

Cancelling a Medical Services Plan (MSP) Group Plan

Questions and Answers for MSP Group Plan Administrators

I may choose to terminate my MSP Group Plan. What should I consider?

Before terminating your MSP Group Plan, please consider:

- MSP Group Plans offer knowledgeable service that helps their members manage MSP enrolment;
- MSP Group Plans provide a service that their members may have come to expect, resulting in a consistent, uninterrupted point of contact;
- Active MSP coverage may be a pre-requisite for benefits offered by third-party insurers – providing MSP Group Plan administration may streamline access to those benefits;
- MSP Group Plans that choose to participate in the online [MSP Direct](#) service can reduce turn-around times from weeks to seconds for their members when compared to paper processes; and
- MSP Group Plans may have a contractual obligation to their membership to administer MSP coverage.

If you do choose to terminate your MSP Group Plan, you may wish to postpone until a period of time after the elimination of premiums (Jan. 1, 2020). This will allow for the majority of possible retroactive adjustments to take place.

I want to terminate my MSP Group. What is required?

If your organization has determined that its MSP Group Plan will be cancelled, detailed preparation by your Group Administrator is required. This begins with the submission of the [HLTH 295 MSP Group Plan Termination Request](#) to HIBC, with at least 90 days' notice.

Included in the form is a checklist of requirements. These include:

- Informing all your members of this change;
- Ensuring that all members' information is current in MSP records, including address and family structure;
- Informing any applicable third parties (such as insurers); and
- Informing MSP Direct (if applicable) and cancelling the service and any active certification.

You can find more information online at: gov.bc.ca/mspgroup-plan-cancellation

How can I help my members prepare?

To help inform your members, please provide your MSP Group Plan members with a link or printed version of the [HLTH 1904: End of Group Coverage Notice](#), at least 30 days prior to cancellation.

If I cancel my group, do my members need to re-apply for coverage?

No, your members will be automatically set up on a new Self-administered account in their own name. If there is a spouse or children currently covered under the member, they will be included in the new account.

What will happen to any SIN-based member account numbers when an MSP Group Plan is terminated?

A new MSP account number will be automatically issued for each newly created Self-administered account. The SIN is never used to generate this account number.

The existing SIN-based account number will remain in the MSP records of the terminated MSP Group Plan, and will be phased out over time based on purging of inactive data as required under Ministry of Health Operational Records Classification System (ORCS).

If there is any overpayment on my group account, how will that be resolved?

Once the cancellation is complete and all adjustments have been made, Revenue Services BC (RSBC) will send an invoice to the group if premiums are due. If the adjustments result in an over-payment, RSBC will issue a refund cheque to the group.

Will the MSP Group Plan cancellation occur on any specific date provided, if it is provided 90 days in advance?

The effective MSP Group Plan cancellation date will always be the last day of the month that is at least 90 days in the future.

I will provide 90 days' notice to HIBC, but I use MSP Direct, which also requires 90 days' notice to cancel. Can these 90 day periods overlap?

Yes, the 90 day periods may overlap (be concurrent).

Why do we need 90 days?

Cancelling a group is a significant undertaking. The requirements are established to ensure that your group members continue to receive MSP health care benefits with accurate account information. In addition, they ensure that other organizations with dependencies on your group are informed. For these reasons, we direct groups to provide at least 90 days' notice. However, you may take more time if this is required.

I have a question about the Employer Health Tax (EHT).

The EHT is managed by the Ministry of Finance. Information on the EHT can be found through the following sources:

- Online at: gov.bc.ca/employerhealthtax
- Toll free: 1-877-387-3332
- Email: ITBTaxQuestions@gov.bc.ca