



**BRITISH
COLUMBIA**

Ministry of Health Services

Accessing the Ministry Web Business Services

***Web Business Services
Training Scenarios***

***Eligibility, Demographics
& PHN Assignment***

An introduction for new users

March 2000

Version 1.0

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About this Guide

Purpose and Audience

This document is intended to be a self-study training guide for new *healthnetBC* web users who have access permission to the Eligibility, Demographic and PHN Assignment business services provided by the Ministry of Health Services.







Prerequisites



This training guide assumes that users are familiar with their organization's web browser and with the *Windows* operating environment.

Web Business Services User Support Documentation

The *healthnetBC* Web Business Services User Support Documentation includes *Working on the Web - A Guide for New Users*. We recommend that all new users read this guide as part of their orientation to the *healthnetBC* web business services and become familiar with the content prior to accessing the production site. This guide provides important information on confidentiality requirements, the production site address, how to sign on for this first time, how to change passwords, what to do if you forget your password, how to get help and some tips on working with the menus and screens. A User Profile section is provided for each user to complete and keep on hand for when they need to call the *healthnetBC* Help Desk for assistance.

What You Need to Know

-  The training environment is available daily from 7:00am to 11:00pm (PST) except:
 - Thursday midnight to 8:00am and Sunday 6:00am to 9:00am for system maintenance
 - Short duration outages for emergency maintenance may be experienced:
 - Monday to Saturday
 - 10:30am – 10:45am
 - 1:30pm – 1:45pm
 - 5:00pm – 5:10pm
 - Sunday 8:00pm – 11:00pm
-  The training environment is refreshed nightly. This means that any changes made to the database during your training session will not exist the next day.
-  An * (asterisk) denotes a mandatory field. If you leave a mandatory field blank, you will receive an *Error Message*.
-  Using Enter on your keyboard may submit the transaction; otherwise you must click Submit. This depends on the type of web browser you have.
-  The cursor does not move to the next field automatically. Use your mouse or tab between fields.
-  Alpha characters can be upper or lower case (they are not case sensitive, except in the userid and password fields. These must be keyed exactly as shown). The following characters are invalid in alpha fields:

`, < > ; : { } () * & $ # % @ ! ~ ` \ ^ ? _ 0 1 2 3 4 5 6 7 8 9 |`
-  For your convenience, dates on the input screens have been defaulted to the current date. Overtyping to change.
-  A comprehensive set of User Guides provides business rules, interface and form completion details. This information will soon be available as On Line Help.



Report all problems to the *healthnetBC* Help Desk.

Region	Telephone Number
Vancouver and lower mainland	(604) 682-2316
Victoria	(250) 952-2293
Rest of BC	1-888-764-2323 (Toll-Free available ONLY in BC)



The *healthnetBC* Help Desk is available 24 hours per day, 7 days per week to accept, log, and resolve problems. The level of support may be limited outside of regular business hours.

Signing On



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

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

Training ID: **trainphn** (key exactly as shown)

Password: **hntrain2** (key exactly as shown)



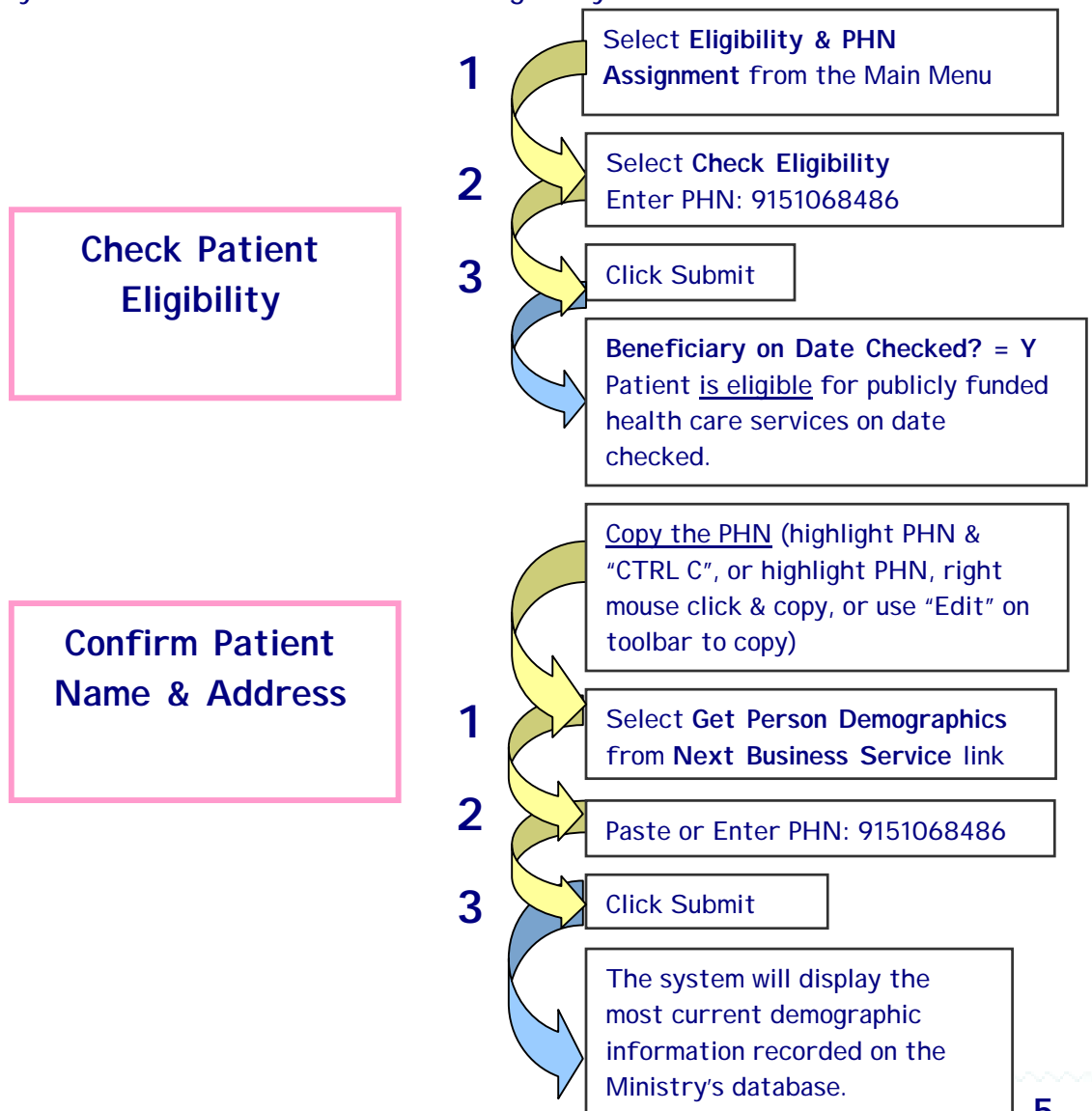
If the ID and password combination do not work, contact the Help Desk.

