

BACKGROUND

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Ministry of Health Services

IMPROVING MSP AND PHARMACARE SERVICES

A New Service Provider for MSP and PharmaCare Administration will:

- Improve the service to the public and improve the protection of privacy and personal information.
- Maintain or improve service to health care professionals.
- Enable the Ministry of Health Services to focus on its core business, which is to provide leadership and governance, and act as stewards of the health system, rather than providing direct service delivery.
- Avoid up-front system development capital costs.
- Provide cost certainty that will allow the ministry to plan and manage its budget more effectively.
- Enable government to continue to have ownership and control of all information, set all policy, be accountable for all services and ensure personal privacy is protected. This is alternative service delivery, not privatisation.

Improving Service Levels

	Current Service Levels		90 days after MAXIMUS BC assumes operations
	September 2004	Six month average	
Enrolment	64 per cent within 40 days	93 per cent within 40 days	99 per cent within 20 days
MSP Premium Assistance	100 per cent within 40 days	100 per cent within 40 days	99 per cent within 20 days
MSP Account Maintenance	48 per cent within 180 days	98 per cent within 180 days	99 per cent within 20 days
Phone Busy Rates	Over 53 per cent	Over 52 per cent	Average of two per cent
Average Phone Wait	Under three minutes	Under five minutes	Under three minutes

Medical Services Plan

- MSP, established in 1965, processes claims for insured medical services submitted by physicians and other health care practitioners, including laboratory services and diagnostic procedures.
- The process of registration with MSP has not significantly changed in 30 years. The process is still largely paper-based, despite an 80 per cent increase in B.C.'s population. As a result, over time, services have deteriorated.

- Improvements to the timeliness and quality of service to the public are essential, as is improving privacy of personal information. Accessing leading edge technology through alternative service delivery is considered the most cost-effective, long-term solution.
- The number of British Columbians covered by MSP (almost all eligible residents of B.C.) has increased 19 per cent, from 3.3 million people in December 1992 to four million people in December 2002. MSP receives approximately 545 premium assistance applications daily and 138,000 enrolment applications annually.
- Premium assistance is provided to over 1.1 million people in B.C.
- MSP handles more than 800,000 paper forms annually, processing basic applications, registrations and status changes. The paper-based system creates delays and underscores the need for improved services.

PharmaCare

- The PharmaCare program was initiated in 1974 and currently processes more than 26 million drug claims per year. In the last ten years, the number of prescriptions processed by PharmaCare has risen 47 per cent from 10.68 million prescriptions to 15.76 million.
- PharmaNet records all drug information and enables physicians and pharmacists to prevent harmful drug interactions and tracks costs, for payments to pharmacists.
- Fair PharmaCare provides financial assistance to British Columbia families for their eligible prescription drugs.

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