

## **Conner, Daryl HLTH:EX**

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**From:** Pop, Sorin HLTH:EX  
**Sent:** Wednesday, April 9, 2014 10:40 AM  
**To:** Conner, Daryl HLTH:EX  
**Subject:** Re: 1001689E14 - PharmaNet Modernization Project (including ePrescribing) (SP)

Correct.

Sorin Pop  
Director, PharmaNet  
Medical Beneficiary & Pharmaceutical Services  
BC Ministry of Health

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**From:** Conner, Daryl HLTH:EX  
**Sent:** Wednesday, April 9, 2014 10:38  
**To:** Pop, Sorin HLTH:EX  
**Subject:** RE: 1001689E14 - PharmaNet Modernization Project (Including ePrescribing) (SP)

Hi, again. So are there no doctors using the ePrescribing process now?  
Daryl

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**From:** Pop, Sorin HLTH:EX  
**Sent:** April-09-14 10:20 AM  
**To:** Conner, Daryl HLTH:EX  
**Subject:** RE: 1001689E14 - PharmaNet Modernization Project (Including ePrescribing) (SP)

Hi Daryl,

There were two separate two week long deployments to physicians. The first was in Summerland and involved one physician and his staff. The second one was in Gibsons and involved two physicians and their staff (MOAs). The pharmacy deployment was initiated about a year ago. It takes place in Gibsons and involves probably 10-15 pharmacists, pharm techs and assistants. This is still live.

Hope this answers your questions.

Cheers,

Sorin Pop  
Director, PharmaNet | Medical Beneficiary & Pharmaceutical Services Division | Ministry of Health  
1515 Blanshard St., Victoria, BC V8W 3C8  
T: 250-952-2288

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**From:** Conner, Daryl HLTH:EX  
**Sent:** April-09-14 7:58 AM  
**To:** Pop, Sorin HLTH:EX  
**Subject:** 1001689E14 - PharmaNet Modernization Project (including ePrescribing) (SP)

Hi, Sorin. I am going to go ahead and approve the attached, but the comments on "ePrescribing has been offered to a small number of early adopter community Physicians and Pharmacists in early 2013 ..." begs the questions – how many? For my curiosity sake, would you please advise (approx.. is okay).

## FACT SHEET

### PHARMANET MODERNIZATION PROJECT (INCLUDING EPRESCRIBING)

#### ISSUE

- The PharmaNet Modernization Project has upgraded the legacy PharmaNet system, integrated it with other Provincial Electronic Health Record components, and, in the future, will connect community-based medical practices offering new services, including electronic prescribing for physicians and other prescribing practices.
- ePrescribing has been offered to a small number of early adopter community Physicians and Pharmacists in early 2013 and a more general deployment of ePrescribing is expected to begin in spring of 2014.

#### KEY FACTS

##### Public Benefits of the PharmaNet Modernization and ePrescribing

- Better service to patients as access to PharmaNet data is provided across more clinical settings;
- Improved clinical decisions by physicians due to seamless access to patients' complete medication profile and other eHealth clinical information;
- More safe effective and efficient care delivery through moving away from hand-written prescriptions which in turn will reduce call-backs from pharmacies to clarify hand-writing;
- Better patient safety through less adverse drug events; and
- Quicker treatment as integrated points of care have access to more complete and accurate patient medication profile through real-time updates.

##### Project Current Status

- Privacy and security assessments completed;
- The system upgrade was completed and went live by the second quarter of 2013;
- ePrescribing services went live January 26, 2012, and are now in production in the existing system;
- Early adopter Electronic Medical Record and Pharmacy vendors developed the ePrescribing functionality in their point-of-service applications;
- Integration of PharmaNet to the Enterprise Master Patient Index system for near real-time update of patients' personal health number in PharmaNet has been implemented;
- Deployment to early adopters to test ePrescribing has been completed; and
- General deployment to commence in the spring of 2014.

