ELIGIBILITY: Must be a resident of British Columbia who requires medical services and who is not eligible for provincial health care benefits.

Hospital Benefits

Hospital Benefits are available to all residents of B.C. who are enrolled with HIBC. For information contact your local health authority.

For patient care quality concerns, please contact 1 855 952 8248.

AMBULANCE SERVICE

Ambulance Service is not an insured benefit; however, the Province subsidizes fees for beneficiaries. Please note that fees for services required outside the province are not subsidized and can range from several hundred to several thousand dollars.

TRAVEL ASSISTANCE PROGRAM (TAP)

The program provides travel cost discounts for beneficiaries who need to travel outside their communities for medical services.

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PRIVATE INSURANCE

Private insurance companies may provide coverage for services/ amounts that are not paid by the Ministry of Health. Ask your employer, union or pension plan whether they administer an extended benefits plan.

Private insurance companies may also cover persons who are not eligible for provincial health care benefits.

COLLECTION & USE OF PERSONAL INFORMATION

Personal information is collected under the authority of the Medical Services Act and section 31 or 32 of the Freedom of Information and Protection of Privacy Act (FOIPPA) for the purposes of administration of the Medical Services Plan. Information may be disclosed pursuant to section 33 of FOIPPA.

If you have any questions about the collection and use of your personal information, please contact:

Health Insurance BC

Chief Privacy Officer

PO Box 9035 Stn Prov Govt
Victoria, BC V8W 9E3

1 866 683 7150 (Vancouver)
1 866 683 7151 (Lower Mainland)
1 877 683 7151 (Outside BC)

LEGISLATION

This brochure provides a general outline. Information is subject to change in accordance with the provisions of the Medicare Protection Act and regulations and the Hospital Insurance Act and Regulations. If a discrepancy exists between this brochure and the legislation, the legislation will prevail.

SERVICE BC

Service BC is a government information and services to the public. Offices located throughout B.C. can provide you with MSP forms, help you apply for coverage and / or supplementary benefits, and answer questions about your MSP account.

Visit www.servicebc.ca or call the generic mailing address on the form.

For payment of outstanding MSP premiums, contact Revenue Services of British Columbia at 1 877 405-4909 or visit www.gov.bc.ca/revservsco.

MSP INVOICING AND PAYMENTS

For payment of outstanding MSP premiums, contact Revenue Services of British Columbia at 1 877 405-4909 or visit www.gov.bc.ca/revservco.

MSP FORMS

Complete and submit an application for MSP enrolment online at www.gov.bc.ca/MSP/applyforhealthcare.

For MSP enrolment form paper application, visit www.gov.bc.ca/MSP/applyformspaper.

Request forms to be sent by you to call 1 855 955-1999.

At a Service BC office – visit www.servicebc.ca or call nearest office.
MEDICAL SERVICES PLAN (MSP)

**The Medical Services Plan (MSP) pays for medical services provided in British Columbia to resident and non-resident aliens who are required or medically permitted to be in the province for a period of six or more months.**

MSP is not available to individuals who are already insured by another medical plan, such as a provincial health care plan, a workplace medical program, or an insurance plan.

**WHO IS ELIGIBLE?**

Residents of British Columbia are eligible and are required to enrol themselves and their dependents with MSP. Under the Medicare Act, a resident of the Province of British Columbia is defined as —

1. A person who is deemed under the regulations to be a resident of the Province of British Columbia.
2. A person who is deemed under the regulations to be a resident of British Columbia, but who has been absent from the Province for no more than four months, or
3. A person who is deemed under the regulations to be a resident of British Columbia, but who is on an extended course of study or work in another country.

**(By law) you must enrol in MSP within 60 days after you arrive in British Columbia:**

- If you arrive by air and are staying in the Province for more than 24 hours, you must enrol in MSP within 60 days of your arrival.
- If you arrive by land or sea and plan to stay in the Province for a period of more than 24 hours, you must enrol in MSP within 60 days of your arrival.
- If you are a new resident or a returning resident, you are required to enrol in MSP within 60 days of your arrival.

**REQUIREMENT TO ENROL/RENEW ENROLMENT**

Residents are required to enrol in MSP as a condition of admission to, and includes a person who is deemed under the regulations to be a resident of the Province of British Columbia.

**BY LAW**:

- If you fail to enrol in MSP within the required time period, you may be subject to a fine.

**DEPENDENTS**

- At least six months in a calendar year
- A shortened period, if you leave the Province before six months

**If you leave the Province, you are required to enrol in MSP within 60 days after you leave the Province:**

- If you leave the Province by air and are staying in the Province for more than 24 hours, you must enrol in MSP within 60 days of your departure.
- If you leave the Province by land or sea and plan to stay in the Province for a period of more than 24 hours, you must enrol in MSP within 60 days of your departure.

**CHANGES AFFECTING COVERAGE**

- If you have questions about the BC Services Card, visit www.gov.bc.ca/MSP/supplementarybenefits.

**ADDITIONAL BENEFITS**

- Surgical podiatry services are a benefit for all beneficiaries. If a podiatrist is opted out, he/she may charge patients more than is insured by MSP. Contact your podiatrist for information.

**SUPPLEMENTARY BENEFITS**

- For those who qualify based on annual net income, MSP will contribute an additional amount to the balance of the month of arrival in B.C. plus two months.

**CHANGE OF NAME OR ADDRESS**

- HIBC must be notified immediately of any change of name or address. The fastest way to update your account is by submitting one of the change forms online at www.gov.bc.ca/mpsc/benefits/changeform.

**ACCOUNT CHANGES**

- Claims cannot be submitted online with the MSP Change Form unless you have a BC Services Card.

- If you have questions about the BC Services Card, visit www.gov.bc.ca/MSP/supplementarybenefits.

**FOR THE ELDERLY**

- The services of counselors or psychologists;
- Routine eye examinations for beneficiaries between the ages of 65 and 69;
- Chiropedics, physiotherapy, naturopathy, massage therapy, acupuncture, and non-surgical podiatry services for persons not receiving supplementary benefits;
- Hospital ambulatory and specialty services, as well as prescriptions are covered under other Health programs (see Other Health Services Benefit section).