

## **HIBC QUARTERLY STATUS REPORT: JULY, AUGUST & SEPTEMBER 2006**

### **BACKGROUND**

This is the second 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 level requirements (SLRs) 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 met all 27 SLRs in July and September of the second quarter and 26 of 27 SLRs in August. Performance on the 27<sup>th</sup> SLR was substantially met. Services to the public were not affected.

The Ministry of Health levied no penalties during the quarter making it 11 consecutive months with no service level penalties being applied.

The second quarter saw the continuation of significant service achievements realized by HIBC operations, which included:

- 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 three minutes for one year straight;

- Answering telephone calls from service providers, such as doctors and pharmacists, on average within less than one minute, for thirteen months straight;
- Maintaining technology to ensure uninterrupted services were maintained for eighteen months straight.

Appendix 1 provides a summary of key SLRs.

### **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: JULY, AUGUST AND SEPTEMBER 2006 ATTACHMENT A: KEY SERVICE LEVEL REQUIREMENTS**

In the contract there are 27 detailed SLRs that are 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 SLRs 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 Level Requirements**

Expected Service Standard	2nd Quarter Performance	Additional Performance Information
<p><b>General Public Telephone Inquiry Response Time</b></p> <ul style="list-style-type: none"> <li>• Average speed to answer first call – Less than three minutes</li> </ul> <p><b>Health Care Providers and Pharmacists Inquiry Response Time</b></p> <ul style="list-style-type: none"> <li>• Average speed to answer first call – Less than one minute</li> </ul>	<ul style="list-style-type: none"> <li>• These service levels were met in July, August and September.</li> </ul>	<p>HIBC received over 374,300 calls during the second quarter.</p>

<p><b>MSP Enrolment Processing</b> Processing of all MSP enrolment applications and issuing CareCards</p> <ul style="list-style-type: none"> <li>• 80% within 10 business days</li> <li>• 99% within 20 business days</li> </ul>	<ul style="list-style-type: none"> <li>• This service level was met in July, August and September.</li> </ul>	<p>HIBC processed over 36,900 enrolments in the second quarter.</p>
<p><b>MSP Premium Assistance Application Processing</b></p> <ul style="list-style-type: none"> <li>• 80% within 10 business days</li> <li>• 99% within 20 business days</li> </ul>	<ul style="list-style-type: none"> <li>• This service level was met in July, August and September.</li> </ul>	<p>HIBC processed over 36,000 Premium Assistance applications in the second quarter.</p>
<p><b>MSP Account Maintenance</b> 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"> <li>• 80% within 10 business days</li> <li>• 99% within 20 business days</li> </ul>	<ul style="list-style-type: none"> <li>• This service level was met in July, August and September.</li> </ul>	<p>HIBC processed over 55,500 account changes in the second quarter.</p>
<p><b>Medical Claims Processing</b></p> <ul style="list-style-type: none"> <li>• 96.5% within two weeks</li> </ul> <p><b>Health Care Provider Payments</b></p> <ul style="list-style-type: none"> <li>• 100% on-time mid and end of month payments</li> </ul> <p><b>Pharmacy Payments</b></p> <ul style="list-style-type: none"> <li>• 100% on-time weekly payments</li> </ul>	<ul style="list-style-type: none"> <li>• These service levels were met in July, August and September.</li> </ul>	
<p><b>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</b></p> <ul style="list-style-type: none"> <li>• Available 24 hours a day, seven days per week (allows for minor outages and planned maintenance)</li> </ul>	<ul style="list-style-type: none"> <li>• These service levels were met in July, August and September.</li> </ul>	