

Frequently Asked Questions: Enhanced Urgent Care Coverage Program (EUCCP)

Q - What is the Enhanced Urgent Care Coverage Program (EUCCP)?

A - The EUCCP is a pilot program that builds on the existing Critical Care Coverage Program to better address the issue of physicians failing to receive compensation when providing urgent and acute care to British Columbia residents who are eligible for but not enrolled in the Medical Services Plan (MSP).

Additional information can be found at:

- www2.gov.bc.ca/assets/gov/health/forms/euccp_information.pdf

ELIGIBILITY: WHO IS ELIGIBLE FOR EUCCP?

Q - What conditions meet the criteria for EUCCP?

A - The patient must present in a B.C. emergency department with at least one of the following conditions:

- Medical assessment of the individual presenting at the emergency department, such as to assure the attending physician that there is not otherwise a risk to the patient's long term health;
- Urgent medical need requiring professional attention that could threaten an individual's life or long-term health if delayed;
- Unconsciousness;
- An emergency condition that requires immediate admission to an intensive care unit; or
- A required involuntary admission under the Mental Health Act.

FORMS:

Q - Where can physicians, find the EUCCP form?

A - The form may be found on the Health Forms for Health Care Providers web page:

- Enhanced Urgent Care Coverage Program (HLTH 1980):
www2.gov.bc.ca/assets/gov/health/forms/1980fil.pdf
- Forms for Health Care Providers:
www2.gov.bc.ca/gov/content/health/health-forms/msp/forms-for-medical-health-care-practitioners

Q - How do physicians submit the EUCCP form?

A - The EUCCP original form must be submitted by mail to Health Insurance BC at:

Health Insurance BC
Medical Services Plan
PO Box 9689 Stn Prov Govt
Victoria BC V8W 9P8

A – If the EUCCP form has been returned to physician due to missing or incomplete documents, Physicians can mail or fax all the documents after updating with the copy of the instructional letter to Health Insurance BC:

- If sending by mail, label envelope: "Attention: Enhanced Urgent Care". Mail to Health Insurance BC at the address mentioned above.

- If sending by fax, label documents: "Attention: Enhanced Urgent Care". Fax to Health Insurance BC at: (250) 405-3593.

OTHER QUESTIONS:

Q - What if the patient is unable to provide: identification or proof of residency?

A - Where proof of residency (e.g., utility bill) is not available, a series of questions asked of the patient and/or family members can be used as the basis for an assertion of residency, signed by either an accepted advocate or by the physician and a second practitioner.

Q - Who are accepted advocates?

A - Accepted advocates include: a medical practitioner, a registered social worker, a registered psychologist, a registered nurse, a nurse practitioner, or public health nurse, a Health Authority employee (i.e., Hospital Administrators including senior Health Authority staff but should not include accounting and billing staff), and an individual acting as the guardian on behalf of the province.

Q - Is the EUCCP only for physicians compensated by Fee-For-Service (FFS)?

A - Regardless of compensation modality, physicians may only claim payments for services provided to patients covered by MSP.

For FFS claims, both parts of the EUCCP form must be completed and submitted according to the directions on the form.

Alternative payments physicians should not attempt to bill FFS using the EUCCP form in addition to, or instead of, regular hourly invoicing, including where the arrangement requires the physician to assign FFS claims to the health authority. However, those physicians on alternative payment arrangements such as service contracts and salary agreements, must submit the completed patient eligibility portion of the EUCCP form along with their hours invoice to the health authority.

Q - What if other physicians are involved in the care of my patient? Can we submit one form?

A - Additional physicians involved in the care of a patient may reuse the same residency attestation, so long as the patient care is continuous from the point of entry in the Emergency Department (no discharge in patient care).

Q - What if an individual returns for care and still has not completed their MSP enrolment?

A - If an individual who was previously provided medical treatment with claims processed through EUCCP later returns and still is without MSP coverage, a new EUCCP form must be submitted.

Where possible, Health Authorities should support individuals to request temporary MSP or complete their enrolment in MSP.

The B.C. Application for Health and Drug Coverage form can be found at: [Apply for B.C. health and drug coverage - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/health/coverge/apply)

Q - Are there any issues or concerns with obtaining a patient's PHN?

A - When a patient presents at a hospital, the patient must be identified. Hospital staff send their personal information to EMPI to search for an existing PHN or generate a new PHN.

Anyone who touches the medical system is given a PHN through EMPI, unless they cannot be identified.

Q - Do all hospitals have a facility number?

A - All hospitals have a facility number for billing to MSP.

Q - What if my patient is not a B.C. resident or is otherwise not eligible for MSP?

A - Services to non-B.C. residents, B.C. residents who have elected to opt out of MSP, or B.C. residents within the mandatory MSP coverage wait period are not covered by this program.

Q - Who is eligible for enrolment in MSP?

A - To be eligible for medical coverage under MSP, a person must be a resident of British Columbia. The *Medicare Protection Act* defines a resident as a person who:

- (a) is a citizen of Canada or is lawfully admitted to Canada for permanent residence,
- (b) makes their home in BC, and
- (c) is physically present in BC for
 - (i) at least 6 months in a calendar year, or
 - (ii) a shorter prescribed period,

and includes a person who is deemed under the regulations to be a resident but does not include a tourist or visitor to BC.