1 Checking Patient Eligibility

Use the **Check Eligibility** and **Get Person Demographics** business services to check a patient's eligibility for publicly funded health care services, and to confirm that their name and address are correctly recorded with the Ministry.

1.1 Eligible Patient

The **Check Eligibility** business service will confirm eligibility for the date submitted. The date automatically defaults to the current date. Key over the date fields to check eligibility for another date.



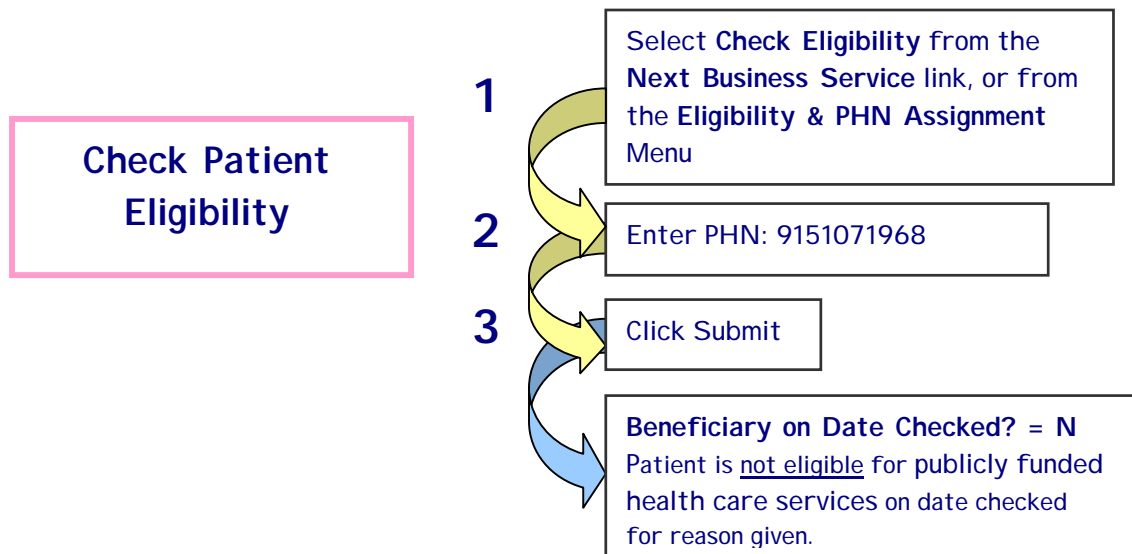
Next Business Service:

These buttons at the bottom of each response screen provide a convenient link to the next business service that you may want to use i.e.

- ➔ Select **Update Person Demographics** to change patient information.
- ➔ Select **Update Person Address** to change address information.

1.2 Ineligible Patient

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

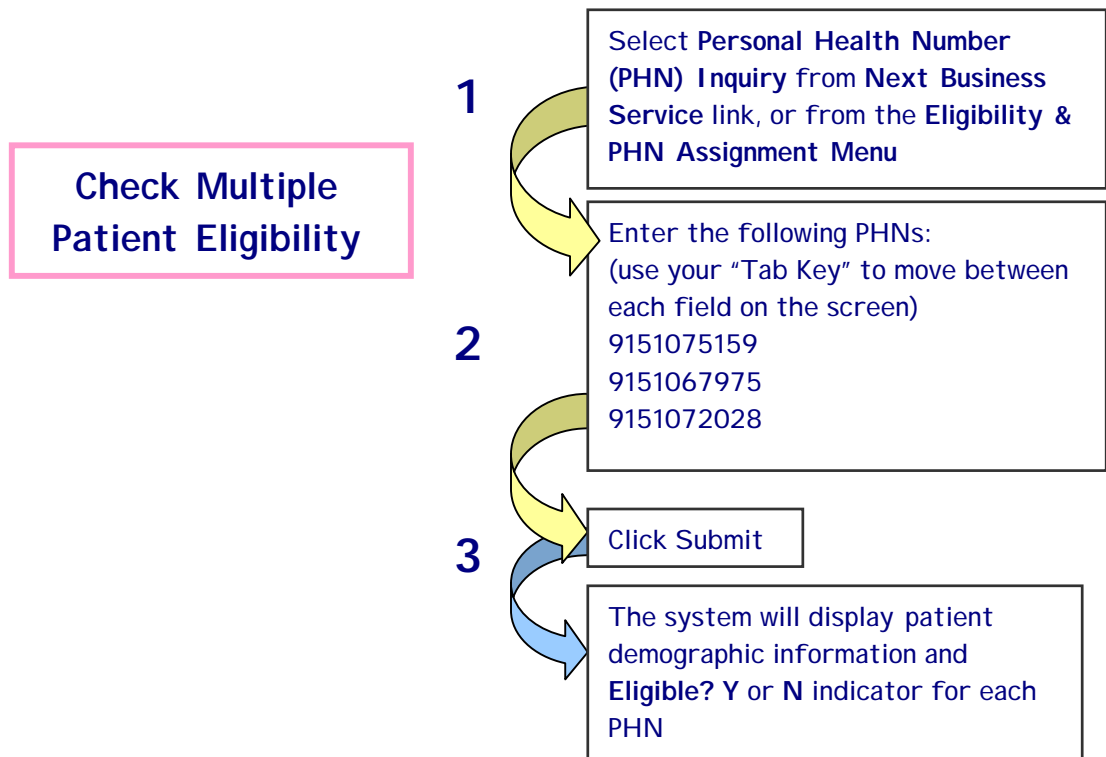


Additional scenarios: Use your browser's "Back Button" to take you back to the **Check Eligibility** business service and try the following PHN's to see other reasons for ineligibility:

- | | |
|------------|--|
| 9512917805 | Residency in question. |
| 9151083529 | Opted out of publicly funded health care. |
| 9151086857 | Canada Health Act exclusion (e.g. RCMP, Armed Forces) requiring third party billing. |

1.3 Multiple Eligibility Checks

Use **Personal Health Number (PHN) Inquiry** to check the eligibility and person demographics of several patients (up to 10 at one time), for the day the transaction is submitted. For example, a hospital admissions clerk may want to check the eligibility of several patients scheduled for admission later that day.



