

Medical Services Plan Direct User Guide



Ministry of
Health

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Overview of MSP Direct

Medical Services Plan (MSP) Direct is an online business service, authorized by the Ministry of Health, that allows group plan administrators to make adjustments to their group members' accounts. Administrators can add and remove group members (with some exceptions) and their dependents from MSP group accounts and can also quickly retrieve and update group member's or dependent's information. This service reduces administrative costs and processing times to update group member benefits.

MSP group administrators can update MSP accounts online. For example:

- Add and remove group members (Canadian Citizens and Permanent Residents) and their spouse and child(ren), if applicable, from their MSP group accounts
- Retrieve and update the MSP addresses of their group members
- Confirm that the Personal Health Number (PHN) that they have for a person is correct
- Reduce processing times to update group members benefits
- Provide one point for maintenance of MSP group accounts

The MSP Direct platform was upgraded in 2022 to a new software infrastructure. It now reflects current Ministry of Health standards and involved a redesign to use the latest technologies. This has allowed MSP Direct to be more secure, reliable, and easier to use.

This document has been developed as a user guide to help group plan administrators navigate the upgraded version of MSP Direct when managing their group members' accounts. For more information on administering a group plan and group plan procedures, including obtaining information on plan membership and membership changes, please visit: [Administering a Group Plan - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/health/insurance/medservs/medservs_group_plan_admin), which contains information for setting up a group plan and a link to the [Group Procedure Guide](#).

Registering for MSP Direct

To register for MSP Direct, you must first set up an MSP group plan with Health Insurance BC (HIBC). To find out more information about setting up an MSP group plan, please visit: [Setting Up a Group Plan - Province of British Columbia \(gov.bc.ca\)](http://www.gov.bc.ca).

Requirements to qualify for MSP Direct:

- Web browsers: most recent versions of Mozilla Firefox, Google Chrome, Apple Safari or Microsoft Edge
- Access from within Canada only:
 - Due to changes in BC legislation, which were a response to the US Patriot Act, we are prohibited from releasing personal information outside of Canada. Therefore, we are unable to set up any new clients outside of Canada with MSP Direct.
- Register for [MSP coverage maintenance](#) (MSP Direct) online
- Complete and sign a [Confidentiality Undertaking](#).
- Obtain one of the required government credentials as outlined below

Government Credentials:

Your Profile	Supported ID
Health Authorities and health care providers or organizations who deliver health services can search for clients' PHNs, confirm client eligibility for publicly funded health care, and update person demographics	<ul style="list-style-type: none"> • Health Authority ID • IDIR
BC Government employees Contractors and others who work for the BC Government	<ul style="list-style-type: none"> • IDIR
BC residents who have a valid BC Services Card can create a BC Services Card login	<ul style="list-style-type: none"> • BC Services Card
Individuals representing a business or organization registered in BC	<ul style="list-style-type: none"> • Business BCeID

For more information on registering for MSP Direct and credentials, please visit: [MSP Direct - Province of British Columbia \(gov.bc.ca\)](http://www.gov.bc.ca)

Business Services

The MSP Direct business services enable authorized users to manage their group members' MSP accounts. There are three types of accesses, known as Service Permission Groups (SPG), and the services available depend on the user's assigned SPG. The following is a comprehensive list of all business services available on MSP Direct.

Business Service	Purpose
PHN Inquiry	Confirm that an individual's PHN is correct and that they are enrolled in MSP. Up to 10 PHNs can be verified at one time.
PHN Lookup	Find PHN of group members from their MSP group and contract numbers.
Check Eligibility	Determine if a person is an MSP beneficiary on a particular date of service.
MSP Coverage Status Check	Check if an individual is eligible to have their claim for a health service paid by MSP.
Add Group Member	Add new group member to an MSP group account.
Add Group Member Dependent	Add a spouse or child to an existing group member's MSP group account.
Cancel Group Member	Cancel group members from the MSP group account.
Cancel Group Member's Dependent	Cancel a group member's spouse or child from the MSP group account.
Update Group Members Number and/or Department Number	Update group members' number or department.
Reinstate Cancelled Group Coverage	Remove a cancellation date and leave MSP group coverage intact.
Renew Cancelled Group Coverage	Remove a cancellation date and leave MSP group coverage intact.
Change Effective Date	Change the coverage effective date of an employee on your MSP group account.
Change Cancel Date	Change the coverage cancel date of an employee on your MSP group account.
Extend Cancel Date for Study Permit Holder	Extend the coverage cancellation date of an international student on the MSP group account based on their renewed study permit.
Add Study Permit Holder	Add international students with valid study permits.
Get Contract Periods	Retrieve the persons and coverage periods associated with a group member's MSP contract.
Get Group Members Contract Address	Retrieve a group member's address to verify it is current and correct.

