

Health Insurance BC—Who We Are and What We Do for PharmaCare

A message from Duff Lang, President MAXIMUS BC

Since April 2005, the Medical Services Plan (MSP) and PharmaCare Operations, collectively known as Health Insurance BC (HIBC), have been administered by MAXIMUS BC. In this alternative service delivery arrangement, the Ministry of Health sets policy, establishes standards and monitors HIBC performance to ensure that it meets contractual requirements. Health Insurance BC processes claims through PharmaNet, manages the call centre and administers MSP and PharmaCare Operations. We are focused on improving customer service, providing greater operational efficiency, and modernizing technology.

What We Do for PharmaCare

To give you an idea of the breadth of service we provide, under the PharmaCare program we:

- Worked with **78** emergency rooms, **475** medical practices and **1041** pharmacies connected to PharmaNet;
- Processed over **43 million** PharmaCare prescriptions in 2006; and
- Paid over **\$810 million** for prescription claims for all PharmaCare plans in 2006;

How We Are Held Accountable

Since day one, we have been committed to meeting our service objectives. Through our agreement with the Ministry, we are required to meet 27 detailed service level requirements. These requirements, or performance levels, were jointly agreed to and are monitored and reported on a monthly basis.

What This Means for Our PharmaCare Clients

We have initiated several key infrastructure improvements, cross-trained our staff, and improved public access to Ministry of Health programs through improved telephony and greater electronic access. And for the past year, thanks to the work of our dedicated staff, all service levels have been substantially met or exceeded. For PharmaCare, to highlight a few, we have been:

- processing 99% of Fair PharmaCare paper registrations within 5 business days
- answering calls from pharmacist within one minute, on average
- ensuring that when you call in, you won't get a busy signal
- completing 99% of pharmacy registrations within 2 business days of receipt
- issuing 100% of pharmacy payments on time on a weekly basis

The table below shows PharmaCare service levels, with check marks indicating compliance, or approved exceptions.

Health Insurance BC 12 Month Service Level Achievements - PharmaCare												
Service Level Requirement	Mar 2006	Apr 2006	May 2006	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007
Pharmacy registration on time	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Average speed to answer phone calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Busy signal received less than 2% of the time	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pharmacy payments on time	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
PharmaNet Help Desk availability	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
PharmaNet system availability	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fair PharmaCare IVR application and Web registration availability	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

What You Can Expect From Us

Health Insurance BC remains committed to identifying and implementing process improvements to ensure service levels are maintained and are dedicated to ensuring British Columbians and health care providers receive the best service possible. We thank you for working with us to make this happen.