

HIBC QUARTERLY STATUS REPORT: OCTOBER, NOVEMBER & DECEMBER 2005

BACKGROUND

This is the third quarterly report from Health Insurance BC that looks at the performance of the organization against key service measurements. Health Insurance BC (HIBC) is the service program responsible for the Medical Services Plan (MSP) and PharmaCare administration and is managed on behalf of the B.C. government by MAXIMUS BC.

HIBC responsibilities include:

- Administration of MSP and PharmaCare business services (including registration for MSP and processing applications for Premium Assistance and Fair PharmaCare); and
- Registration of health care providers and payment of medical and pharmacy claims.

The Ministry's objective for HIBC is to improve and modernize MSP and PharmaCare services to the public. The Ministry has established service standards to monitor performance for a number of functional areas that are critical to service delivery for the public and health care providers including:

- Answering calls promptly and providing accurate assistance;
- Processing enrolment, premium assistance applications and account maintenance requests in a timely manner;
- Processing claims and provider requests in a timely manner; and,
- Maintaining technology that supports health care providers in a timely manner.

STATUS UPDATE – HIBC MEETS SERVICE LEVELS

The third quarter saw major service improvements over the previous two quarters. This included:

- Clearing the document backlog at the end of November;
- Processing public documents within the service level standard by the end of November;
- Answering telephone calls from the public below an average of three minutes;
- Answering telephone calls from service providers, such as doctors and pharmacists, on average within one minute;
- Maintaining technology to ensure uninterrupted services are maintained.

HIBC met all of the service level requirements for answering calls from the public and providers, processing provider payments and claims, and maintaining the technology that ensures uninterrupted services in the third quarter.

By the end of November, HIBC was processing beneficiary documents and Out-of-Country claims within the required timelines.

HIBC processed over 259,000 beneficiary enrolments, applications and account changes in the third quarter compared to 110,000 documents in the second quarter of operations. With over 96,000 documents processed in October and a further 119,000 documents in November, HIBC reduced the beneficiary document inventory to an historic low. Documents are now being processed within service level requirements; ensuring that requests from the public for MSP and PharmaCare services are handled in a timely manner.

With an average wait time of less than three minutes in October, November and December, HIBC has now met the service level for public telephones for more than three consecutive months.

HIBC has also met the service levels for provider (health care professionals such as doctors and pharmacists) telephones for more than four consecutive months from September through December.

Appendix I includes two tables. Table 1 provides a summary of key service level standards. Table 2 provides results for one additional service level that was not met early in the third quarter.

The Ministry of Health levied one penalty in the month of October. Although average service levels for document processing did not meet service level requirements for the month of November, by month end documents were being processed within required timelines. This means that HIBC met its public commitment to achieve document processing standards by the end of November 2005. All service level requirements were met in December. Accordingly, no penalties were levied in November or December.

ONGOING COMMITMENT TO SERVICE

HIBC remains committed to continual service improvements and a number of actions are underway to make it easier and faster for British Columbians to access MSP and PharmaCare services. These include:

- Development of enhanced website applications to provide the public with options for self-service will begin roll-out early in 2006 and continue into the spring and summer. The first self-service option will enable British Columbians to apply online for MSP Premium Assistance from the Health Insurance BC website.
- Future website applications to allow the public to enroll for Medical Services Plan coverage, add a dependant to the coverage or cancel coverage via the web, significantly reducing the turnaround time for these types of requests.
- Installation of new call centre technology that will provide Customer Service Representatives with more immediate information on the number of calls waiting and wait times.

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ATTACHMENT A: KEY SERVICE STANDARDS

In the contract there are 27 detailed service levels that are regularly monitored. Penalties can be assessed for substandard performance. These penalties grow if performance continues not to meet the established standard and are a strong incentive for performance. Because of the proprietary nature of information about penalties levied under the contract, the quarterly report only indicates that penalties were levied.

Table 1 below outlines some of the key service standards that are critical to the success of HIBC in its interface with the public and service providers. All of these standards were achieved in the last month of the quarter.

Table 2 reports performance on one additional standard that was not met for the first month of the third quarter. This standard was achieved in the last two months of this quarter.