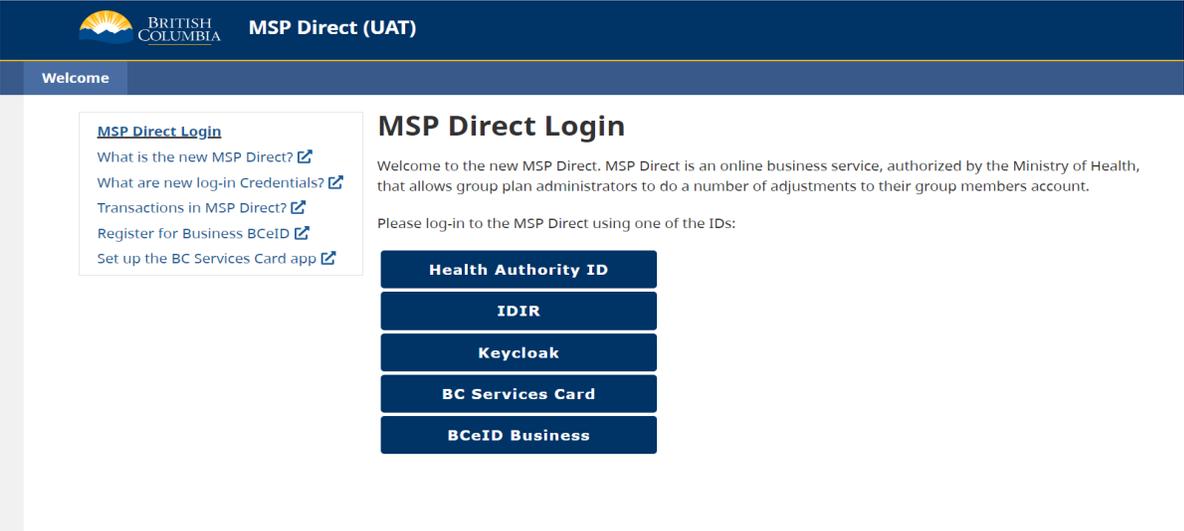
Update Group Members Contract Address	Update the home or mailing address and/or telephone number of a group member's MSP account.
Contract Inquiry	View a group member's MSP coverage under your group. This screen returns the demographic and coverage information of every person on the MSP contract, and the group member's address, phone number, and any group member or department numbers.

Navigating MSP Direct

Once your application for MSP Direct has been approved and you have obtained the required government login credentials and received confirmation that MSP access has been assigned to your username, you are ready to begin using MSP Direct to manage your group members' MSP accounts. This next section will help you navigate the MSP Direct platform and includes all business services.

To access MSP Direct, please visit: [MSP Direct \(gov.bc.ca\)](https://mspdirect.gov.bc.ca)

You will be taken to the MSP Direct login page:



You will select the login credential you provided when setting up MSP Direct.



Once you have successfully logged in with your credentials, you will be taken to the MSP Direct homepage:



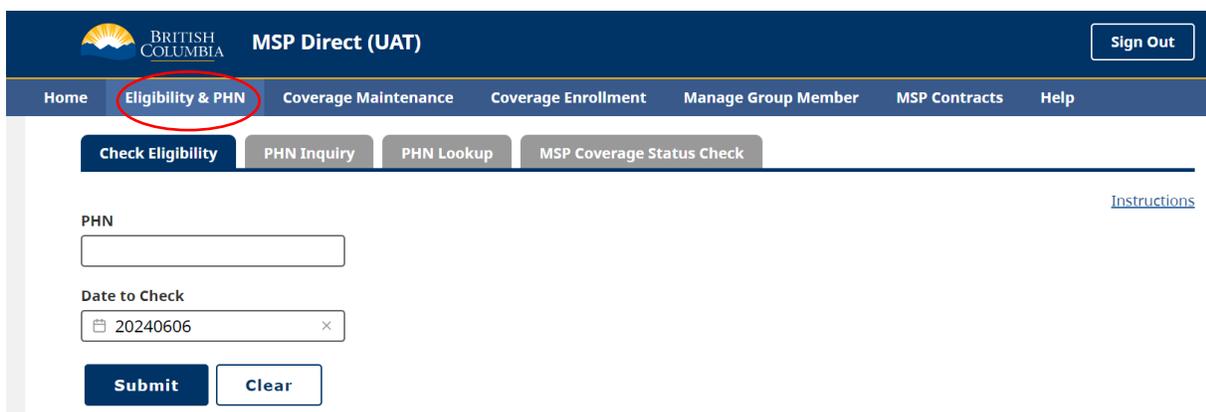
All business services have been grouped under five separate tabs:

- Eligibility & PHN
- Coverage Maintenance
- Coverage Enrollment
- Manage Group Member
- MSP Contracts

When you hover over a tab with your mouse, a dropdown menu of different business services will be provided for you to select. Depending on your assigned SPG, you may not see all five tabs, or all business services listed in this user guide. For example, the *Coverage Enrollment* tab is only available to users who enroll international students onto a school's MSP group account. This process is outlined below in the section on [International School Groups](#).

Eligibility & PHN:

Under the *Eligibility & PHN* tab, you will find multiple business services that can be used to determine an individual's eligibility for MSP or to verify information such as name and birthdate:



Check Eligibility uses an individual's PHN to determine if they are eligible for MSP on a particular date of service. It will return a "Yes" or "No" for the PHN submitted.

NOTE: Each business service page contains an *Instructions* link in the top right corner, which provides an explanation for how to use the transaction and to indicate if any required documentation should be submitted to HIBC:

The screenshot shows the 'Check Eligibility' form in the MSP Direct (UAT) system. The header includes the British Columbia logo and the text 'MSP Direct (UAT)' with a 'Sign Out' button. The navigation menu includes 'Home', 'Eligibility & PHN', 'Coverage Maintenance', 'Coverage Enrollment', 'Manage Group Member', 'MSP Contracts', and 'Help'. The 'Check Eligibility' tab is selected. The form contains a 'PHN' input field, a 'Date to Check' field with a calendar icon and the value '20240606', and 'Submit' and 'Clear' buttons. An 'Instructions' link is circled in red in the top right corner.

PHN Inquiry uses an individual's PHN to verify their name, birthdate, or gender, and to check their eligibility for MSP coverage. Up to 10 PHNs can be verified at once:

The screenshot shows the 'PHN Inquiry' form in the MSP Direct (UAT) system. The header includes the British Columbia logo and the text 'MSP Direct (UAT)' with a 'Sign Out' button. The navigation menu includes 'Home', 'Eligibility & PHN', 'Coverage Maintenance', 'Coverage Enrollment', 'Manage Group Member', 'MSP Contracts', and 'Help'. The 'PHN Inquiry' tab is selected. The form contains the instruction 'Enter 1 or more PHNs' and ten input fields arranged in two columns, numbered 1 through 10. 'Submit' and 'Clear' buttons are at the bottom. An 'Instructions' link is in the top right corner.

