

HIBC QUARTERLY STATUS REPORT: JANUARY, FEBRUARY & MARCH 2006

BACKGROUND

This is the fourth 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 – SERVICE LEVELS MET IN ALL AREAS

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

The fourth quarter saw the continuation of the significant service achievements realized in the last quarter and featured:

- Maintaining a record low document inventory level for four straight months;
- Processing public documents within the service level standard since the end of November 2005;
- Answering telephone calls from the public, on average, within less than 3 minutes for six months straight;
- Answering telephone calls from service providers, such as doctors and pharmacists, on average within less than one minute, for seven months straight;
- Maintaining technology to ensure uninterrupted services were maintained for the entire first year of operation.

Appendix I provides a summary of key service level standards.

The Ministry of Health levied no penalties during the quarter making it five consecutive months with no service level penalties being applied.

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:

- Daily and weekly monitoring of service level performance and ongoing identification of process improvements to facilitate additional service improvements.
- Future website applications to allow the public to enroll for Premium Assistance, 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.

HIBC QUARTERLY REPORT: JANUARY, FEBRUARY AND MARCH 2006

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.

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 each month of the quarter.

Table 1: Key Service Standards

Expected Service Standard	4th 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 Health Care Providers and Pharmacists Inquiry Response Time <ul style="list-style-type: none"> • Average speed to answer first call – Less than one minute 	<ul style="list-style-type: none"> • These service levels were met in January, February and March. 	Call volumes continued at high levels with 394,100 calls received for the fourth quarter, an increase of more than 38,100 calls over the same quarter in 2005.
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 met in January, February and March. 	HIBC processed 39,200 enrolments in the fourth quarter.
MSP Premium Assistance Application Processing <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 met in January, February and March. 	HIBC processed 32,900 Premium Assistance applications in the fourth quarter.

<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 met in January, February and March. 	<p>HIBC processed 68,500 account changes in the fourth quarter.</p>
<p>Medical Claims Processing</p> <ul style="list-style-type: none"> • 96.5% within two weeks <p>Health Care Provider Payments</p> <ul style="list-style-type: none"> • 100% on-time mid and end of month payments <p>Pharmacy Payments</p> <ul style="list-style-type: none"> • 100% on-time weekly payments 	<ul style="list-style-type: none"> • These service levels were met in January, February and March. 	
<p>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</p> <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 January, February and March. 	

PENALTIES

No penalties were applied in the fourth quarter.