

THE NEW BC SERVICES CARD:
Questions and Answers
for Seniors



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Questions and Answers

This document is a companion piece to the BCServicesCard.ca website 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:
 - o Driver's Licence and Services Card (combined card);
 - o BC Services Card (photo card); and,
 - o 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 **Is there a gold version of the BC Services Card that is comparable to the Gold CareCard?**

- No, there is no gold version of the BC Services Card.
- However, since the BC Services Card includes your date-of-birth, you may use it as proof of age for seniors' discounts and benefits.

5 **May I continue to use my Gold CareCard?**

- Yes. The CareCard and Gold CareCard will remain valid government identification over the roll-out of the BC Services Card, until 2018.

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6 **I am 65+ years old and already have Medical Services Plan (MSP) coverage. What do I do?**

- Most eligible adult B.C. residents 19 - 74 years of age are required to renew enrolment in MSP and apply for a BC Services Card before 2018.
- Adults need to renew enrolment in MSP every five years until they turn 75. Generally, you can renew enrolment in MSP when you renew your driver's licence or BCID.
- Eligible adults 65+ may choose to visit an ICBC driver licensing office (DLO) to renew MSP coverage and:
 - Obtain a BC Driver's Licence and Services Card (combined card); or,
 - Obtain a BC Services Card (photo card).

7 **I am 75+ years of age and already have MSP coverage. What do I do?**

- Adults who are 75+ years of age are exempted from the requirement to renew enrolment in MSP every five years.
- Eligible adults 75+ may choose to:
 - Visit an ICBC DLO and:
 - Obtain a BC Driver's Licence and Services Card (combined card); or,
 - Obtain a BC Services Card (photo card).
 - Continue to use their Gold CareCard until it is retired in 2018.
 - If you are not able to visit an ICBC DLO and require a replacement card, please contact Health Insurance BC (HIBC) at 604-683-7151 (Metro Vancouver) or 1-800-663-7100 (elsewhere in B.C.).

8 **I'm new to B.C. How do I apply for MSP coverage and a BC Services Card?**

- It's a two-step process to enrol in MSP.
- First, you are required to submit an application and supporting documentation to HIBC.
- Second, upon receiving instructions from HIBC, most new adult beneficiaries are required to visit an ICBC DLO to apply for a BC Services Card.

9 **I am a "snowbird". What if I spend time away from B.C. and need to renew enrolment in MSP while I am temporarily out of province?**

- Residents who will be absent from B.C. for seven months or more in a calendar year should contact HIBC to confirm continued eligibility and discuss options for continued coverage that may be available during an absence.
- You can renew your BC Services Card and enrolment in MSP up to six months prior to the expiry date on the card.
- If you are away from B.C. and need to renew enrolment in MSP, please contact HIBC at 604-683-7151 (Metro Vancouver) or 1-800-663-7100 (elsewhere in B.C.).

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If I don't have a B.C. driver's licence why do I have to go to a driver licensing office to get my BC Services Card? Is there anywhere else I can go?

- One of the key security features of the new card is the inclusion of a photo of the cardholder to ensure the right people are receiving services to which they are entitled.
- To make it convenient for eligible B.C. residents to get their photo taken for their BC Services Card, the government is using ICBC's existing office locations.
- To find the nearest ICBC DLO, appointed agent or ServiceBC Centre where you can apply for a BC Services Card, please visit <http://www.icbc.com/driver-licensing/find-licensing> or call 604-661-2800 (Metro Vancouver) or 1-800-663-3051 (elsewhere in B.C., Canada and the U.S.).

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What if I forget my BC Services Card and need to access health services?

- People who are enrolled in MSP but do not have their BC Services Card may present other identification when accessing health services.
- In an emergency, essential health services will not be denied. While care must be provided, a person who is not enrolled in MSP can be billed for services.
- However, you may be required to pay for services which may be above MSP rates.

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My combined BC Driver's Licence and Services Card was suspended, revoked for a medical reason or seized by the police. How do I access health services?

- Loss of your combined BC Driver's Licence and Services Card does not affect your MSP coverage.
- If loss of your card is for an extended period of time, you should go to an ICBC DLO to obtain a replacement BC Services Card.

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Where can I get more information?

- For more information about the BC Services Card please:
 - o Visit the website at BCServicesCard.ca; or,
 - o Call the ServiceBC Contact Centre 604-660-2421 (Metro Vancouver), 250-387-6121 (Greater Victoria), or 1-800-663-7867(elsewhere in B.C.).