The tables provide information on whether each of these standards was met and explanatory information when a service level was not met.

Table 1: Key Service Standards

Expected Service Standard	3 rd Quarter Performance	Additional Performance Information
General Public Telephone Inquiry Response Time <ul style="list-style-type: none"> Average speed to answer first call – Less than three minutes 	<ul style="list-style-type: none"> This service level was met in October, November and December. 	Call volumes continued at high levels with 376,000 calls received for the third quarter, an increase of more than 50,000 calls over the same quarter in 2004.
MSP Enrolment Processing Processing of all MSP enrolment applications and issuing CareCards <ul style="list-style-type: none"> 80% within 10 business days 99% within 20 business days 	<ul style="list-style-type: none"> This service level was not met in October. By the end of November and through December this service level was met. 	HIBC cleared the backlog of enrolment applications by the end of November. Average performance for November did not meet the service levels, however, by month end, documents were being processed within required timelines. Document processing for enrolments increased by approximately 170% from the second quarter (30,000 documents) to the third quarter (83,000 documents).

Expected Service Standard	3 rd Quarter Performance	Additional Performance Information
<p>MSP Premium Assistance Application Processing</p> <ul style="list-style-type: none"> • 80% within 10 business days • 99% within 20 business days 	<ul style="list-style-type: none"> • This service level was not met in October. • By the end of November and through December this service level was met. 	<p>HIBC cleared the backlog of routine Premium Assistance applications by the end of November.</p> <p>Average performance for November did not meet the service levels, however, by month end, documents were being processed within required timelines.</p> <p>Document processing for Premium Assistance applications increased by approximately 17% from the second quarter (52,000 documents) to the third quarter (61,000 documents).</p>
<p>MSP Account Maintenance Processing of all changes to accounts such as change of address, change of account from one spouse to another, etc.</p> <ul style="list-style-type: none"> • 80% within 10 business days • 99% within 20 business days 	<ul style="list-style-type: none"> • This service level was not met in October. • By the end of November and through December this service level was met. 	<p>HIBC cleared the backlog of requested account changes by the end of November.</p> <p>Average performance for November did not meet the service levels, however, by month end, documents were being processed within required timelines.</p> <p>HIBC processed 115,000 account changes in the third quarter, compared to 28,000 in August and September.</p>
<p>Health Care Providers and Pharmacists Inquiry Response Time</p> <ul style="list-style-type: none"> • Average speed to answer first call – Less than one minute 	<ul style="list-style-type: none"> • This service level was met in October, November and December. 	

Expected Service Standard	3 rd Quarter Performance	Additional Performance Information
Medical Claims Processing <ul style="list-style-type: none"> 96.5% within two weeks Health Care Provider Payments <ul style="list-style-type: none"> 100% on-time mid and end of month payments Pharmacy Payments <ul style="list-style-type: none"> 100% on-time weekly payments 	<ul style="list-style-type: none"> These service levels were met in October, November and December. 	
PharmaCare Pharmacist Help Desk, Availability of Pharmacy Claims Processing System and Medical Electronic Claims Processing System (Teleplan), Fair PharmaCare Interactive Voice Response, Web Applications and Travel Assistance Application <ul style="list-style-type: none"> Available 24 hours a day, seven days per week (allows for minor outages and planned maintenance) 	<ul style="list-style-type: none"> These service levels were met in October, November and December. 	

Table 2: Additional Service Standards Not Achieved for the Third Quarter

The following table presents performance for one additional service standard not achieved in the first month of the third quarter.

Expected Service Standard	3 rd Quarter Performance	Additional Performance Information
Out of Country Claims Processing of claims for MSP enrolled residents who have received medical services outside Canada <ul style="list-style-type: none"> Non peak: 80% within two months Non peak: 99% within three months 	<ul style="list-style-type: none"> This service level was not met in October. This service level was met in November and December. 	To meet the service level in November, HIBC added additional staff and overtime to the work unit, and streamlined processing.

PENALTIES

In the third quarter, the following penalties were applied.

Penalties	
December 2005	None
November 2005	None
October 2005	MSP processing turnaround times.