Note:

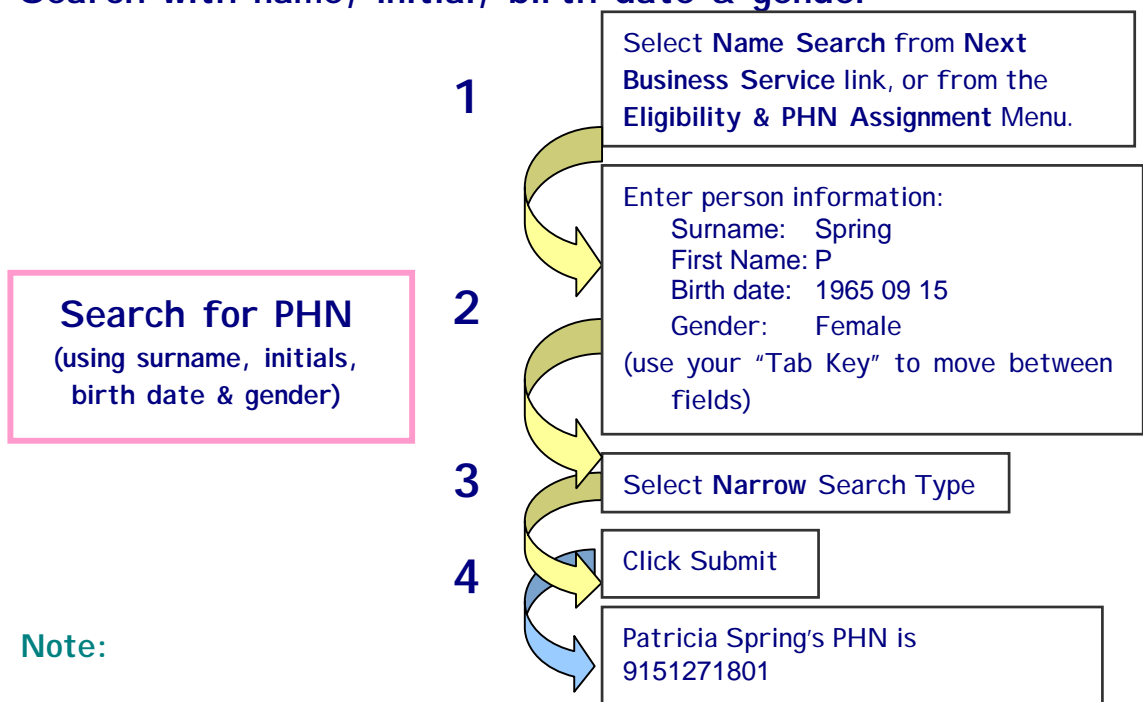
- * If you need to check a patient's address, select the **Get Person Demographics** business service from the **Next Business Service** link.
- * If you need to know why a patient is ineligible, use the **Check Eligibility** business service from the **Eligibility & PHN Assignment Menu**.

2. Finding a Patient's PHN

Use **Name Search** when a patient does not have their CareCard and does not know their PHN and/or is unable to provide accurate demographic information (injury, language etc.). You can search for their PHN with a minimum amount of information.

You can use a variety of combinations of their surname, initials, gender, full birth date and/or birth year only to search the database for their PHN.

2.1 Search with name, initial, birth date & gender



Note:

- * Search Results are displayed in order of surname, first name, second name and "CURRENT RECORD" or "PREVIOUS RECORD". "CURRENT RECORD" indicates that this is the most current information available. "PREVIOUS RECORD" reflects previous information stored for the patient prior to a more recent change. Use the **Get Person Demographics** business service to confirm the most current demographic data for the patient.

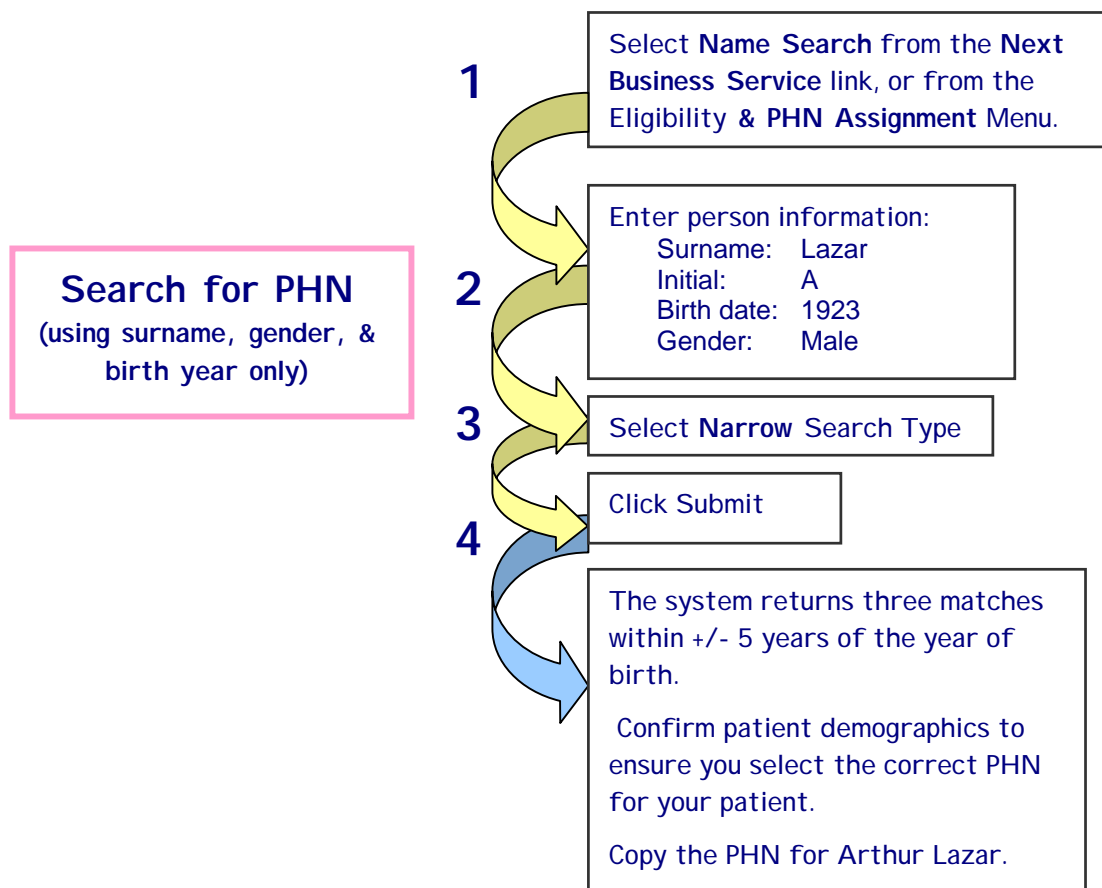
- * The Personal Health Number (PHN) is located below the name, following gender and date of birth (year, month, day format).
- * A Wide (Phonetic) Search Type may be used if a Narrow (Direct) Search has been unsuccessful. It is used to search for a name that “sounds like” the Surname entered. It will find Surnames that have been misspelled, or may have a hyphen, apostrophe or space in them, such as O'Brien, Obrien, O Brien, O'Brian, Mc Donald, MacDonald etc.

