



PERSONAL IDENTITY INFORMATION DIRECTION

TO: THE MEDICAL SERVICES COMMISSION

DIRECTION: 3/12

SUBJECT: Direction on Identity-Proofing Adults for the Purposes of Enrollment or Renewing Enrollment in the Medical Services Plan

AUTHORITY: This direction is issued under section 69.2 (3) (a) of the *Freedom of Information and Protection of Privacy Act*.

APPLICATION: This direction applies to the Medical Services Commission

EFFECTIVE DATE: September 20, 2023



Honourable Lisa Beare
Minister of Citizens' Services

Minister of Citizens' Services
Direction to the Medical Services Commission
issued under Section 69.2 (3) (a) of the
Freedom of Information and Protection of Privacy Act

I, Lisa Beare, Minister of Citizens' Services, issue the following direction to the Medical Services Commission under section 69.2 (3) (a) of the *Freedom of Information and Protection of Privacy Act*, R.S.BC 1996 c. 165. This direction amends the direction issued September 21, 2022.

A. Definitions

In this direction:

“adult” means an adult as defined in section 1 of the *Medicare Protection Act*;

“agent” means an agent as defined in section 1 of the Medical and Health Care Services Regulation.

B. Identity Proofing Direction

For the purposes of enrollment and renewal of enrollment in the Medical Services Plan of adults, including the deemed residents referred to in section 7.1 of the Medical and Health Care Services Regulation, the Medical Services Commission is directed to comply with the following identity proofing standards:

1. Unless the Commission has exempted the adult pursuant to section 7.1 of the *Medicare Protection Act*, the Medical Services Commission must require the adult to:
 - a. attend in person before an agent; and
 - b. present two pieces of identification described in the attached Schedule A tables as long as they are not from the same issuing authority, of which at least one piece of identification is described in Table 1 (Accepted Primary Identification).
2. The Medical Services Commission must ensure that the identification provided under section 1(b) above is provided in accordance with the conditions described in each of the tables set out in the attached Schedule A and also in accordance with the following conditions:
 - a. each piece of identification presented to the agent must be an original or a true copy of the original, certified by the issuing agency;

- b. a single piece of identification from Table 1 (Accepted Primary Identification) cannot be used as both a piece of identification from Table 1 (Accepted Primary Identification) and Table 2 (Accepted Secondary Identification);
 - c. the identification documents from Table 1 (Accepted Primary Identification) cannot be expired, unless otherwise noted in the table; and
 - d. the identification documents from Table 2 (Accepted Secondary Identification) may be expired for up to one year, unless otherwise noted in the table
3. The Medical Services Commission must require the adult to present additional evidence where the adult's name has changed (or is different from the name shown on the presented identification). Required evidence to provide proof of a name change is set out in the attached Schedule B. Each presented name change document must be an original or a true copy of the original, certified by the issuing agency.
4. The Medical Services Commission must require the agent to take a photograph and obtain the signature of an adult that is required to attend in person before the agent.

Schedule A: Required Identification Documents

TABLE 1 Accepted Primary Identification

Type of identification	Conditions
BC driver's licence and BC Services Card (combined)	<ul style="list-style-type: none"> • Must include the adult's name, photograph and signature • Accepted up to three years after the expiry date on the card • Can only be used as one piece of identification
BC driver's licence or learner's licence	<ul style="list-style-type: none"> • Must include the adult's name, photograph and signature • Accepted up to three years after the expiry date on the licence • Not accepted as primary identification if the individual last used a study, work, visitor, or temporary-resident permit as primary identification to obtain the BC driver's licence or the BC learner's licence
BC identification card (BCID)	<ul style="list-style-type: none"> • Accepted up to three years after the expiry date on the card • Older BCID cards without an expiry date are not accepted • Not accepted as primary identification if the individual last used a study, work, visitor, or temporary-resident permit as primary identification to obtain the BCID
BC Services Card (photo)	<ul style="list-style-type: none"> • Must include the adult's name, photograph and signature • Accepted up to three years after the expiry date on the card
Canadian birth certificate	<p>Documents that are not accepted include:</p> <ul style="list-style-type: none"> • Baptismal certificates • Certificates of live birth • Quebec birth certificates issued <i>before</i> 1994 • Manitoba birth certificates issued by a "division registrar" • Ontario Long Form Birth Certificates • Canadian Registration of Birth Abroad certificates • DND birth certificate (DND 419)
Canadian citizenship card or certificate (letter format)	<ul style="list-style-type: none"> • The <i>commemorative sheet</i> that comes with a citizenship card or certificate is not accepted • Citizenship certificates issued on or after Feb. 1, 2012 are accepted only when successfully validated through Immigration, Refugees and Citizenship Canada.

