicate PHN is that the client will likely use the carecard that they had issued to them originally by MSP when trying to obtain services like filling a prescription however the carecard shows no MSP coverage because a duplicate PHN has been created.

When an incorrect match/PHN is selected, the information attached to that PHN belongs to another individual but the records are transferred under the name of the individual you are adding coverage for. So, the client now has another individual's history recorded under their name.

Investigating and correcting the duplicates and incorrect selections affect client service and result in workload issues for MEIA, MOH, MSP, and Pharmacies as it can be a lengthy process to correct the problem.

## Action Plan

- Provide training on how to add MSP coverage
- Provide guidelines to follow when prompted to make a selection
- Provide contact information for MOH staff to assist with the selection of a PHN



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At this time no changes have been made to the MIS screens that are used when applying for MSP coverage.

This session will review the basic steps to add coverage and identify problem areas with the application process.

## MIS Screens MSP Application (Add)

```

Sys: G Scr: MSP Action: A Key: GA00099339
MSPPA151I Application complete for file ID "GA00099339". Press F6 to print.
                                03APR15
XCBC2C4E                      MSP APPLICATION (ADD)                      16:09:57
Office ..... T11              Appl Name ..... YEOMAN, WAIMAN
Caseload ... T11101           File Status ... OPEN              Comment? ... N
Coverage Effective .. 2003APR  MSP Coverage Type .. B  Carecard to Office? ... N
Has applicant/dep lived in BC continuously since birth? ..... N
Which prov/country did applicant/dep MOST RECENTLY come from? ..... PQ
Does applicant/dep intend to continuously reside in BC? ..... Y
Health coverage number in the previous province .....
Set up as MSP
(A)pplicant
(D)ependant      Name
-----
A YEOMAN, WAIMAN      PHN      Sex      Birth      Stop Dt      Imm
D YEOMAN, PAMELA     9123724567 M 1965APR28      C 1980MAR01
D YEOMAN, PAMELA     9123724877 F 1988SEP01      C
D YEOMAN, JOSHUA     9124057411 M 1991NOV15      C
D YEOMAN, ALIX       9124152418 F 1991NOV15      C
1HELP      3EXIT 4MAIL      6PRNT      8FWD  9SPLT 10CNCL      12RET
  
```



**When adding MSP coverage you will need to fill in a number of field areas to complete the application.**

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When adding MSP coverage you will need to fill in a number of field areas to complete the application. See the next slides for the steps to follow.

## Steps for Adding MSP Coverage

Have the client sign the MSP Client Release form (EIA2718).

To add coverage use the MSP Application (Add) screen on MIS.

1. Verify the Coverage Effective date (this field will automatically show the current year and month), the date can be changed if necessary. For example, if the client has just recently arrived in BC you should future date this field to the year/month when the client has met the three month continuous residency in BC required for health coverage in BC.
2. MSP Coverage Type is "B" for all eligible clients (this field cannot be changed).
3. CareCard to Office defaults to "N" (no), do not change to "Y" (yes) unless it is required that the carecard be sent to the office.
4. Has applicant/dependent lived in BC continuously since birth, if you answer "Y" (yes) then you do not need to answer the following residency questions. Proceed to step 5.
  - If you answer "N" (no) then complete the remaining two questions.
  - If the client had health coverage in another province and the health coverage number is known enter the number.



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## Steps for Adding MSP continued...

5. Enter "A" beside the client's name and "D" beside any dependents names on the file.
6. If the PHN is known you should always enter their PHN in the PHN field.
7. Press Enter and then press PF6 to print the Confirmation of Application for Medical Benefits form and give this form to the client.

(For non-Canadians, mail the MSP application (which will print out along with the Confirmation of Application for Medical Benefits form when you press PF6) to MSP along with a copy of the client's immigration papers).

If the PHN is not known leave the PHN field blank and press enter. If there is an exact match (a search is done on the MSP database) then the PHN will automatically populate in the PHN field.

However if there is more than one match the "MSP Person Select By SIN" screen will pop up, see the following slides for guidelines to follow.



## MSP Person Select by SIN Screen

```
MHSPS0011  MSS Person: LUEY          SUSAN          F. 1965JAN
                                01JAN29
XXHU1487      MSP PERSON SELECT BY SIN 761190982      13:25:51
-----
| Surname          | Given Name      | Sex Birthdate   |
|-----|-----|-----|
| Sel(S)          |                 |                 |
| s LUEY          | SUSAN          | F 1965JAN02    |
| 101 711 MAXINE RD. VANCOUVER BC V5T2G3 |
| _ Cannot Determine or Person Not Shown; request a new PHN |
|-----|-----|-----|
| 1HELP 2MSG 3EXIT 4MAIL          | 9SPLT 10CNCL  | 12RET |
```

This screen displays when the client's name, birth date, and/or sex entered on the PER screen does not match exactly with the name, birth date, and/or sex registered on the MSP database.