Next Business Service:

- ➔ Copy the PHN and select **Check Eligibility** from Next Business Service link to confirm eligibility

2.2 Search for a patient's PHN using surname, gender and birth year only.

Using the client's birth year only in the birth date field will return all persons with the same surname and gender, born within +/- 5 years



Next Business Service:

→ Select **Check Eligibility** from Next Business Service link to confirm eligibility.

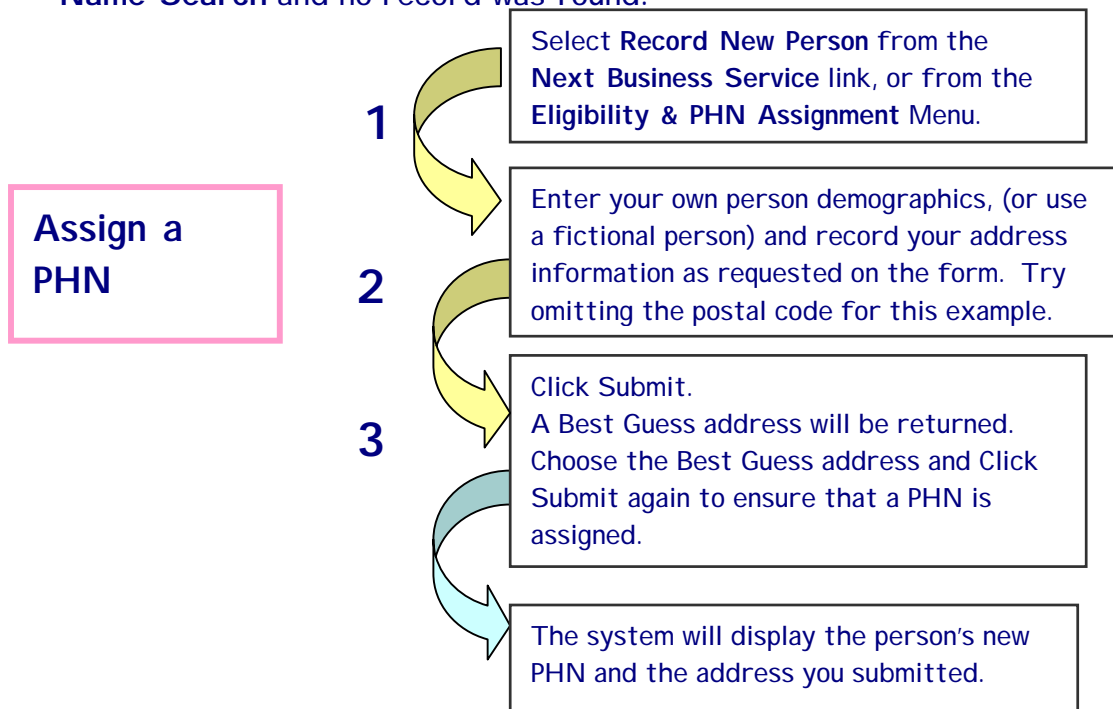
3 Assigning a PHN to a Patient

Use **Record New Person** when a patient requires health services and does not have a PHN.

Everyone receiving health services in BC requires a PHN. You must assign a PHN to a patient if they are not already recorded with the Ministry of Health Services. Recording a PHN for a person through this business service does not imply that they are eligible for publicly funded health care services. The person must be a resident of BC and be enrolled in the Medical Services Plan to be eligible.

3.1 Assign a PHN

A **Name Search** must always be done first to confirm that a PHN does not already exist for this person, however for the purpose of this training scenario, assume that you have already completed a **Name Search** and no record was found.



Note:

- * do not include any punctuation when entering the address
- * when keying a postal code do not include any spaces i.e.: V8W9R1

