



Ministry of Health

Accessing the Ministry of Health Web Business Services

MSP Direct Overview

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Purpose & Audience

This document provides an overview of *healthnetBC* Web Business Services available to organizations that provide MSP premium administration for their employees. These organizations are normally referred to as Employers, and may also include third party benefit administrators, union welfare plans and pension plans.

System Overview

healthnetBC Web Business Services is intended to provide convenient, Web-based access to basic information about Ministry of Health clients, as well as the ability to update client information. Organizations in the role of Employers are able to submit transactions to move employees on and off their MSP group accounts, resulting in more current and accurate MSP premium billings. The Employer-type business services are described in brief detail below.

MSP Direct Transactions

The MSP Direct business services enable authorized users to manage the Medical Services Plan premiums for an organization's employees.

- ✉ The Personal Health Number (PHN) is a 10 digit unique lifetime identifier assigned to every BC Resident. A PHN **MUST** be entered (mandatory identifier) for employees and their dependents on every Health Registry web transaction.

Although a PHN Lookup business service is available, Employers are responsible for capturing and storing their employees' and dependents' PHNs in their local system.

R41 PHN Inquiry

Used to confirm that the Personal Health Number (PHN) for a person matches the name, birth date and gender information that the Ministry has associated with that PHN.

The eligibility status (simple Yes or No) of the person for the date specified will be returned with the person's demographics.

Student status, for a dependent between the age of 19 and 24, will also be returned.

Up to 10 PHN's can be confirmed on one business service.

R42 PHN Lookup

Used to find the PHN of an employee and/or dependent, to enable submission of another business service, such as *R35 – Cancel Employee*.

The PHN Lookup requires the MSP Group Number and MSP Contract Number to be entered for an employee, and the business service will return PHNs for the employee and all dependents on the contract.

R30 Add Employee

Used to add a new employee, and their dependents, if applicable, to an Employer's MSP group account.

The employee and dependents must already be enrolled as beneficiaries of the Medical Services Plan (confirmed through the *R41 – PHN Inquiry* business service).

R31 Add Employee's Dependent

Used to add a spouse or child to an existing employee's MSP group contract.

The spouse or child must already be enrolled as a beneficiary of the Medical Services Plan (confirmed through the *R41 – PHN Inquiry* business service).

R35 Cancel Employee

Used to cancel an employee from an Employer's MSP group account. Any dependents will automatically be cancelled, along with the employee.

R36 Cancel Employee's Dependent

Used to cancel an individual spouse or child from an employee's MSP group contract.

R34 Update Employee and/or Department Number

Used to add, change or delete the Employer-assigned employee number or department number stored for an employee.

R37 Get Employee's Contract Address

Used to retrieve the address and telephone number for an employee's MSP group contract.

R38 Update Employee's Contract Address

Used to update the home or mailing address, and/or the telephone number, on an employee's MSP group contract.

R32 Get Contract Periods

Used to retrieve the persons and coverage periods associated with an employee's MSP contract(s), which the Employer is authorized to administer.

Person Demographics Transactions

The Person Demographics business services enable authorized users to update client demographics on the Ministry of Health databases.

R06 Update Person Demographics

Used to update or correct the name, gender or date of birth for a person.

Significant changes, such as a surname change, will require the user to view and record information about the supporting document(s) using the *R20 - Record Document* business service. Users will be provided with a list of acceptable supporting document types.

R20 Record Document

Used to record details from supporting documentation that substantiates one or more facts provided by a person, such as the right to reside in Canada, or identification including, name, gender, or date of birth.

R05 Validate Address

Used to validate any Canadian address against Canada Post Corporation (CPC) compliance standards. A user can verify correctness of their input address, obtain a more correct address, and obtain postal codes with the R05.

Help Screens

All the *healthnetBC* web transactions have Help pages linked from their input and response screens. These Help pages describe exactly what is required to complete each web transaction, such as field lengths and valid values, and in some cases, how to interpret results. If you have any questions about a transaction, check out the Help page first. The menu pages and log in screen also have Help pages. The log in Help page explains, for example, how to change your password.

Service Permission Groups

healthnetBC Web Business Services are offered in packages called *Service Permission Groups* or *SPGs*, which consist of one or more business services (transactions). An organization can have permission to use more than one SPG, although each user can only be assigned to one SPG at one time. Through the

SPG assigned, each user is restricted to accessing only those transactions and data he or she requires to do their work.