PHN Lookup allows you to find an individual's PHN, using their group number and MSP contract number. The MSP contract number can be found on the MSP monthly Group Account Maintenance Confirmation letter and the Group Account Coverage Summary letter (listed as "Account Number"):

The screenshot shows the 'PHN Lookup' form in the 'MSP Direct (UAT)' system. The header includes the British Columbia logo and a 'Sign Out' button. The navigation menu contains: Home, Eligibility & PHN, Coverage Maintenance, Coverage Enrollment, Manage Group Member, MSP Contracts, and Help. Below the navigation, there are four tabs: 'Check Eligibility', 'PHN Inquiry', 'PHN Lookup' (which is selected), and 'MSP Coverage Status Check'. An 'Instructions' link is located on the right. The form fields include: 'Group Number' (text input), 'MSP Contract Number' (text input), a 'Submit' button, and a 'Clear' button.

The *MSP Coverage Status Check* can be used to check if an individual is eligible to have their claim for a health service paid by MSP. This business service is primarily used by Health Authorities and provides the same functionality as the MSP Teleplan system and Claims IVR:

The screenshot shows the 'MSP Coverage Status Check' form in the 'MSP Direct (UAT)' system. The header and navigation menu are identical to the previous screenshot. Below the navigation, there are four tabs: 'Check Eligibility', 'PHN Inquiry', 'PHN Lookup', and 'MSP Coverage Status Check' (which is selected). An 'Instructions' link is located on the right. The form fields include: 'PHN' (text input with a help icon), 'Date Of Birth' (calendar icon and 'YYYYMMDD' placeholder), 'Date Of Service' (calendar icon and '20240606' value with a close icon), and 'Patient Status Request' (checkboxes for 'Check for Subsidy Insured Service' and 'Check for Last Eye Exam'). At the bottom are 'Submit' and 'Clear' buttons.

Coverage Maintenance:

The business services found under *Coverage Maintenance* relate to reinstating or renewing previously cancelled group coverage and adjusting group coverage dates:

BRITISH COLUMBIA MSP Direct (UAT) Sign Out

Home Eligibility & PHN **Coverage Maintenance** Coverage Enrollment Manage Group Member MSP Contracts Help

Reinstate OverAge Dependent **Renew Cancelled Group Coverage** Reinstated Cancelled Group Coverage Change Effective Date

Change Cancel Date Extend Cancel Date for Permit Holder

[Instructions](#)

Group Number

PHN

New Coverage Effective Date

Submit Clear

Reinstate OverAge Dependent can be used to reinstate an overage dependent, also known as a Dependent Post-Secondary Student, to a group account. If you do not know the PHN, you can use the PHN lookup screen:

BRITISH COLUMBIA MSP Direct (UAT) Sign Out

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment Manage Group Member MSP Contracts Help

Reinstate OverAge Dependent Renew Cancelled Group Coverage Reinstated Cancelled Group Coverage Change Effective Date

Change Cancel Date Extend Cancel Date for Permit Holder

[Instructions](#)

Group Number

PHN

Dependent's PHN

Dependent's Birth Date

Is this Dependent attending a Canadian Educational Institution?

Yes
 No

If Yes, enter the expected date studies in Canada will be completed
Student End Date

Submit Clear

Renew Cancelled Group Coverage allows you to renew a cancelled group member on your MSP group account. Dependents that were cancelled on the same date as the group member will be automatically renewed along with the group member. *Reinstate Cancelled Group Coverage* allows you to reinstate a group member and any dependents with the same cancellation date on your MSP group account:

The screenshot shows the 'MSP Direct (UAT)' interface. The top navigation bar includes 'Home', 'Eligibility & PHN', 'Coverage Maintenance', 'Coverage Enrollment', 'Manage Group Member', 'MSP Contracts', and 'Help'. A 'Sign Out' button is in the top right. Below the navigation bar, a series of tabs are visible: 'Reinstate OverAge Dependent', 'Renew Cancelled Group Coverage' (which is selected and highlighted in blue), 'Reinstate Cancelled Group Coverage', 'Change Effective Date', 'Change Cancel Date', and 'Extend Cancel Date for Permit Holder'. The form area contains the following fields: 'Group Number' (text input), 'PHN' (text input), and 'New Coverage Effective Date' (calendar picker showing '20240601'). At the bottom of the form are 'Submit' and 'Clear' buttons. A link for 'Instructions' is located in the top right corner of the form area.

Change Effective Date and *Change Cancel Date* can be used to change the coverage effective date, and the coverage cancel date of an employee on your MSP group account. These transactions should only be used to change or cancel the date of coverage for a Canadian Citizen or Permanent Resident on your MSP group account. They must not be used to change or cancel the coverage date for any temporary document holder, such as an international student with a study permit on a school's MSP group account, as it will impact the student's MSP coverage:

The screenshot shows the 'MSP Direct (UAT)' interface with the 'Change Effective Date' tab selected. The top navigation bar and 'Sign Out' button are the same as in the previous screenshot. The tabs below the navigation bar are: 'Reinstate OverAge Dependent', 'Renew Cancelled Group Coverage', 'Reinstate Cancelled Group Coverage', 'Change Effective Date' (selected and highlighted in blue), 'Change Cancel Date', and 'Extend Cancel Date for Permit Holder'. The form area contains the following fields: 'Group Number' (text input), 'PHN' (text input), 'Existing Coverage Effective Date' (calendar picker showing 'YYYYMMDD'), and 'New Coverage Effective Date' (calendar picker showing 'YYYYMMDD'). At the bottom of the form are 'Submit' and 'Clear' buttons. A link for 'Instructions' is located in the top right corner of the form area.

Extend Cancel Date for Permit Holder can only be used by group plan administrators who administer school group accounts for international students; therefore, it will be outlined with the *Coverage Enrollment* tab in the [International School Group section](#) of the user guide.