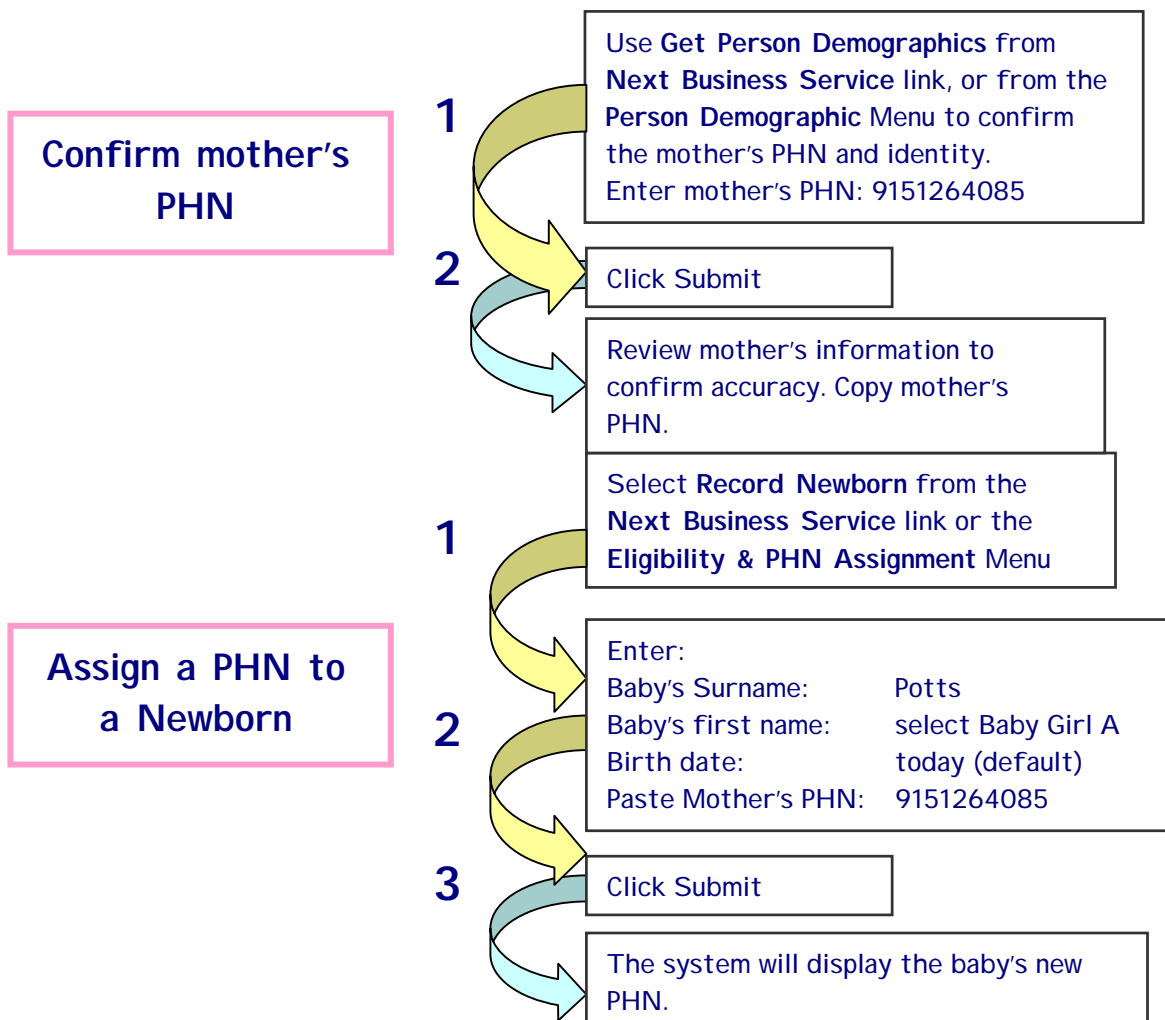
- * the address you submit using this business service is automatically validated against the Canada Post Corporation (CPC) standard. When an address is incomplete or invalid, the system suggests a Best Guess address. You should submit the Best Guess address unless you are certain that the Best Guess address is inappropriate.
- * if you use the **Check Eligibility** business service using the new PHN, you will note that a message is returned stating *"Party Does Not Exist"*. This indicates that *the person is not enrolled as a beneficiary with MSP* and is therefore not eligible for publicly funded health care services. Assigning a PHN does not enroll a person with MSP.

4 Assigning a PHN to a Newborn

Use **Record Newborn** to record a newborn in the Health Registry and assign the baby a PHN at the time of birth.

All babies born in a BC hospital must be assigned a PHN. Newborns whose mothers are residents of BC, are automatically eligible for publicly funded health care services for the first three months of their lives. The parents or guardians must still enroll their child as a beneficiary with MSP to ensure continued eligibility following the automatic three-month period.

4.1 Record a newborn when mother's PHN is known.



Next Business Services:

➔ Copy the PHN and select **Get Person Demographics** to view the baby's newly entered record. Note that the baby has automatically been assigned the mother's address.

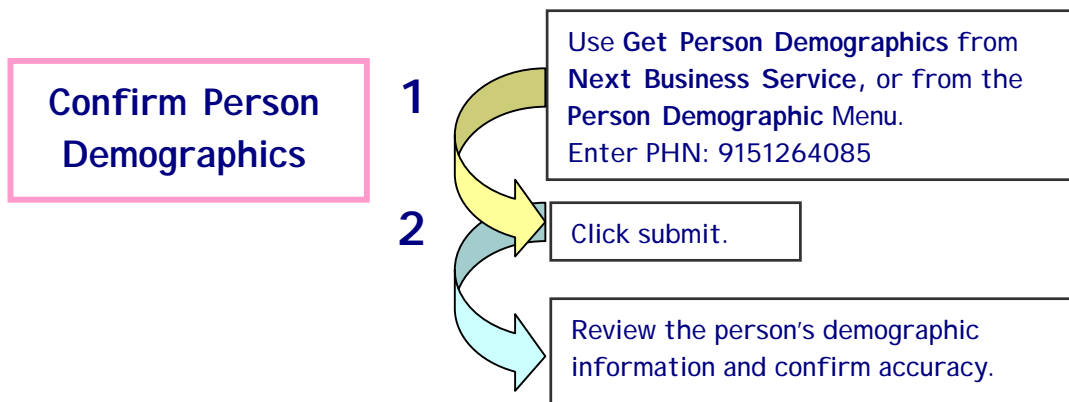
Note:

- * If the mother's PHN is unknown, and there is no record of the mother found after completing a **Name Search**, you would use **Record New Person** to assign a PHN to the mother first and then proceed to **Record Newborn** to assign a PHN to the baby.

5 Checking Person Demographics

Use **Get Person Demographics** to confirm the most current person demographics recorded on the Health Registry for a patient.