This screen needs to be reviewed carefully before making a selection.



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The “MSP Person Select By SIN” screen will display when the individual’s identifying information (name, birth date, sex) entered on MIS does not exactly match with the identifying information registered on the MSP database.

It is very important that this screen is reviewed carefully to ensure an exact match is selected as this is the screen where duplicate PHNs can be created and incorrect selections can be made.

Please be aware that this screen may also display under the name of “MSP Person Select by Name”.

## Guidelines for Reviewing the MSP Person Select by SIN Screen

When the "MSP Person Select By SIN" screen is displayed complete the following steps:

- Compare the full name, sex and birth date shown at the top of the screen with the information in the box directly below, which is a direct link to MSP's database (up to 5 possible matches will be displayed). An address will also show in the box. When looking for a match, verify the address with the client as the address listed may be an old address as MSP's records may not be up to date if the client has not updated their address with MSP.
- If an exact match appears in the list of possible matches, select the exact match by entering "s" in the command field beside the exact match listed.
- Ensure that before you select a match that it is an exact match because if an incorrect match is selected it will link the client's name, birth date and address with someone else's PHN (drug history etc.)



## Guidelines for Reviewing the MSP Person Select by SIN Screen continued...

- You are also given the option of selecting "Cannot Determine or Person Not Shown; request a new PHN". This option is usually selected when an exact match is not shown in the possible options provided, however it is very likely that a PHN already exists for this individual therefore **DO NOT SELECT THIS OPTION** as a duplicate PHN is created when this option is selected. You should:
  - Contact the MOH's Registries Admin Service Desk at (250) 952-2736 or [VSA.REGISTRIESADMIN@gov.bc.ca](mailto:VSA.REGISTRIESADMIN@gov.bc.ca) and they will advise you of the correct PHN to enter.
  - In some cases you may be informed by the service desk that the client has never had a PHN and that one must be created. You would then select "Cannot Determine or Person Not Shown; request a new PHN".



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## Considerations

MOH reports higher incidence of error with applications for the following:

- Individuals released from correctional facilities
- Newborns



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MOH reports that when MSP is being added by MEIA staff, for two specific groups (those released from correctional facilities and newborns) the process is often completed incorrectly. In these cases, ensure that you take the steps on the following slides.

## MSP Coverage for Clients Released from Correctional Facilities

When adding coverage for this client group you need to:

- Review the address shown in the box on the “MSP Person Select By SIN” screen with the client. If the address shown for the client is a correctional facility address, you do not select this match; a duplicate PHN was created for the client while they were incarcerated.
- You will either need to create a new PHN by selecting “Cannot Determine or Person Not Shown; request a new PHN” or they may already have a PHN which was issued to them by MSP before they entered the correctional facility.



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## MSP Coverage for Clients Released from Correctional Facilities continued...

- It is best to contact the Registries Admin Service Desk to find out whether the client already has a PHN which was issued before entering the correctional facility before you create a new one.
- Never select the client match listed with the correctional facility address as these PHNs are not to be used once the client is released.



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## MSP Coverage for Newborns

When adding coverage for a newborn (this is done on the MSP Update screen if you have added the newborn onto an existing file):

- Staff should not select “Cannot Determine or Person Not Shown; request a new PHN” to create a PHN because a PHN is assigned at the hospital once the baby is born therefore a PHN already exists.
- When looking for a match for the newborn be aware that the surname will typically be the surname the mother registered under at the hospital.



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## MSP Coverage for Newborns continued...

➤ First names will likely appear as the following:

- 1) Single births – “Baby Girl A” or “Baby Girl” OR “Baby Boy A” or “Baby Boy”
- 2) Multiple births – “Baby Girl A”, “Baby Boy B”, “Baby Boy C” etc
- 3) Undifferentiated Sex – “Baby”



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## Summary

- Always enter the PHN if it is known
- Contact MOH's Registries Admin Service Desk at (250) 952- 2736 or [VSA.REGISTRIESADMIN@gov.bc.ca](mailto:VSA.REGISTRIESADMIN@gov.bc.ca) if in need of assistance when selecting a PHN
- MEIA and MOH are currently working together to implement long term changes to improve the process of applying for MSP coverage



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**Thank you**

This concludes the training session for adding MSP coverage.