The business services (all or a subset of the transactions described on the previous pages) that can be made available to your users, will be identified when your organization registers to use *healthnetBC* Web Business Services.

☒ At this time, only one SPG is available to Employer organizations. This is the <***MSP Coverage Maintenance***> SPG and it allows users access to ALL of the following business services:

- **R41 – PHN Inquiry**
- **R42 – PHN Lookup**
- **R30 – Add Employee**
- **R31 – Add Employee’s Dependent**
- **R35 – Cancel employee**
- **R36 – Cancel Employee’s Dependent**
- **R34 – Update Employee and / or Department Number**
- **R37 – Get Employee’s Contract Address**
- **R38 – Update Employee’s Contract Address**
- **R32 – Get Contract Periods**
- **R06 – Update Person Demographics**
- **R20 – Record Document**
- **R05 – Validate Address**

As new business services are developed and made available we expect to create additional SPGs. At that time, it may be necessary to move a user from the MSP Coverage Maintenance SPG to a new SPG.

System Availability

General Availability

Although some parts of the system are in *read only mode* outside of regular business hours, most *healthnetBC* Web Business Services are available to users 24 hours per day 7 days a week, with the following scheduled regular downtime.

Scheduled Downtime for System Maintenance

Thursdays from 12:01 a.m. to 8:00 a.m. (PST)
Sundays from 6:00 a.m. to 9:00 a.m. (PST)

Emergency Downtime

Emergency downtime should be expected during the pilot period. Whenever possible, all users will receive advance notice prior to system shutdown.

Access to R&PB system

The R&PB system, against which run the MSP Coverage Maintenance transactions, is in *read only mode* (i.e., no updates permitted although inquiries are accepted) from 6:00 p.m. to 6:00 a.m. (PST) daily, plus every weekend and every statutory holiday. During scheduled and emergency downtimes, the system is not available at all.

System Performance

Several system components affect the processing of transactions transmitted via the Internet. The service delivery process also depends on the user's system configuration. These factors make it difficult to provide a definite level of system performance for all users.

In general, response time should be between 5 and 10 seconds.

Support

Help Desk

The *healthnetBC* Help Desk is available 24 hours per day, 7 days per week, to accept, log, and resolve problems. The level of support may be limited outside of regular business hours.

For further information or to register, please contact the **Ministry of Health Helpdesk**:

Phone: **1-250-952-1234** or toll free **1-888-764-2323**

E-Mail: HLTH.Helpdesk@gov.bc.ca

Technical Support

Current business services do not warrant around the clock full technical support (i.e., they do not meet life support level criteria). Should a system outage occur outside of regular business hours, every attempt will be made to restore services as soon as possible. However, repairs requiring major technical support services will be completed only during regular business hours.

Contacts & Responsibilities

To protect the security and confidentiality of client information, the Ministry of Health requires that any organization registering for its access services must designate individuals with appropriate authority to be responsible for user access. A description of each of the roles follows.

External Access Authority

This individual should be the Chief Executive Officer or equivalent within the Employer organization and will be expected to sign the Ministry of Health Data Access Agreement (DAA) (formerly known as Service Level and Confidentiality Agreement or SLCA). The External Access Authority (CEO) is responsible, through the terms of the DAA, for ensuring that confidentiality and security procedures are in place for all users who access Ministry of Health data via *healthnetBC*.

The External Access Authority must name the individual(s) who will be the Access Administrator.

Access Administrator

This individual is the Ministry's primary contact point within the Employer organization for all questions and concerns about user access. The Access Administrator is responsible for providing systems administrative and coordination support to the users of *healthnetBC* Web Business Services within the organization, including:

- Register users
- Assign and cancel access permissions
- Install digital certificates on users' computers

The Ministry will provide tools and instructions for these tasks.

The Access Administrator is named by the External Access Authority (CEO) and will require a backup.

Key Contacts

Business

Business Key Contacts are the people that the *healthnetBC* Help Desk will contact about system outages (i.e. when the system is not available) and upcoming enhancements to the system. They will be responsible for distributing this information to the other users within their organization. They may also be the people who provide training on *healthnetBC* Web Business Services.

Technical

Technical Key Contacts (if available) will be responsible for providing any technical or system-related information that the Ministry requires getting an organization connected. This may include responding to a technical readiness questionnaire and helping to resolve issues around digital certificates and firewalls.