5.1 Verify that the demographic data recorded for a patient is correct.



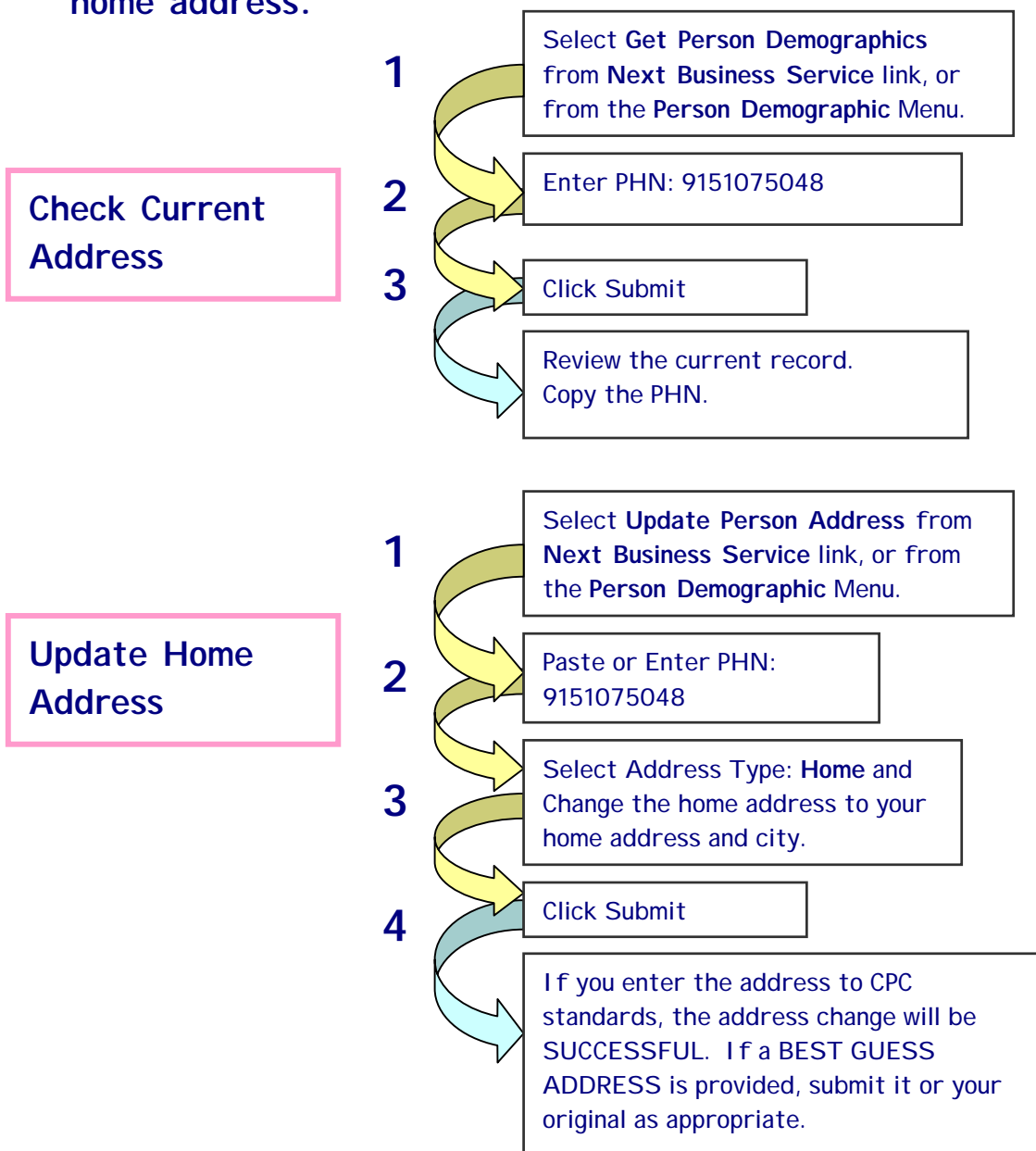
Next Business Service:

→ If applicable, Copy the PHN and select **Update Person Address** or **Update Person Demographics** to update the patient's record.

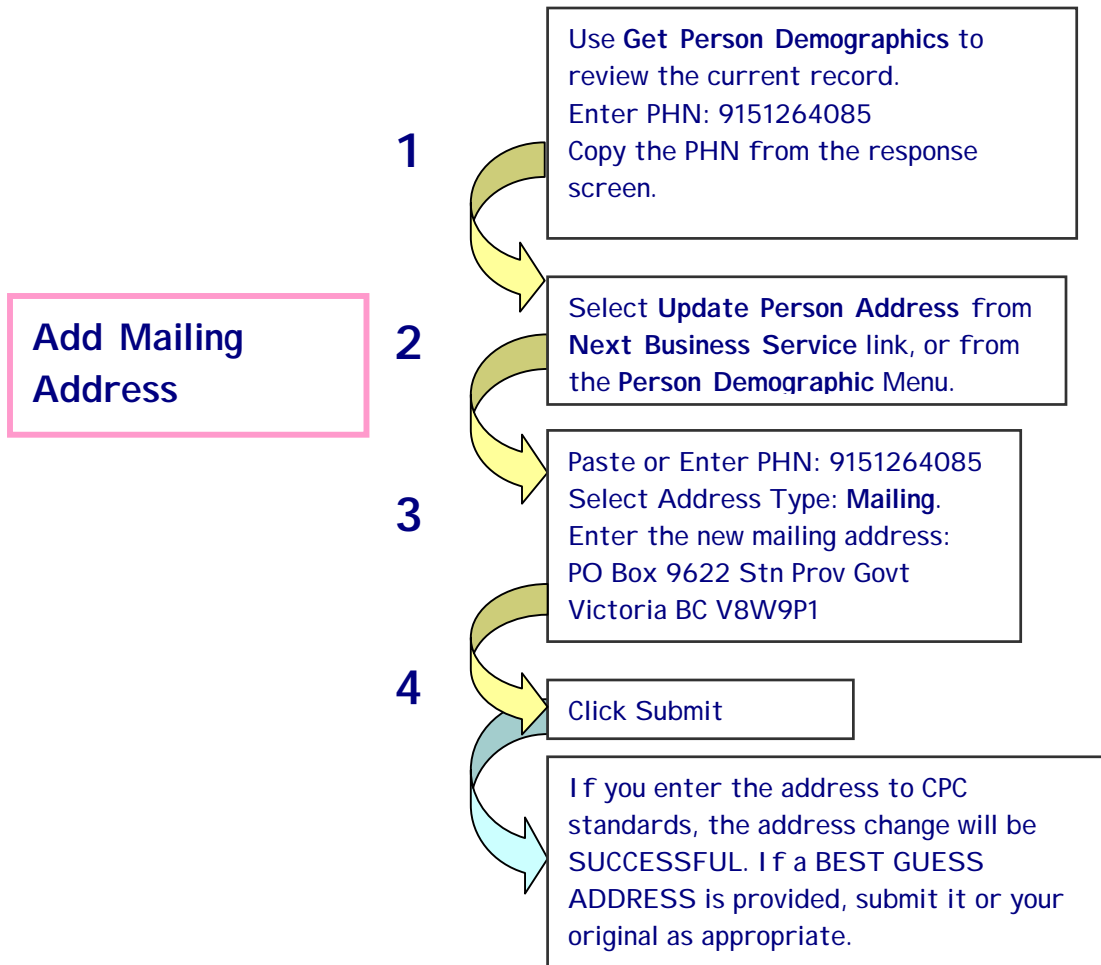
6 Update Patient's address

Use **Get Person Demographics** and **Update Person Address** to confirm and update a patient's address information on the Health Registry.