Manage Group Member:

The *Manage Group Member* tab primarily contains business services for adding or cancelling a group member and their dependents from your MSP group account:

BRITISH COLUMBIA MSP Direct (UAT) Sign Out

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment **Manage Group Member** MSP Contracts Help

Add Group Member Add Dependent Update Number and/or Department Cancel Group Member Cancel Dependent

Group Number Coverage Effective Date [Instructions](#)

YYYY-MM

Group Member's PHN

Add Group Member and *Add Dependent* can be used to add a group member and their dependents (if applicable) to your MSP group account. There is an option to add a dependent at the same time you are adding the group members, or they can be added separately later:

BRITISH COLUMBIA MSP Direct (UAT) Sign Out

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment Manage Group Member MSP Contracts Help

Add Group Member Add Dependent Update Number and/or Department Cancel Group Member Cancel Dependent

Group Number Coverage Effective Date [Instructions](#)

YYYY-MM

Group Member's PHN

Group Member Number (Optional)

Department Number (Optional)

Telephone (Optional)

1234567890

Home Address Line 1

Line 2 (Optional)

Line 3 (Optional)

Line 4 (Optional)

Postal Code

Update Number and/or Department can be used to add, change or delete the group member number or department number for a group member:

The screenshot shows the 'MSP Direct (UAT)' interface. The top navigation bar includes the British Columbia logo, the title 'MSP Direct (UAT)', and a 'Sign Out' button. Below the navigation bar, a series of tabs are visible: Home, Eligibility & PHN, Coverage Maintenance, Coverage Enrollment, Manage Group Member (selected), MSP Contracts, and Help. Under the 'Manage Group Member' tab, there are five buttons: 'Add Group Member', 'Add Dependent', 'Update Number and/or Department' (highlighted in dark blue), 'Cancel Group Member', and 'Cancel Dependent'. The main form area contains the following fields: 'Group Number', 'Group Member's PHN', 'Group Member Number', and 'Department Number', each with a corresponding text input box. At the bottom of the form are 'Submit' and 'Clear' buttons. A link for 'Instructions' is located in the top right corner of the form area.

Cancel Group Member and *Cancel Dependent* can be used to initiate the cancellation of a group member and/or their dependent from your MSP group account. Please note that any dependents will be automatically cancelled with the group member:

The screenshot shows the 'MSP Direct (UAT)' interface. The top navigation bar includes the British Columbia logo, the title 'MSP Direct (UAT)', and a 'Sign Out' button. Below the navigation bar, a series of tabs are visible: Home, Eligibility & PHN, Coverage Maintenance, Coverage Enrollment, Manage Group Member (selected), MSP Contracts, and Help. Under the 'Manage Group Member' tab, there are five buttons: 'Add Group Member', 'Add Dependent', 'Update Number and/or Department', 'Cancel Group Member' (highlighted in dark blue), and 'Cancel Dependent'. The main form area contains the following fields: 'Group Number', 'Group Member's PHN', 'Coverage Cancel Date' (with a calendar icon and a help icon), and 'Cancel Reason' (with a dropdown arrow). At the bottom of the form are 'Submit' and 'Clear' buttons. A link for 'Instructions' is located in the top right corner of the form area.

MSP Contracts:

Under *MSP Contracts* you will find services that allow you to look up a group member's MSP coverage periods and contact information:

Get Contract Periods can be used to retrieve the coverage periods associated with a group member’s MSP contract, such as start and end dates on your MSP group account and which dependents are covered:

Contract Inquiry can be used to view a group member’s MSP coverage under your group. This transaction will provide demographic and coverage information of every person on the MSP contract and the group member’s contact information:

Get Contract Address can be used to retrieve the address and telephone number recorded by MSP for a group member:

BRITISH COLUMBIA MSP Direct (UAT) [Sign Out](#)

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment Manage Group Member MSP Contracts Help

Get Contract Periods Contract Inquiry **Get Contract Address** Update Contract Address

[Instructions](#)

Group Number

PHN

Submit Clear

Update Contract Address can be used to update the home or mailing address and/or telephone number recorded by MSP for a group member:

BRITISH COLUMBIA MSP Direct (UAT) [Sign Out](#)

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment Manage Group Member MSP Contracts Help

Get Contract Periods Contract Inquiry Get Contract Address **Update Contract Address**

[Instructions](#)

Group Number

PHN

Telephone (Optional)

Home Address Line 1

Line 2 (Optional)

Line 3 (Optional)

Line 4 (Optional)

Postal Code

Help:

The *Help* tab contains general information regarding help with MSP Direct, including contact information for support:



General Help with MSP Direct

Using the Navigation Menu

The navigation bar towards the top of the screen displays categories of available business services.

- Hovering over a category will display a dropdown of the services available in that category.
- Selecting a service from the dropdown will take you to a page where you can then run a transaction associated with that service.

Bulletins

Administrators may post bulletins on the Home page to communicate important information regarding the MSP Direct application.

- This page may be updated at any time with a new bulletin. Users are encouraged to regularly review the Home page for new bulletins.
- MSP Direct has several different kinds of users; a bulletin may be relevant to all users or specific user communities.

Support

If you have questions about using MSP Direct, contact Health Insurance BC.

(604) 683-7520 (Lower Mainland)

1-877-955-5656 (Elsewhere in B.C.)

HLTH.HnetConnection@gov.bc.ca

This preceding section of the user guide has outlined the tabs and business services that are used primarily by group administrators in Health Authorities, businesses and organizations. The next section of the user guide will provide information for group administrators using MSP Direct to manage international students on their group accounts.

International School Group Administrators

Overview

Enrollment in MSP is mandatory for all eligible BC residents. Applications for enrollment are required for new and returning residents. An individual's eligibility will be validated based on the information entered through MSP Direct or submitted on the application form, information provided on the attached supporting documents, and information previously entered in the system.