Additional information on eligibility for MSP can be found online at: [Eligibility for MSP - Province of British Columbia \(gov.bc.ca\)](http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/ahdc)

Q - If my patient is in urgent need of care but they are unable to complete MSP enrolment, how can I help them?

A - If an eligible B.C. resident, or an accepted advocate, indicates that an individual is in urgent need of medical care, they may be eligible for temporary MSP coverage.

A written assertion outlining how the individual is in urgent need of MSP enrolment must be submitted to Health Insurance BC (HIBC) along with the individual's Application for Health and Drug Coverage. The assertion must be signed by an accepted advocate with their professional registration number and/or contact information. In rare circumstances, a verbal assertion from an accepted advocate, or advocate's office may suffice by contacting HIBC.

Temporary MSP coverage may be available for an initial period of three or six months.

An Application for Health and Drug Coverage may be submitted by the individual online at: <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/ahdc>

Q - What is the difference between EUCCP and temporary MSP coverage?

A - EUCCP only provides compensation to physicians for providing urgent care.

An eligible B.C. Resident must complete enrolment and have served the mandatory coverage wait period before their MSP is effective.

Temporary MSP coverage may be provided in cases where an individual has not completed enrolment (i.e., they do not have the required identification) but is in urgent need of care.

A completed Application for Health and Drug Coverage must be submitted along with an assertion of need.

Temporary MSP coverage may be available for an initial period of three or six months.

An Application for Health and Drug Coverage may be submitted by the individual online at: <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/ahdc>

Q - In this program, are outpatient services covered?

A - No, outpatient services are not covered under EUCCP. All services provided by physicians during the Emergency Department visit are covered and if the patient is admitted to the hospital, then all subsequent continuous services provided by physicians are covered until that patient is discharged.

Q - What will be the retroactive period for submission of claims under this program?

A - Physicians are able to claim payment for qualifying services retroactively to April 1, 2023. Physicians will be eligible for retroactive payments if they have not been paid for those services and they submit the claim using all the forms which have been set up for EUCCP.

Q - What if the patient is unsure of the address?

A - If the patient is unsure of the actual address the advocate may use the mailing address for the Social Development and Poverty Reduction Office (SDPR) if this is one of their clients.

The mailing address should be a valid BC mailing address whenever possible.

Q – What are the key guidelines?

A – The key guidelines are as follows:

1. Both 1980 and 1915 current forms must be submitted together (see website link - <https://www2.gov.bc.ca/assets/gov/health/forms/1980fil.pdf>).
2. Complete all fields in the HLTH 1915 form. Avoid using "See previous" and ensure all necessary information is populated in the required fields.
3. Physicians sign under "Physician Signature" and not under "Advocate Signature". If the attending physician signs, a witness signature is also required.
4. Advocate cannot be the Attending Physician for the EUCCP claim.
5. Provide the patient's valid BC mailing address.
6. The date of service can be included in the description box for Medical Services.
7. Medical Services descriptions should meet the EUCCP criteria for urgent care.
8. Forms will be returned if the mandatory fields on the EUCCP form are left unfilled. The mandatory fields for the EUCCP form (HLTH 1980) are as follows:

MANDATORY FIELDS LIST

Note: The physician billing for services covered under EUCCP **must** provide a signature at the bottom of the form.

Facility Information	Patient Information
<input type="checkbox"/> Facility ID Number	<input type="checkbox"/> Res. and MSP Eligibility Declaration Checkbox

<input type="checkbox"/> Submission Date <input type="checkbox"/> Hospital Name <input type="checkbox"/> Department / Facility Name	<input type="checkbox"/> Personal Health Number <input type="checkbox"/> Legal Last Name <input type="checkbox"/> Legal First Name <input type="checkbox"/> Birthdate <input type="checkbox"/> Address (Valid BC mailing address)
Residency Information <input type="checkbox"/> Residency and EUCCP Criteria Declaration Checkbox	
Option 1: Primary Ident. and Proof of Residency	Option 2: Attestation Method
<input type="checkbox"/> Primary Identification (ID) <input type="checkbox"/> Type of ID Provided <input type="checkbox"/> ID Number <input type="checkbox"/> Proof of Residency Document <input type="checkbox"/> Date of Arrival <input type="checkbox"/> Citizenship / Resident Status in Canada	<input type="checkbox"/> Identification (ID) details, (if available) <input type="checkbox"/> Type of ID Provided, (if available) <input type="checkbox"/> ID Number, (if available) <input type="checkbox"/> Date of Arrival <input type="checkbox"/> Citizenship - Yes/ No <input type="checkbox"/> Resident Status in Canada – Yes/No
Attestation Signatures	
If Attestation Method is completed/signed by an Acceptable Advocate , then both fields listed below are required: <input type="checkbox"/> Advocate Name <input type="checkbox"/> Advocate Signature	If Attestation Method is completed/signed by the Attending Physician , then all fields below are required: <input type="checkbox"/> Attending Physician Name <input type="checkbox"/> Attending Physician Signature <input type="checkbox"/> Witness Name <input type="checkbox"/> Witness Signature
Medical Services	Urgent Care Declaration & Physician Signature
<input type="checkbox"/> Description of Criteria met for Urgent Care	<input type="checkbox"/> Date of Service <input type="checkbox"/> Physician Name <input type="checkbox"/> MSP Practitioner Number <input type="checkbox"/> Physician Signature <input type="checkbox"/> Date Signed