6.1 The patient has moved and you need to update their home address.



6.2 The patient has a mailing address that is different from their home address.

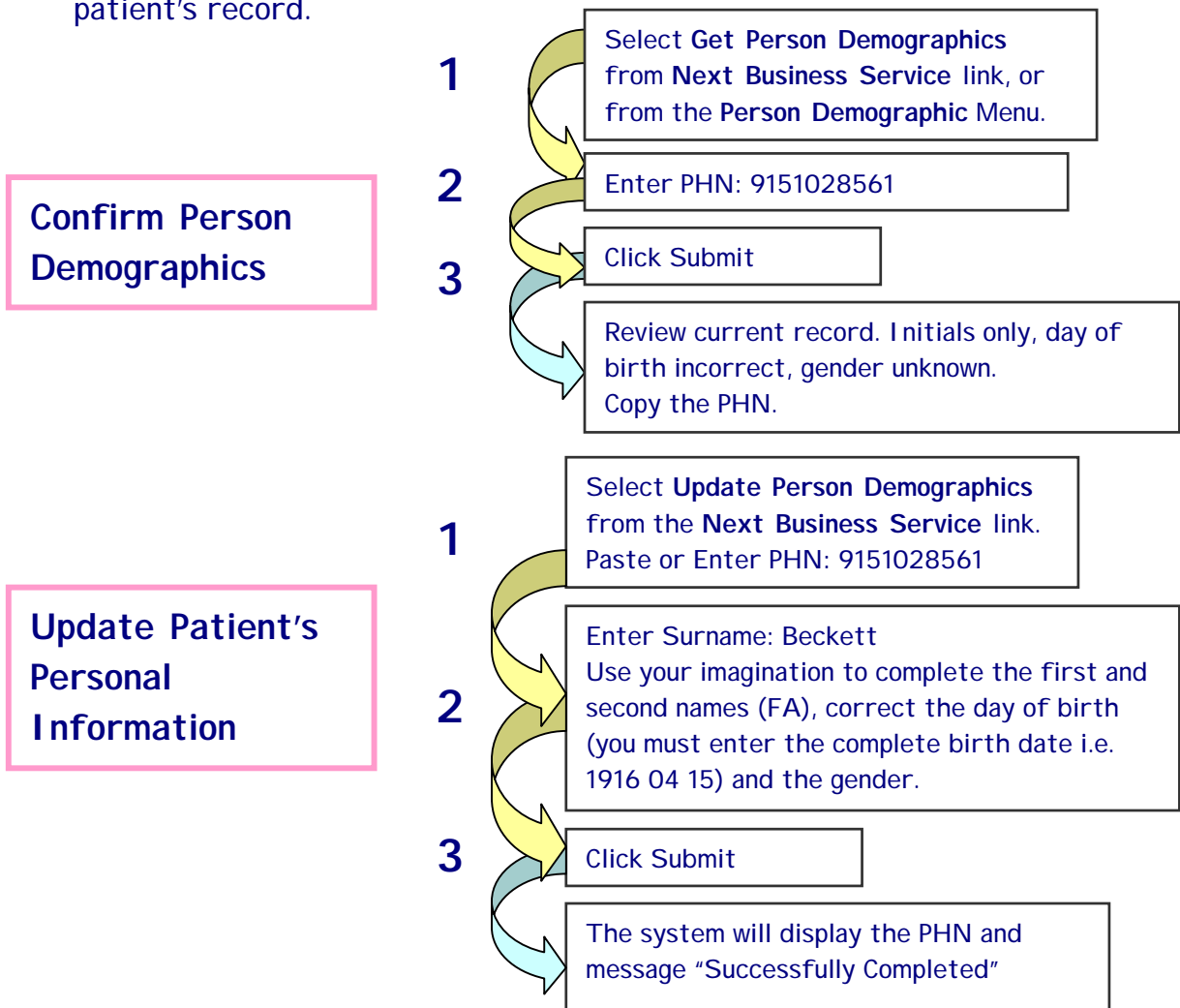


7 Update Person Demographics

Use **Get Person Demographics** and **Update Person Demographics** to confirm, update and/or change a patient's demographic data. **ALWAYS** update patient information when you find that it is more current than what is recorded. Business Rules apply for when supporting documentation must be recorded.

7.1 Update patient's personal information.

The patient's first and second names are incomplete, the day of birth is incorrect and the gender is recorded as "U". You need to update the patient's record.



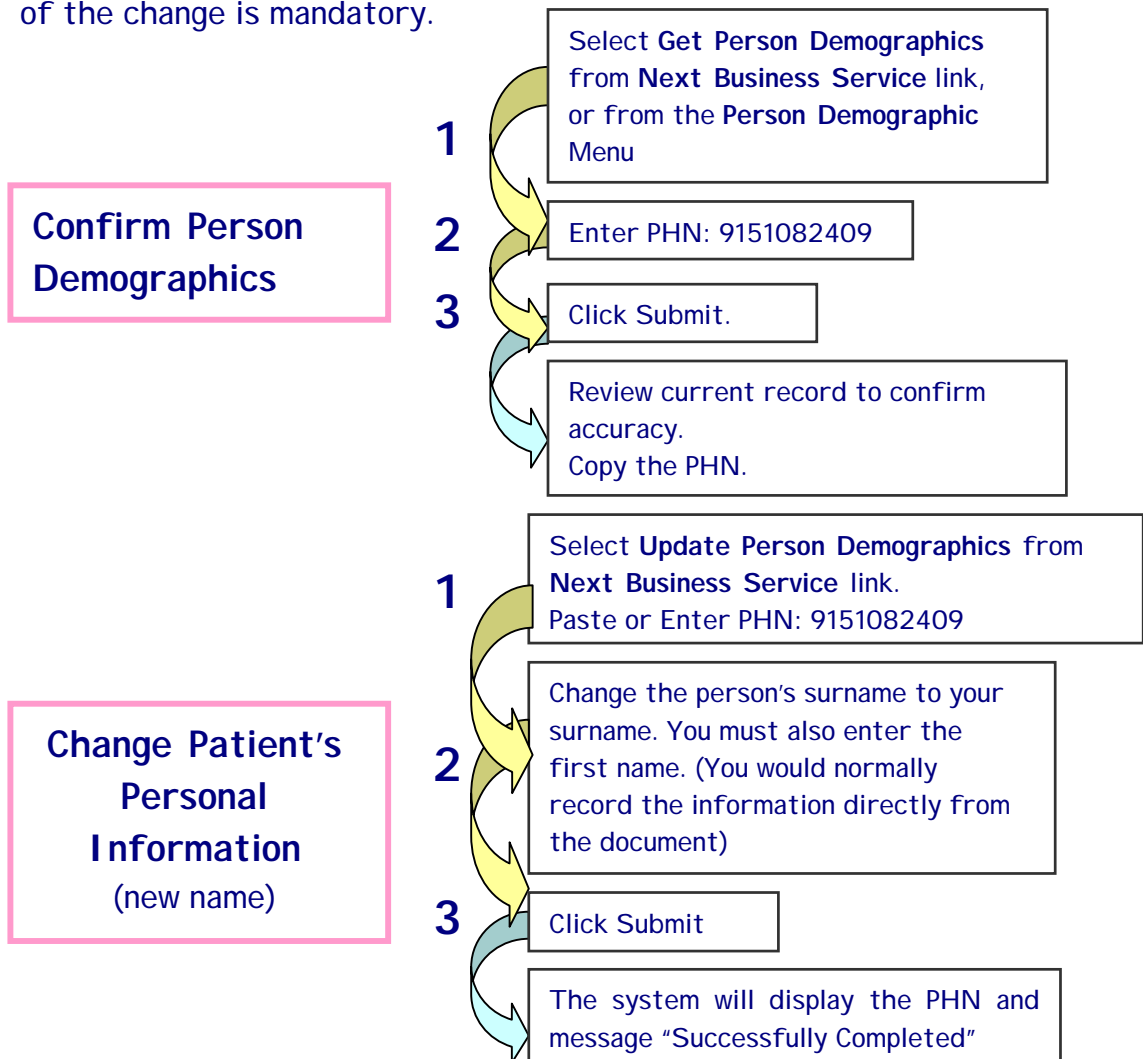
Next Business Service:

