THE NEW BC SERVICES CARD:

# Questions and Answers for Group Plan Administrators

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# Questions and Answers

*This document is a companion piece to the BC Services Card ID fact sheet for health care providers, which has detailed information about the new card.*

## 1 What is the BC Services Card?

- The BC Services Card replaces the CareCard and is secure government-issued identification that eligible British Columbians can use to verify their identity and access provincially-funded health services.
- Like a driver's licence, most new cards will have a photo and an expiry date. There are three types of cards:
  - BC Driver's Licence and Services Card (combined card);
  - BC Services Card (photo card); and,
  - BC Services Card (non-photo card).

## 2 Why is the BC Services Card being introduced?

- The BC Services Card is being introduced to enhance convenience, improve patient safety, reduce card misuse, and provide future in-person and online access to other government services. The new card will be phased in over a five-year period beginning February 15, 2013 through early 2018.

## 3 Is there a fee for the BC Services Card?

- No, there is no fee for the BC Services Card. However, if you choose to combine your BC Services Card with your driver's licence, the regular driver's licence renewal process fees still apply.

## 4 Are British Columbians required to get a BC Services Card?

- Starting February 15, 2013, most eligible adult B.C. residents between 19 and 74 years of age will be required to renew enrolment in MSP over the next five years. Eligible individuals who successfully enrol or renew enrolment in MSP can then be issued a BC Services Card.
- Adults who are required to renew enrolment in MSP but fail to do so by 2018 may have their coverage lapse.

## 5 Will an individual's Personal Health Number (PHN) change?

- No, an individual's PHN will not change. Existing MSP beneficiaries will have the same PHN on their BC Services Card as they did on their CareCard.

## 6 What is an *interim* BC Services Card? (Includes BC Services Card and Driver's Licence and Services Card)

- These are temporary paper documents – with specified expiry dates – that are issued by ICBC driver licensing offices, and in most cases can be used until the BC Services Card is processed and mailed to the cardholder.

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## 7 Why does the BC Services Card contain an embedded chip?

- The embedded chip is included to allow British Columbians future access to secure government services in-person and online and does not store any personal or medical information.

## 8 With the Driver's Licence and Services Card (combined card), are health care providers able to access the patient's driving record? Similarly, are police officers, ICBC or Service BC agents able to access an individual's health records?

- No. Health care providers will not be able to access a patient's driving record, just as police officers, ICBC or Service BC agents will not be able to access an individual's health records.
- The magnetic stripe on the BC Services Card contains only the information that appears on the card.
- The embedded chip does not contain any personal information.
- Privacy will continue to be safeguarded according to B.C.'s *Freedom of Information and Protection of Privacy Act* which authorizes and restricts how public bodies may collect, use and disclose personal information.

## 9 What has changed with the Medical Services Plan (MSP) for existing MSP beneficiaries?

- Starting February 15, 2013, most eligible adult MSP beneficiaries[1] will be required to renew their enrolment in MSP before 2018; eligible individuals who successfully enrol or renew enrolment in MSP can then be issued a BC Services Card.
- Most BC Services Card cardholders will be required to renew enrolment every five years. This process can be completed by attending an ICBC driver licensing office.
- Some MSP beneficiaries do not have to renew enrolment: children under 19 years old, adults aged 75 and older, and groups or individuals that have received an exemption from the requirement to renew enrolment (e.g. individuals living in an extended care hospital).
- At 18 ½ years old, minors can opt to renew enrolment in MSP and obtain a photo BC Services Card.

## 10 What has changed with Medical Services Plan (MSP) enrolment for new and returning B.C. residents?

- This is now a two-step process for most eligible adults.
- Enrolment in MSP for new and returning B.C. residents still requires an adult (19 years of age or older) to submit an application and supporting documentation to Health Insurance BC (HIBC). In addition, they must now attend an ICBC driver licensing office, upon receiving instructions from HIBC, to apply for a BC Services Card with photo.
- Children and persons with temporary immigration status do not have to go in person to ICBC for identity proofing and will automatically be issued non-photo cards.

1 A beneficiary is a B.C. resident enroled in the Medical Services Plan (MSP).

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## 11 Has anything changed with respect to the MSP Direct online business service?

- Yes. Personal information changes (name, birth date, gender) cannot be entered using MSP Direct. Personal information changes must be submitted with the Group Change Request along with the supporting documentation to HIBC.
- Please note, account address changes can still be submitted online using MSP Direct.

## 12 Do beneficiaries have to do anything different if they have a personal information change (name, birth date, gender)?

- Yes. Personal information changes will still be made by submitting the Group Change Request along with the supporting documentation to HIBC; however, when the change is confirmed, all photo card qualifying adults will receive a letter directing them to go to an ICBC driver licensing office. Those qualifying for non-photo cards will receive them automatically from HIBC.

## 13 Has anything changed with regards to updating an account address for the MSP account holder?

- No. A change of account address for the MSP account holder will still follow the current process.
- If you are asked, MSP account holders also have the option to visit addresschange.gov.bc.ca to change their MSP account address. B.C. drivers and BCID holders can also use this website service to change their residential address with ICBC.

## 14 Do beneficiaries have to do anything different if they have a change in family structure (adding a newborn, adoptive child or someone new to MSP)?

- There is no change to the process for adding newborns or adoptive children to MSP. A BC Services Card (non-photo card) will be issued.
- A non-photo card will also be issued for any eligible person with temporary immigration status who is added to the account.
- If there are any eligible adults on the account, excluding those with temporary immigration status, that are new to MSP they will receive instructions from HIBC asking them to attend an ICBC driver licensing office in order to apply for a BC Services Card with photo.

## 15 Where can beneficiaries find information about reporting and replacing lost/stolen/damaged cards?

- For more information on replacing a card, beneficiaries should be directed to visit the Health Insurance BC website at health.gov.bc.ca/insurance/msp_replace_card.html

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