

THE NEW BC SERVICES CARD:
An Overview

UBC Learning Circle
Presentation to First Nations health stakeholders
November 15, 2012



Presenters and team

Presenters:

- **Nikki Sieben**, Executive Director, Strategic Projects Branch, Ministry of Health
- **Stephanie Power**, Executive Director, Medical Services Branch, Ministry of Health

Team:

- **Megan Cleveland**, Manager, Stakeholder Engagement for BC Services Card, Strategic Projects Branch, Ministry of Health
- **Michele Robinson**, Policy Analyst, Strategic Projects Branch, Ministry of Health

What is the BC Services Card?

- Starting February 15, 2013, the BC government will introduce the BC Services Card, which:
 - In initial phase: will replace the BC CareCard; and,
 - In future phases: will enable access to multiple government services both in-person and online.
- The new BC Services Card can be combined with the BC driver's licence and will feature a more secure design, an expiry date and most cards will have a photograph

Why is government introducing the new BC Services Card?

- The current CareCard has not been updated since 1989
- There are new opportunities to utilize technology and security features
- BC citizens have much higher expectations regarding identity security



BC Services Card Integrated Program

- The card will be issued under the *Freedom of Information and Protection of Privacy Act*
- The BC Services Card will be delivered as an integrated program of the Ministry of Citizens Services and Open Government (CITZ), Ministry of Health, and the Insurance Corporation of BC (ICBC)
 1. CITZ provides an identity assurance service
 2. ICBC will identity proof citizens and produce the cards
 3. The Ministry of Health will be replacing the CareCard with the BC Services Card (first service to onboard)

Medicare Protection Act (MPA) New Requirement

Beginning with the launch of the BC Services Card on February 15, 2013:

- British Columbians aged 19 -74 who are eligible for the provincial Medical Services Plan (MSP) will be required to renew enrolment in MSP over the next five years, wherever they would normally renew their driver's licence or BCID (subject to prescribed exemptions)

What about benefits for seniors currently accessed using the Gold CareCard?

- The BC Services Card will also replace the Gold CareCard
- Like your CareCard, the new BC Services Card will include a birth date so the card can continue to be used by businesses offering seniors-based discounts as proof of age
- Gold CareCards are still valid until 2018 but issuance will be discontinued



What does the BC Services Card look like?

Driver's Licence and Services Card (Combined)

Card expiry date → Issued: 2012-Nov-30
Expires: 2017-Nov-30

Photo and Signature → Photo and Signature

Mag stripe with personal info → Mag stripe

2D barcode with personal info → 2D Barcode

Driver Licence Number → DL:1234567

Date of Birth → DOB: 1979-Jun-07

Contactless chip linked to Identity Assurance Services → Contactless chip

1D barcode for card serial number → 1D Barcode

Personal Health Number (PHN) → Personal Health Number: 9876 543 210

Card Text:
DRIVER'S LICENCE and SERVICES CARD
British Columbia CAN
SAMPLE, TEST CARD
CANADA
BRITISH COLUMBIA
910 GOVERNMENT STREET
VICTORIA BC V8W 3Y8
Restrictions/Endorsements: 21
Class: 5
Wt: 51.0 kg Ht: 175 cm
Sex: F Eyes: BLU Hair: BRN
This card remains the property of the issuing agency and must be surrendered upon request.

What does the BC Services Card look like?

BC Services Card (Photo)



Front



Back

What does the BC Services Card look like?

BC Services Card (Non-Photo)



Front



Back

How do you get a BC Services Card?

- There are four easy steps for eligible adult B.C. residents:
 - Receive your notification in the mail
 - Attend a driver licensing office
 - Confirm your residency and present two pieces of identification
 - Have your photo taken
- For those exempted from the requirement to renew enrolment or exempted from in-person identity proofing:
 - non-photo version of the BC Services Card (TBD)

What are the general benefits?

Authenticate Identity:

- Photo on majority of cards makes it easier for health providers to ensure services are being delivered to the right person

Improve Patient Safety:

- Ensures consistent patient health records

Up-to-date information:

- Legal framework requires most adults to renew enrolment in MSP every 5 years and provides an opportunity to reconfirm eligibility

Reduce Fraud and MSP misuse:

- Leverage ICBC identity proofing process to detect and investigate fraud

Stakeholder Engagement

- Engagement of health stakeholders and health service providers is key
- Ongoing engagement to inform and support during the transition to the card (presentations, webinars, etc.)
- Stakeholder engagement packages were sent electronically in December 2012 (Introductory letter, BCSC ID Factsheet and FAQs)
- Leveraging existing Medical Services Plan (MSP) and Health Insurance BC (HIBC) websites as core information channel with new BC Services Card information for health providers and group plan administrators
- Engaging self-serve eLearning module that the public and health sector stakeholders can access when it's convenient

First Nations Engagement

- Linking together health stakeholders to identify issues and challenges that will be utilized to drive change management strategies and ensure First Nations populations including rural/remote are supported during transition:
 - Health Canada, First Nations Inuit Health, BC Region
 - First Nations Health Authority
 - Health Authority Aboriginal Health Leads
 - First Nations Health Directors Association
 - First Nations Band Offices
 - First Nations Community Health Representatives
 - First Nations Health Council
 - BC Association of Aboriginal Friendship Centres
 - Tripartite Communications Steering Committee
 - Aboriginal Healthy Living

Public Communications

- Jan - Mar 2013 - public awareness campaign using print and digital media
- Printed materials for the public will be distributed to health stakeholders including health authorities, health provider offices, as well as some other public spaces (e.g. community centres)
- New **BCServicesCard.ca** website will be continually refreshed leading up to the card launch Feb 15, 2013 and beyond

The Future of the BC Services Card

- The health care system can leverage three important features:
 - ICBC identity proofing processes
 - Reconfirmed personal information every five years
 - Chip technology
- The BC Services Card will contain an active chip:
 - does not contain personal or medical information
 - in future will help ensure secure and appropriate access to online and in-person government services (e.g. electronic medical health records)
 - The Ministry will not utilize the chip for the first 3-5 years

Thank you.

- How can we help support you, your organizations, and your interactions with BC citizens during the transition to the new BC Services Card?
- For more information visit BCServicescard.ca
- Stakeholder support? Please contact Megan Cleveland, Manager, Stakeholder Engagement for BC Services Card, Ministry of Health
- Megan.Cleveland@gov.bc.ca