- Copy the PHN and select **Get Person Demographics** to view the changes you have just submitted.

7.2 Change patient's personal information.

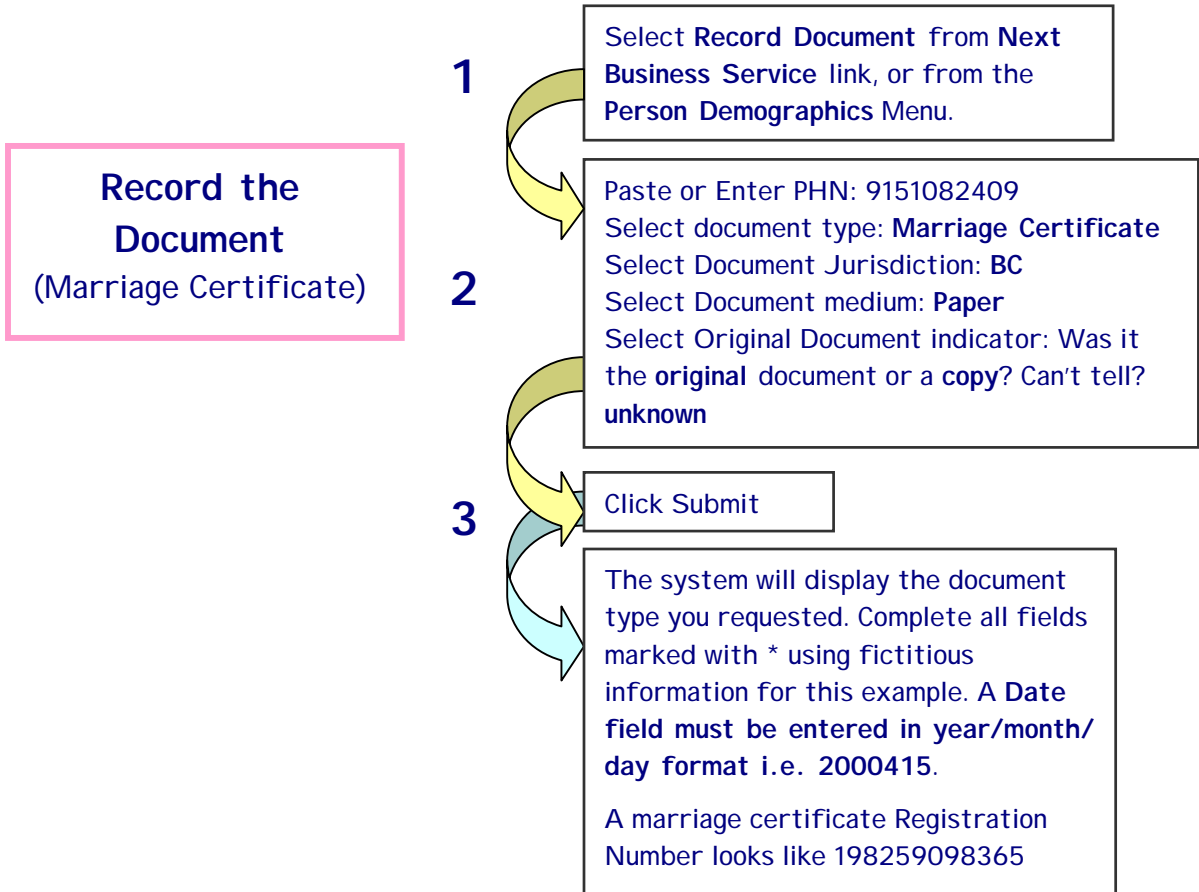
If the patient is a beneficiary of MSP, and you change the first initial or first name, second initial or second name, surname, month or year of birth, a CareCard is automatically issued.

The patient has married and changed her name. You need to record the name change. Recording the supporting documentation as evidence of the change is mandatory.



* Continued on next page...

* Continued...



Appendix

If several people are using the training database at once, some of the PHN's you try may already have been used. Should this happen, please use this list of alternate PHN's before contacting the help desk.

	Scenario	PHN's	
1.1	Eligible Patients	9151068486 9151271897 9151271826	9151271865 9151271858 9151271801
1.2	Ineligible Patient	9151071968 9512917805 9151084957 9151271819	9151083529 9151086857 9151084394 9151271833
1.3	Check eligibility of several patients simultaneously.	9151075159 9151067975 9151271905	9151072028 9151271793 9151271872
2.1	Search for this PHN with name, initial, birth date & gender (J Mellencamp, M 19510415, 45 Tumbledown Way Vancouver)	9892719147	
2.2	Search for this PHN using surname, unknown gender and birth year only (Kelsey 1969).	9151067911	9151068755
4.1	Add a newborn	9151264085 9151067911	9151072898
5.1	Verify that the PHN belongs to the patient	9151264085 9151067911	9151072898

6.1	Update person's home address	9151264085 9151067911 9151072898 9151071975 9151082462	9151072755 9151067975 9151082409 9151075048
6.2	Add a new mailing address	9151206796 9151214865 9151262192 9151261491	9151264053 9151267525 9151267303
7.1	Update patient's personal information (name, birth date, gender)	9151028561 9151031022 9151032128 9151032769 9151035273	9151036085 9151036092 9151037808 9151037815 9151039761
7.2	Change patient's personal information (name change).	9151028561 9151075048 9151075704 9151067975 9151072755	9151082462 9151071975 9151072898 9151067911 9151075704