International school group administrators are distinct from other group plan administrators in that they can enroll eligible study permit holders without a PHN into MSP using MSP Direct. This section will provide information and guidance to international school group administrators for enrolling study permit holders, including when documentation must be mailed or faxed to HIBC.

For the purposes of this user guide the term "student" refers to a member on your group account that may have a temporary immigration status of student. Wherever possible, more definitive terms are used such as "study permit holder" or "permit holder".

MSP Group Plan Administration

HIBC is responsible for transmitting the information submitted by group administrators regarding group members who are eligible for the International Student Health Fee (ISHF) to Revenue Services of BC (RSBC). RSBC issues invoices based on the MSP coverage information.

Group plan administrators are responsible for notifying HIBC of any changes to those covered under their group plan (e.g., status updates, permanent moves, etc.) and HIBC assumes no responsibility for the failure of the administrator to do so. Reconciliation of group membership is the sole responsibility of the group administrator.

Retroactive cancellations are allowed up to a maximum of two months including the current month, referred to as the two-month rule. For example, if a cancellation request is received during December, groups can ask for cancellation retroactive to October 31.

Group administrators will receive a Group Account Maintenance Confirmation letter to identify any coverage adjustments made to the group account. If requested, a Group Account Summary letter with a list of all active group members can be sent monthly. To receive or stop receiving this letter, submit a request on company letterhead by mail or fax to HIBC.

For more information on administering a group plan and group plan procedures, please visit: [Administering a Group Plan - Province of British Columbia \(gov.bc.ca\)](#). This page contains information for setting up a group plan and a link to the [Group Procedure Guide](#).

International Student Health Fee Billing

ISHF is a monthly fee charged to international students studying on a valid study permit (K-12 and post-secondary) for at least six months of the year. This payment ensures international students contribute to, and benefit from, BC's health care coverage. The health fee of \$75/month is invoiced by RSBC to individual students who are enrolled in MSP and possess a valid study permit. For more information on the IHSF, please visit: [Health fee for international students - Province of British Columbia \(gov.bc.ca\)](#).

International school group administrators can ensure invoices arrive at their school if they use the school's address for the student's mailing address. If the mailing address is updated to another address, the invoice will no longer come to the school.

Eligibility for MSP and Required Documentation

Please use the following information regarding eligibility and documentation to determine if the individual meets the residency requirements under the *Medicare Protection Act*.

Eligibility

To be eligible for MSP coverage, the applicant must:

- Reside in BC with an approved temporary immigration permit (e.g., study permit) that is valid for at least 6 months*
- Make their home in BC
- Be physically present in BC at least six months in a calendar year
- Be physically present in BC when their application is submitted or processed in MSP Direct

*A child with a visitor permit may be eligible for coverage but cannot be enrolled through MSP Direct. Please submit the application to HIBC by mail or fax.

Required Documentation

Individuals with temporary immigration status are required to provide a copy of their immigration document issued by Immigration Refugee and Citizenship Canada (IRCC). Documents include, but are not limited to, the following visa and immigration types:

Visa Types (for temporary permit holders)	
Study permit	International school group administrators are required to mail/fax a copy of the study permit to HIBC. Please indicate that the documents are for "File room only" (FRO)
All other IRCC issued temporary resident documents, e.g. visitor permit or work permit	International school group administrators are required to complete and mail or fax in a MSP Application for Group Enrolment to HIBC, include a copy of the temporary document and HIBC will determine their eligibility. *Do not use MSP Direct to enroll individuals with these types of temporary documents.*

Enrolling Students using MSP Direct

As an MSP group registered with MSP Direct, international school group administrators can enroll study permit holders directly onto their group account via MSP Direct.

Individuals who are Canadian Citizens or Permanent Residents and new to BC (no active MSP coverage), or with a temporary immigration status other than a study permit, cannot be enrolled onto a school group account via MSP Direct. These applications must be mailed or faxed into HIBC. Please have the student complete an [MSP Application for Group Enrolment form and](#) include a copy of each member's temporary permit issued by IRCC or a copy of the ID page from their Canadian passport or both sides of their Canadian citizenship card or Permanent Resident card.

You can enroll study permit holders using the business services found under the *Coverage Enrollment* tab:

The screenshot shows the MSP Direct (UAT) web application interface. The navigation menu at the top includes: Home, Eligibility & PHN, Coverage Maintenance, Coverage Enrollment (highlighted with a red circle), Manage Group Member, MSP Contracts, and Help. The main content area displays a "Welcome to the New MSP Direct" message. The message states: "MSP Direct has been updated to enhance user experience and to meet current Ministry of Health technology standards for web applications." It also mentions: "MSP Direct has a new look with improved navigation functions. Users will still be able to make the required account adjustments to maintain their group members' accounts." A link is provided: "To learn more about MSP Direct and available functions please visit: [MSP Direct - Province of British Columbia \(gov.bc.ca\)](https://mspdirect-province-of-british-columbia.gov.bc.ca)."

There are two business services to choose from to enroll a study permit holder, *Add Study Permit Holder without PHN* and *Add Study Permit Holder with PHN*. If you are enrolling a study permit holder who is new to BC, or if you do not know their PHN, you can select *Add Study Permit Holder without PHN*. You will see this screen:

BRITISH COLUMBIA MSP Direct (Test) Sign Out

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment Manage Group Member MSP Contracts Help

Add Study Permit Holder without PHN Add Study Permit Holder with PHN

[Instructions](#)

Surname

First Name

Second Name (Optional)

Date of Birth

YYYYMMDD

Gender ?

M

F

U

Submit Clear

The purpose of this screen is to search the Health Registry database to determine if the study permit holder already has a PHN. Enter their surname, first name, second name (optional), date of birth, and gender. This information must match the study permit provided.

