

April 1, 2005

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To: Stakeholders

**Re: Medical Services Plan and PharmaCare Announcement**

The Province is committed to providing high quality services for British Columbians accessing Medical Services Plan (MSP) and PharmaCare in ways that are efficient, effective and sustainable in the long term.

Effective April 1, 2005, the Ministry of Health Services has contracted with MAXIMUS BC to deliver the operations of MSP and PharmaCare. MAXIMUS BC is a British Columbia incorporated company, with BC resident directors, that will operate exclusively to deliver these services. During the past few months, the Ministry and MAXIMUS BC have worked closely to ensure a smooth and seamless transition.

The organization has a new name - **Health Insurance BC (HIBC)**. The primary objective of HIBC is to improve service to the public while continuing to ensure the highest level of privacy protection.

The current ways that the public and providers access MSP and PharmaCare will not change. The new service delivery model preserves what is working well and will build upon that base to improve service to the public in the coming months - the enclosed document summarizes all changes. We encourage you to share this information with your staff, colleagues and constituents.

Many of the staff currently working in MSP/PharmaCare have transferred over to HIBC, therefore we have a high level of continuity as the program moves across to HIBC. In addition, HIBC has hired more staff and installed more phone lines to immediately improve services to the public. All telephone calls and program transactions will be centralized in a new facility at 712 Yates Street in Victoria. For day-to-day enquiries, please speak to the appropriate contact identified on the enclosed list.

The government will continue to have ownership and control of all information, set all policy and be accountable for all services to protect British Columbians' personal privacy.

If you have any questions please contact Leslie Wolfe at 250 952-1624.

The Ministry and HIBC look forward to working together to improve service delivery for this important program on a sustainable basis.

For more information on this initiative please visit:

[http://www.healthservices.gov.bc.ca/cpa/mediasite/hbo\\_announce.html](http://www.healthservices.gov.bc.ca/cpa/mediasite/hbo_announce.html)



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