

HIBC QUARTERLY STATUS REPORT: JULY, AUGUST & SEPTEMBER 2005

BACKGROUND

This is the second quarterly report from Health Insurance BC that looks at the performance of the organization against key service measurements. Health Insurance BC (HIBC) is the new service program responsible for 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.

STATUS UPDATE

The Ministry's objective for HIBC is to improve and modernize MSP and PharmaCare services to the public. To monitor performance, the Ministry has established service standards 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 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.

HIBC met the public commitment to meet its service level for public telephone wait time by the end of September. These service improvements were a direct result of the recruitment and training of additional staff to deal with higher than expected call volumes. For the last two weeks in September, the average speed to answer public phone calls was two minutes and two seconds. For the overall month the average speed to answer was three minutes and two seconds. This was a significant improvement over the previous quarter. For service to providers, HIBC substantially met the service level requirements for July and August and fully met the target in September.

As expected, HIBC did not meet its service requirements for document processing this quarter. However, they are on track to meet those requirements by the end of November. The hiring of a new afternoon shift, dedicated to the processing of documents has allowed HIBC to focus on improving service. This resulted in document processing increasing by over 150 percent from 25,000 in July and August to over 63,000 in September.

HIBC met service level requirements for Pharmacy Registrations and Fair PharmaCare registrations during the quarter. HIBC also met all service level requirements related to uninterrupted services and self-service options, ensuring that all systems required to serve the public and health care providers were available and operating within requirements.

Some service requirements took effect in August that were new expectations since the first quarter. Certain of these measures were not met during this quarter. Most of these service levels are expected to be reached in October and all by the end of November.

Appendix I includes two tables. Table 1 provides a summary of key service level standards. Table 2 provides results for any newly reported service levels which were not met.

HIBC ON TRACK TO MEET SERVICE LEVELS

HIBC continues to follow a plan developed to improve overall program performance, ensure high quality customer service and meet all service level requirements. Telephone answering service levels are now within standards, and document processing production has increased significantly over the quarter. All service levels are expected to be met by the end of November.

FURTHER ACTIONS UNDERWAY

- Development of enhanced Web site applications to provide the public with options for self-service will begin roll-out in the winter of 2005/2006 and continue in spring and summer 2006. These improvements will enable MSP Premium Assistance applications to be submitted online and will place forms on the Web to make it easier to submit information to HIBC.
- Future HIBC Web site developments will include the ability to inquire about the status of applications or obtain information in a more user-friendly way.
- Ongoing training of new call centre and document processing staff to increase efficiency and service provision to the public.
- Continued improvement of processes to streamline document flow, and increase both efficiency and timeliness of document processing.

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APPENDIX I: 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 outlines some of the key service standards that are critical to the success of HIBC in its interface with the public and service providers.

Table 2 below reports any other standards outside of the key ones which were not met during this quarter. The service levels within Table 2 came into effect August 1, 2005 and were not achieved. Of these measures, one was not achieved early in the quarter but was achieved by quarter's end; two are on track to be met in October and the last service level will be met in November.

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

TABLE 1: Key Service Standards

Expected Service Standard	2 nd 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"> • July service level not met with average speed to answer eleven minutes and 58 seconds (11:58) • August service level not met with average speed to answer three minutes and 56 seconds (3:56). • September service level substantially met with average speed to answer three minutes and two seconds (3:02). 	<p>Call volumes continued at record high levels with 451,000 calls received for the second quarter. An increase of 20,000 calls over the first quarter of 2005 and more than 100,000 calls over the same quarter in 2004.</p> <p>For the last two weeks in September, the average speed to answer for the public phones was two minutes and two seconds (2:02).</p>
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 July, August and September. 	<p>Document processing for enrolments increased by approximately 150% from July (6,600 documents) to September (16,500 documents).</p>
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 not met in July, August and September 	<p>Monthly document processing for Premium Assistance applications increased over 100% from July (13,900 documents) to September (28,200 documents).</p>

Expected Service Standard	2 nd Quarter Performance	Additional Performance Information
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 not met in July, August and September 	The service level is on track to be met by the end of November. The number of documents processed each month increased over 100% from August (7,630) to September (18,600).
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"> • This service level was substantially met for July and August • This service level was met in September. 	Average speed of answer improved each month: <ul style="list-style-type: none"> • 1:18 for July • 1:06 for August • 0:49 for September
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"> • Service levels were met for July, August and September 	
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"> • Service levels were met for July, August and September 	

TABLE 2: Additional Service Standards Not Achieved for the Second Quarter

The following table contains any other service standards not achieved in the second quarter. These service standards all relate to document processing. The Ministry did not previously measure these service levels and contractually provided HIBC with five months to develop measures to report performance against these service levels.

Expected Service Standard	2 nd Quarter Performance	Additional Performance Information
Out of Country Claims Processing of claims for MSP enrolled residents who have received medical services outside of Canada. <ul style="list-style-type: none"> • Non peak: 80% within two months • Non peak: 95% within three months 	<ul style="list-style-type: none"> • Service levels were met for August • Service levels were not met for September 	HIBC expects to meet this service level in November. HIBC has added additional staff and overtime to the work unit, and is streamlining processing to meet this service level.
Physician Pre-authorizations for Medically Required Cosmetic Surgery <ul style="list-style-type: none"> • Routine: 100% within five business days 	<ul style="list-style-type: none"> • Service level was not met for August • Service level was met for September 	
Provider Account Maintenance Processing of name, address etc. changes to provider accounts <ul style="list-style-type: none"> • 80% within five business days • 99% within 10 business days 	<ul style="list-style-type: none"> • 10-day target was not met for August and September. 	HIBC is on track to substantially meet the 10-day requirement in October.
Medical Providers Registration Processing of applications for provider registration <ul style="list-style-type: none"> • 99% within two business days 	<ul style="list-style-type: none"> • August and September service level was not met 	HIBC is on track to meet the service level in October.

PENALTIES

In the second quarter, the following penalties were applied.

PENALTIES APPLIED	
Month	Penalty
July 2005	Public telephone average response time MSP processing turnaround times
August 2005	Public telephone average response time MSP processing turnaround times Provider processing turnaround times
September 2005	MSP processing turnaround times Provider processing turnaround times