Once you select submit, the screen will return a list of people whose personal information matches or is similar to the search criteria. If the student's PHN is located, click "Add" on the right and you will be directed to add a study permit holder with their PHN and to fill out the required information (see below). If no matches are found based on the search criteria, you can select "Create New PHN" to enroll the study permit holder.

Add Study Permit Holder without PHN:

After clicking "Create, New PHN," you will see this screen:

Add Study Permit Holder without PHN**Add Study Permit Holder with PHN**[Instructions](#)

Group Number

Immigration Code

Group Member Number (Optional)

Permit Issue Date

Department Number (Optional)

Permit Expiry Date

Surname

Residence Date

First Name

Second Name

Gender 

- M
- F
- U

Date Of Birth

Coverage Effective Date

Telephone (Optional)

Coverage Cancellation Date

Home Address Line 1

Line 2 (Optional)

Line 3 (Optional)

City

Province

Postal Code

Mailing Address (if different from home address)

Line 2 (Optional)

Line 3 (Optional)

City

Province

Postal Code

Prior Residence Code

Other Province Healthcare Number (if Applicable) (Optional)

Enter the information to complete enrollment for the study permit holder. If required information is not provided, the system will alert you when you click Submit.

Some key points to note when entering information:

- Under “Immigration Code,” please ensure you select “Student Authorization”:

Immigration Code

Student Authorization ▼

- When entering the “Residence Date,” ensure this is the date the student arrived in BC. This date may be different from, either before or after, the issue date of the permit:
- The “Coverage Effective Date” auto-populates to the first day of the month, please ensure you adjust to the date the student is eligible for coverage:

Coverage Effective Date

🗑 20241001 ✕

- Provide the coverage eligibility effective date upon completion of the mandatory wait period. The wait period is calculated based on the issue date of the permit or their arrival date in BC, whichever is later. The wait period is the balance of the month of arrival plus two months.
 - Ex. 1: John Smith arrived in BC on August 16, 2024 and his study permit starts August 16, 2024. Coverage would begin November 1, 2024 (balance of August plus September, October).
 - Ex. 2: John Smith arrived in BC on August 16, 2024, and his study permit starts September 1, 2024. Coverage would begin December 1, 2024 (balance of September plus October and November).
- When entering the “Coverage Cancellation Date,” ensure this date is entered as the last day of the month in which the study permit expires. The coverage cancellation date cannot be entered as an earlier date than is stated on the permit, regardless of the student’s anticipated study end date.
- Enter the student’s Home Address (mandatory). This can be the student’s residential address or group’s address. Enter a mailing address if applicable.
- If the group address contains additional mailing information (e.g., C/O, International Program, etc.), please enter this information in line 1 of the mailing address and the physical address of the group in line 2.
- If the address is only a PO Box, the address must be recorded in both the home address and mailing address fields. Exclude the “PO Box” from the home address. This process will ensure receipt of a non-photo BC Services card.
- The “Prior Residence Code” will most often be “Other Country”. Specify another province if appropriate.

Once you have entered all the information on the form, you can click submit. The system will notify you that the submission was successful. Please record the PHN. You may also use the *Get Contract Periods* business service under the *MSP Contracts* tab to verify the enrolment has been correctly submitted:

The screenshot shows the top navigation bar of the MSP Direct (UAT) website. The 'MSP Contracts' tab is circled in red. Below the navigation bar, there are four buttons: 'Get Contract Periods', 'Contract Inquiry', 'Get Contract Address', and 'Update Contract Address'. The 'Get Contract Periods' button is highlighted. Below these buttons, there is a 'PHN' label, an input field, and 'Submit' and 'Clear' buttons. An 'Instructions' link is also visible.

After that is complete, please mail or fax a copy of the study permit to HIBC. Please include your group number, the student's PHN, and a note indicating "FRO". These documents should be mailed or faxed to:

Health Insurance BC
PO Box 9140 Stn Prov Govt
Victoria BC V8W 9E5

250-405-3594

Add Study Permit Holder with PHN:

If you do know the study permit holder's PHN or found through a search, you can select the business service *Add Study Permit Holder with PHN* under the *Coverage Enrollment* tab:

The screenshot shows the top navigation bar of the MSP Direct (UAT) website. The 'Coverage Enrollment' tab is selected. Below the navigation bar, there are two buttons: 'Add Study Permit Holder without PHN' and 'Add Study Permit Holder with PHN'. The 'Add Study Permit Holder with PHN' button is highlighted. Below these buttons, there is a 'PHN' label, an input field, and 'Submit' and 'Clear' buttons. An 'Instructions' link is also visible.

Once you enter the PHN and click submit, the permit holder's PHN, name, date of birth, and gender will auto-populate at the top of the screen. You then go through a similar process to adding a study permit holder without a PHN enrollment screen:

BRITISH COLUMBIA MSP Direct (UAT) Sign Out

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment Manage Group Member MSP Contracts Help

Add Study Permit Holder without PHN **Add Study Permit Holder with PHN**

[Instructions](#)

PHN
Name
Date of Birth
Gender

Group Number

Immigration Code

Group Member Number (Optional)

Permit Issue Date

Their existing home and mailing address will auto-populate as well. Please ensure they match the current address the student has provided.

Once you have entered all the information on the form (please see instructions for [Add Study Permit Holder without PHN](#)), you can submit. The system will notify you that the submission was successful. Please record the PHN and mail or fax a copy of the study permit to HIBC, including your group number, student's PHN and a note indicating "FRO".

Updating an Address or Student Information

Prior to updating a student's address, you may wish to confirm the current address on file. This can be done using the *Get Contract Address* business service under the *MSP Contracts* tab:

BRITISH COLUMBIA MSP Direct (UAT) Sign Out

Home Eligibility & PHN Coverage Maintenance Coverage Enrollment Manage Group Member **MSP Contracts** Help

Get Contract Periods Contract Inquiry **Get Contract Address** Update Contract Address

[Instructions](#)

Group Number

PHN

You can enter the group number and the PHN and if the transaction was successful, the student's current home and mailing address will be displayed.

