Accessing the Ministry
Web Business Services

Introduction To
Web Business Services
Demonstration Package

Prepared by healthnetBC Access Services (HAS)
healthnetBC
IST, Knowledge Management & Technology

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**Purpose & Audience**

This demonstration package provides a quick overview of the functionality offered by *healthnetBC* Web Business Services. This sample set is intended for prospective new clients interested in getting a look and feel of the business services and assumes that you are familiar with your web browser. *We recommend that you print a copy of this package before proceeding with the demo.*

*healthnetBC* Web Business Services are available to organizations that provide health care services to clients either directly, such as hospitals, or indirectly, such as the Ministry of Children and Families; and to Employer organizations that provide MSP premium administration for their employees.

**Business Services**

Although this demonstration presents three typical business services, there are many available on the web. Two Overviews are available on the *healthnetBC* web site that provide detailed descriptions of all business services. Go to [http://healthnet.hnet.bc.ca/catalogu/products/index.html](http://healthnet.hnet.bc.ca/catalogu/products/index.html) to access the Overviews on the Products & Services / Projects page.

The Overviews can be found under Web Business Services:

* Health Registration (Eligibility, Demographics & PHN Assignment)
* MSP Coverage Maintenance.

The business services available to an organization are defined when the organization signs up to use *healthnetBC* Web Business Services.

***Note: An organization must receive authorization from the Ministry of Health Services, and must meet security requirements before access will be granted to the production versions of the *healthnetBC* Web Business Services.***
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What You Need to Know When You Are Doing The Demo...

All of the data available from this database is fictitious and in no way is intended to represent any person, living or deceased.

- An * (asterisk) denotes a mandatory field. If you leave a mandatory field blank, you will receive an Error Message.
- Enter does not submit the transaction. You must click Submit.
- The cursor does not move to the next field automatically. Use your mouse or tab between fields.
- Dates default to the current date. Overtype to change.
- Report any problems/questions to the Ministry of Health Services HelpDesk at 250-952-1234.
- User Guides are available to provide business rules, interface, and form completion details. On Line Help will soon be available.

Signing On

Open your Netscape or Internet Explorer browser and go to the training environment URL:

http://hnwe1.moh.hnet.bc.ca/

Training ID: demo (key exactly as shown)
Password: hndemo7 (key exactly as shown)

- If the ID and password combination do not work, call the Ministry of Health Services HelpDesk at 250-952-1234.
- After you have successfully signed in, you will see the Welcome page. The Main Menu is located on the left-hand side of the screen.

You may now proceed to the sample set of healthnetBC business services. Each example has just three easy steps to follow. All data in these examples is fictitious.
1 Checking Patient Eligibility

A patient has arrived at the hospital with their CareCard. The hospital admissions clerk is required to check the patient’s eligibility status and confirm that their name and address are recorded correctly with the Ministry of Health Services.

1.1 Eligible Patient

The Check Eligibility business service will confirm eligibility for publicly funded health care services on the date checked.

1. Select Eligibility & PHN Assignment from the Main Menu
2. Select Check Eligibility
   Enter PHN: 9151068486
3. Click Submit
   Beneficiary on Date Checked? = Y
   (patient is eligible for publicly funded health care services on date checked)

Confirm Patient Name & Address

1. Select Person Demographics from the Main Menu
2. Select Get Person Demographics
   Enter PHN: 9151068486
3. Click Submit
   The system will display the most current demographic information recorded on the Ministry of Health’s database.
Next Business Services:

These buttons at the bottom of each response screen provide a convenient link to the next business service that a user may want to access.

*Note: Do not use these links during the demonstration, as they are not operational*

- An authorized healthnetBC web user could use these links in their work to select **Update Person Demographics** to change patient information or, select the **Update Person Address** to change the patient’s address information.

1.2 Ineligible Patient

The **Check Eligibility** business service will provide a message explaining why the person is not eligible.

**Check Patient Eligibility**

1. Select Check Eligibility from the Eligibility & PHN Assignment Menu
2. Enter PHN: 9151071968
3. Click Submit

Beneficiary on Date Checked? = N (patient is not eligible for publicly funded health care services on date checked for reason given)

Additional PHN’s:

Try the following PHN’s to see other reasons for ineligibility:

9151071968 No longer a resident of B.C.
<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9512917805</td>
<td>Residency in question.</td>
</tr>
<tr>
<td>9151083529</td>
<td>Opted out of publicly funded health care.</td>
</tr>
<tr>
<td>9151086857</td>
<td>Canada Health Act exclusion (e.g. RCMP, Armed Forces) requiring third party billing.</td>
</tr>
<tr>
<td>9151084957</td>
<td>Deceased.</td>
</tr>
</tbody>
</table>
2 Checking Person Demographics

A hospital admissions clerk needs to verify that the name, birth date, gender and address recorded for a patient is correct.

1. Select Person Demographics from the Menu.

2. Select Get Person Demographics
   Enter PHN: 9151264085

3. Review the patient’s demographic information and confirm accuracy.

Next Business Services:

These buttons at the bottom of each response screen provide a convenient link to the next business service that a user may want to access.

Note: Do not use these links during the demonstration, as they are not operational!

An authorized healthnetBC web user could use these links in their work to select Update Person Demographics to change person information or, select the Update Person Address to change the address information.
3 Checking Employee’s Contract Address

A payroll clerk wants to verify that MSP has the correct address recorded for an employee.

1. Select Coverage Maintenance from the Main Menu.
Enter PHN: 9151264085

2. Select Get Employee’s Contract Address.
Enter: Group # 4833562
   Enter: PHN 9151081059

3. Click Submit

The system displays the employee’s name and current address that MSP has on file.

Next Business Services:

These buttons at the bottom of each response screen provide a convenient link to the next business service that a user may want to access.

Note: Do not use these links during the demonstration, as they are not operational

An authorized healthnetBC web user could use these links in their work to select Update Employee’s Contract Address to update the employee’s address.
4 Appendix

List of additional PHN's to use if you wish to try each business service more than once.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>PHN's</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Checking Patient Eligibility</td>
<td>9151068486, 9151067911, 9151067998, 9151264085, 9151067911, 9151067998, 9151067998, 9151067998</td>
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<tr>
<td>1.1 Eligible Patients</td>
<td>9151068486, 9151075159, 9151264085, 9151067911, 9151067998, 9151067998, 9151067998</td>
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<tr>
<td>1.2 Ineligible Patients</td>
<td>91510684394, 9151067975, 9151072898, 9151072755, 9151072028, 9892719147</td>
</tr>
<tr>
<td>2. Checking Person Demographics</td>
<td>9151271905, 9151271833, 9151271858, 9151271865</td>
</tr>
<tr>
<td>3. Checking Employee’s Contract Address</td>
<td>Group # 4600144, PHN 9151068289, Group # 3013232, PHN 9151086491</td>
</tr>
</tbody>
</table>