

HIBC QUARTERLY STATUS REPORT: APRIL, MAY AND JUNE 2006

BACKGROUND

This is the first quarterly report for the second operational year of Health Insurance BC. It looks at the performance of the organization against key service measurements. Health Insurance BC (HIBC) administers the Medical Services Plan (MSP) and PharmaCare programs 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 for 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 27 service level requirements in the first quarter of its second operational year, including requirements for answering calls from the public and providers, processing provider payments and claims, and maintaining the technology that ensures uninterrupted services.

The first quarter saw the continuation of the significant service achievements realized in the fourth quarter of HIBC's first year of operations and featured:

- Maintaining a record low document inventory level for seven 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 nine months straight;
- Answering telephone calls from service providers, such as doctors and pharmacists, on average within less than one minute, for ten months straight;
- Maintaining technology to ensure uninterrupted services were maintained for fifteen months straight.

Appendix 1 provides a summary of key service level standards.

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

ONGOING COMMITMENT TO SERVICE

HIBC remains committed to continual service improvements to make it easier 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 online access to MSP and PharmaCare services.

HIBC QUARTERLY REPORT: APRIL, MAY AND JUNE 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	1 st 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 April, May and June. 	HIBC received over 360,000 calls during the first quarter.
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 April, May and June. 	HIBC processed over 34,300 enrolments in the first 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 April, May and June. 	HIBC processed over 56,300 Premium Assistance applications in the first quarter.

MSP Account Maintenance Processing of all changes to accounts such as change of address, change of account from one spouse to another, etc. <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 April, May and June. 	HIBC processed 56,700 account changes in the first quarter.
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 April, May and June. 	
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 April, May and June. 	

PENALTIES

No penalties were applied in the first quarter of the year.