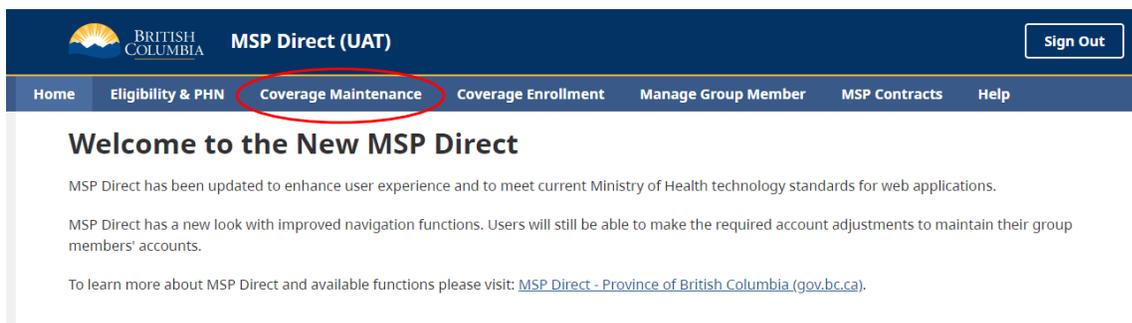
For information on how to update a student address or information, please see [Update Contract Address](#) and [Update Number and/or Department](#).

Extend Cancel Dates for Students

Any updates to a student's status done through MSP Direct must be based on a new study permit. Coverage is not to be extended via MSP Direct using any other type of temporary document.

If a student's new permit is anything other than a study permit, or if they have received their Confirmation of Permanent Residence, a photocopy of the new document must be mailed or faxed to HIBC for processing.

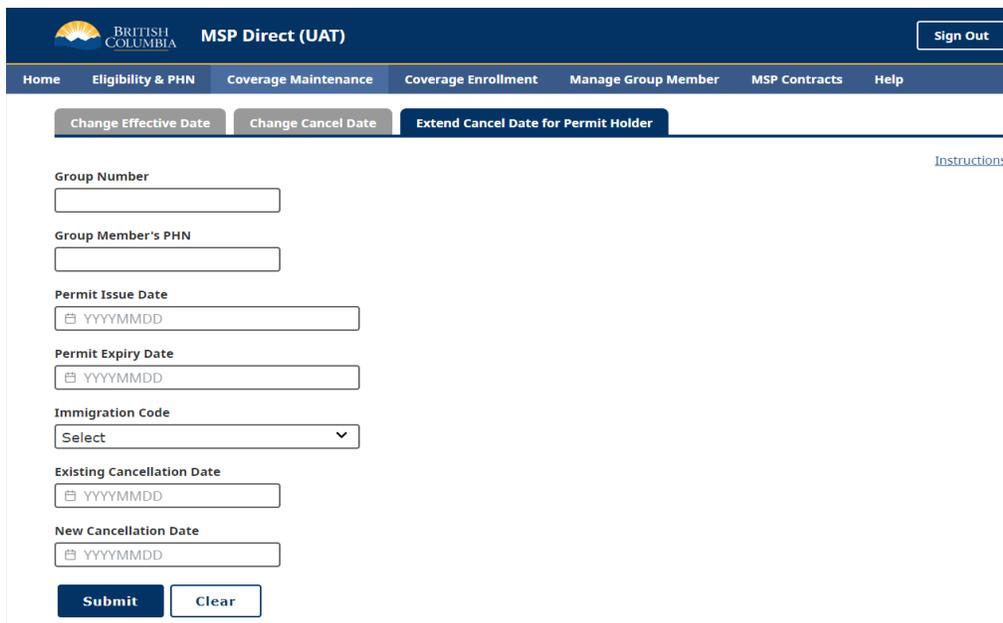
You can extend a student's coverage by using the *Extend Cancel Date for Permit Holder* business service found under the *Coverage Maintenance* tab:



The screenshot shows the top navigation bar of the MSP Direct (UAT) website. The bar is dark blue with the British Columbia logo on the left and a 'Sign Out' button on the right. The main navigation menu includes 'Home', 'Eligibility & PHN', 'Coverage Maintenance' (highlighted with a red circle), 'Coverage Enrollment', 'Manage Group Member', 'MSP Contracts', and 'Help'. Below the navigation bar, a white box contains a welcome message: 'Welcome to the New MSP Direct'. The message states that MSP Direct has been updated to enhance user experience and to meet current Ministry of Health technology standards for web applications. It also mentions that MSP Direct has a new look with improved navigation functions and that users will still be able to make the required account adjustments to maintain their group members' accounts. A link is provided to learn more about MSP Direct and available functions: [MSP Direct - Province of British Columbia \(gov.bc.ca\)](https://www.gov.bc.ca/msp-direct).

Prior to accessing this business service to extend coverage for a student, you may wish to do a coverage history request via the [Get Contract Periods](#) business service, which can be found under the *MSP Contracts* tab.

To extend the cancel date for a study permit holder you can enter the relevant information on the following screen, under the *Extend Cancel Date for Permit Holder* business service:



The screenshot shows the 'Extend Cancel Date for Permit Holder' business service form. The form is located under the 'Coverage Maintenance' tab. It features a navigation bar with three tabs: 'Change Effective Date', 'Change Cancel Date', and 'Extend Cancel Date for Permit Holder' (which is selected). The form includes the following fields:

- Group Number:
- Group Member's PHN:
- Permit Issue Date:
- Permit Expiry Date:
- Immigration Code:
- Existing Cancellation Date:
- New Cancellation Date:

At the bottom of the form, there are two buttons: 'Submit' and 'Clear'. A link for 'Instructions' is located in the top right corner of the form area.

You will enter the information requested to extend the coverage cancel date for the study permit holder.