Type of identification	Conditions
Canadian immigration identification document	<ul style="list-style-type: none"> • Not accepted if the individual has previously presented a permanent resident card, passport or citizenship document • Study, work, visitor or temporary resident permit documented in Form IMM1442 issued by Immigration, Refugees and Citizenship Canada
Canadian passport	<ul style="list-style-type: none"> • Not accepted if expired • The individual must confirm the name shown in their passport is exactly how it appears on their foundation document (Canadian birth certificate or Canadian immigration document that is accepted in Schedule A: Table 1), or as changed through a vital statistics agency • If the name is different, appropriate linking documents are required • Temporary passports are not accepted
Canadian permanent resident card (previously Canadian Record of Landing)	<ul style="list-style-type: none"> • Not accepted if expired • Confirmation of Permanent Residence, IMM5292 or IMM5688, is not accepted • Canadian Record of Landing is not accepted if individual has previously presented a permanent resident card, passport or citizenship document
Identity card	<ul style="list-style-type: none"> • Not accepted if expired • Issued to foreign representatives accredited Global Affairs Canada
Secure Certificate of Indian Status	<ul style="list-style-type: none"> • Accepted only if laser-etched card issued by Indigenous Services Canada (formerly Indian and Northern Affairs Canada)

TABLE 2 Accepted Secondary Identification

Type of identification	Conditions
Bank card	<ul style="list-style-type: none"> • The adult’s name must be printed on the card by the issuer • Must include the adult’s signature
BC Services Card (non-photo)	<ul style="list-style-type: none"> • The adult’s name must be printed on the card by the issuer
Birth certificate from foreign country	<ul style="list-style-type: none"> • Must include the adult’s name • Must include unique identifier
Canadian Forces ID	<ul style="list-style-type: none"> • Must include the adult’s name, photograph and signature
Certificate of Indian Status or Native Status Card	<ul style="list-style-type: none"> • Must include the adult’s name, photograph and signature
Credit card	<ul style="list-style-type: none"> • The adult’s name must be printed on the card by the issuer • Must include the adult’s signature
Department of National Defense 404 Driver Licence	<ul style="list-style-type: none"> • Must include the adult’s name, photograph and signature
Driver's licence or identity card issued by a Canadian province or territory or U.S. state	<ul style="list-style-type: none"> • Must include the adult’s name, photograph and signature
Employee ID card with photo	<ul style="list-style-type: none"> • Must include the adult’s name, signature and/or photograph
Health card issued by a Canadian province or territory	<ul style="list-style-type: none"> • Must include the adult’s name, signature and/or photograph
Métis Nation BC Citizenship card	<ul style="list-style-type: none"> • Must include the adult’s name, and photograph and/or signature
NEXUS card	<ul style="list-style-type: none"> • Must include the adult’s name and photograph
Parole Certificate ID or Correctional service conditional release card	<ul style="list-style-type: none"> • Issued by federal or provincial governments
Passport (Foreign passports, including U.S. passport card)	<ul style="list-style-type: none"> • Not accepted if expired
Pleasure Craft Operator Card	<ul style="list-style-type: none"> • Must be issued by Transport Canada • Must include the adult’s name and signature

Type of identification	Conditions
Police identification	<ul style="list-style-type: none"> • Not accepted if expired • Must include the adult's name and photograph
Possession and Acquisition Licence (PAL)	<ul style="list-style-type: none"> • Not accepted if expired • Must include the adult's name and photograph
Secondary ID Attestation form	<ul style="list-style-type: none"> • Not accepted if expired • Must be issued by ICBC or the BC Ministry of Social Development and Poverty Reduction • Must be validated by ICBC
Social insurance card	<ul style="list-style-type: none"> • Newer cards without a signature are not accepted • Must include the adult's name and signature.
Student card (school ID)	<ul style="list-style-type: none"> • Must include the adult's name, photograph
Tla'amin Nation Citizenship card	<ul style="list-style-type: none"> • Must include the adult's name, and photograph and/or signature

Schedule B: Required Evidence of a Name Change

1. If an adult's name has changed, or changed more than once, they must present linking documents that connect *each* change of name, unless such linking documents were previously presented to and recorded by an agent. Accepted linking documents include:
 - a. a marriage certificate,
 - b. a name change certificate;
 - c. a divorce certificate that includes both the adult's married name and the adult's previous name; or
 - d. a court order, stamped by the court registry.

2. If an adult assumed a name through marriage, and wishes to resume the name listed on their primary identification document listed in Table 1, Schedule A that is either:
 - a. a Canadian birth certificate; or,
 - b. a valid immigration document or card issued by the Government of Canada, then the adult must present that document as evidence. A linking document would not be required.