Some key points to note when entering information:

- When entering “Permit Issue Date” and “Permit Expiry Date” please ensure you are entering the dates reflected on the new permit.
- Under “Immigration Code”, please ensure you select “Student Authorization”:

Immigration Code

Student Authorization ▼

- “Existing Cancellation Date” refers to the current coverage cancellation date. If you do not know this date, please use [Get Contract Periods](#) to confirm the existing cancel date.
- “New Cancellation Date” refers to the new permit’s expiry date. Please ensure this date is entered as the last day of the month in which the new study permit expires. This coverage cancellation date cannot be entered as an earlier date than is stated on the permit, regardless of the student’s anticipated study end date.

Once you have submitted, please ensure a copy of the new study permit is mailed or faxed to HIBC. Please include your group number, the student’s PHN, and a note indicating “FRO”.

Removing Students from the Group

All removal requests for students must be mailed or faxed to HIBC. Removal of students must not to be processed via MSP Direct.

The following information is required when requesting student removal from your group account:

- Your group number and authorization name or stamp (e.g., the request can be on the group’s letterhead).
- The student’s PHN (if you are unable to locate, ensure you provide their full legal name and date of birth).
- Reason for cancellation:
 - Left program/withdrawn, OR
 - Moved outside of Canada, moved within Canada (provide name of province)
- Date of cancellation request.
- Date of permanent move (if applicable):
 - Date of departure from BC, new place of residence and reason for leaving BC must be included in order to remove from account based on permanent move. Without this information the student will be cancelled from your

account, but their MSP coverage will continue until the end of their study permit.

- If the student is remaining in BC, provide a forwarding address. If unknown, this must be clearly indicated on the request. Please ask the student to contact HIBC to provide their new address.

Please submit this information in writing to HIBC:

Health Insurance BC
 PO Box 9140 Stn Prov Govt
 Victoria BC V8W 9E5

Fax: 250-405-3594

You can send a removal request for an individual student by using the [MSP Group Coverage Cancellation Form](#) or you can send a request on school letterhead and include a list of multiple students (e.g., an excel spreadsheet):

Student	PHN or Account number or DOB	Date removed	Reason	Address	Action
Smith, Smith	9XXXXXXXX	6/30/24	Left Canada on 06/28/24	Unknown	HIBC will cancel coverage on 06/30/24
Simon, Simon	9XXXXXXXX	6/30/24	Left group; still in BC	1234 Main St, Comox BC	HIBC will cancel group coverage on 06/30/24. HIBC will enroll student on their own coverage for 07/01/2024 with new address

Regarding loss of residence period and eligibility ending for students:

- If moving outside Canada, coverage ends the month they leave BC; or
- If moving within Canada, coverage ends after the balance of the month of departure plus two months; or
- Coverage ends at the end of the month in which their study permit expires.

Business Services Not to Use – Negative Impacts and Implications

MSP Direct allows group plan administrators to make adjustments to their group members' accounts, based on their SPG access level.

Some business services that are available within MSP Direct, such as *Change Cancel Date*, cannot be used to adjust coverage for students and other temporary permit holders due to the temporary nature of a student's eligibility for MSP coverage. Requests that cannot be performed through MSP Direct must be mailed or faxed to HIBC.

Outlined below are the business services that should not be used by international school group administrators for permit holder coverage adjustments:

- *Change Effective Date*
 - All removal/cancellation requests for students with a study permit or temporary permit must be mailed or faxed to HIBC.
 - To change the effective date for a student, please submit a [Group Change Request Form](#) by mail or fax to HIBC.
 - Requests are limited to two months retroactive from the date of request and must adhere to policies regarding eligibility for MSP enrollment. Requests to backdate the effective coverage start date for students must be sent in writing to HIBC.
 - Attempts to change the effective date of a student may result in error or a request to "SEND SOURCE DOCS TO MSP".
 - Written requests for backdating coverage should include:
 - The student's PHN.
 - The student's full legal name (as displayed on their immigration document).
 - The requested date of coverage.
 - Requests will be honoured if eligibility permits. Any coverage changes may result in a health fee adjustment.

- *Change Cancel Date*
 - Due to the temporary nature of a student's eligibility for MSP coverage, removal/cancellation requests must be sent in writing to HIBC, as outlined in the [Removing Students from the Group](#) section of the guide.
 - Attempts to remove students via this method results in students being left on the group, without the MSP coverage to which they are entitled.

Resources and Contact Information

Online resources:

- MSP Group Plan Administrators: [Group Plan Administrators – Province of British Columbia](#)
- MSP Direct: [MSP Direct - Province of British Columbia](#)
- MSP Forms: [Medical Services Plan \(MSP\) Forms - Province of British Columbia](#)
- ISHF Resource Page: [Health fee for international students - Province of British Columbia](#)

MSP Direct Technical Support:

For technical issues relating to MSP Direct business services, such as assigning access permissions, changing the Signing Authority or Access Administrator, and adding or removing Users, please contact: HLTH.HnetConnection@gov.bc.ca

MSP Group Administrator Contact Information:

Contact HIBC about any issues or questions you have about setting up your group plan, managing members, or cancelling coverage:

- By Mail (general group PO Box):
Health Insurance BC
PO Box 9140 Stn Prov Govt
Victoria BC V8W 9E5
- By Phone (between 8:00 am – 4:00 pm):
Lower Mainland: 604 683-7520
Elsewhere in BC (toll free): 1-877-955-5656
Note: Only calls from group plan administrators are accepted at these numbers
- By email: hlth.mspgroup@hibc.gov.bc.ca

Please note: Account information updates and adjustment requests for group plan members are not accepted via email. Requests must be mailed or faxed to HIBC using the appropriate form. To ensure the security of your members' personal information, use of this email address is limited to general enquiries only. Please do not email inquiries about MSP accounts or that contain any personal information such as PHNs, MSP Account Numbers, addresses etc., as a response will not be sent.