##### Regional Participation

- The project is led by the Ministry of Health with primary involvement from the College of Pharmacists of BC, the College of Physicians and Surgeons of BC, the BC Pharmacy Association, the Doctors of BC and the Clinical Integration Advisory Council.
- BC has, and continues to play, a key leadership role in the development and delivery of the PharmaNet system. The PharmaNet Modernization project will upgrade the PharmaNet system, the province-wide network that contains data on all prescriptions dispensed in BC, and links pharmacies to central medication and financial databases.
- The project is also a key part of the Provincial Electronic Health Record system and will integrate PharmaNet with other provincial Electronic Health Record components, connect community-based medical practices, and offer a number of new services:
  - Electronic Prescribing (ePrescribing), to improve communication between doctors' offices and pharmacies, and reduce medication errors due to handwritten prescriptions;

## FACT SHEET

- Medication Management Tools for doctors and pharmacists to improve coordination between acute, residential, and community care settings; and
- Clinical Support Tools to ensure patients receive safe and affordable therapies which meet best practices.
- Access to PharmaNet is currently available in all pharmacies across BC, as well as in 101<sup>1</sup> hospital emergency departments. There are 2,314<sup>2</sup> physicians accessing PharmaNet from their medical offices, and approximately 267<sup>3</sup> clinical settings, including hospitals and residential care facilities in BC have access.

s.17

**Approved by:**

Nikki Sieben, Strategic Projects Branch, Health Sector IM/IT Division; February 24, 2014

Lindsay Kislock, Health Sector IM/IT Division; March 6, 2014

Daryl Conner, Finance & Corporate Services Division; April 9, 2014

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1 Statistics from the Connections database, Data Access Research and Stewardship, Jan 2014  
2 Statistics from the Connections database, Data Access Research and Stewardship, Jan 2014  
3 Statistics from the Connections database, Data Access Research and Stewardship, Jan 2014

## Cookson, Guy HLTH:EX

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**From:** David Carleton(C) s.22  
**Sent:** January-21-14 7:54 AM  
**To:** Pop, Sorin HLTH:EX; Cookson, Guy HLTH:EX; Squires, Paul E HLTH:EX; Pardo, Libni HLTH:EX; Lucas, Janet HLTH:EX  
**Cc:** Gloria Wills; Olga Jubran  
**Subject:** RE: PharmaNet Release 3.0 - Question regarding R4.0 requirements and estimate being included in R3.0

Sorin,

Thanks for the quick response. As you are aware, MAXIMUS will be starting the re-estimating/re-planning process on Monday (Jan 27) and the decision as to whether Release 4.0 is in scope or out of scope is a key piece of information for that process. It is also an important consideration in the creation of Change Order #65, covering January to August 2014. The sooner that you can provide us with an answer the more quickly we will be able to complete the process and prepare the CO. An answer by the end of next week will align nicely with our schedule.

Regards,

David.

---

**From:** Pop, Sorin HLTH:EX [<mailto:Sorin.Pop@gov.bc.ca>]  
**Sent:** Monday, January 20, 2014 4:04 PM  
**To:** David Carleton(C); Guy Cookson; Squires, Paul E HLTH:EX; Libni Pardo; Janet Lucas  
**Cc:** Gloria Wills; Olga Jubran  
**Subject:** RE: PharmaNet Release 3.0 - Question regarding R4.0 requirements and estimate being included in R3.0

Thank you David for the note. Paul and I are scheduled to discuss and will advise after that (likely not before late next week).

Cheers,

**Sorin Pop**

Director, PharmaNet | Medical Beneficiary & Pharmaceutical Services Division | Ministry of Health  
1515 Blanshard St., Victoria, BC V8W 3C8  
Office: 250-952-2288 | E-mail: [Sorin.Pop@gov.bc.ca](mailto:Sorin.Pop@gov.bc.ca)

**From:** David Carleton(C) s.22  
**Sent:** Monday, January 20, 2014 12:00 PM  
**To:** Pop, Sorin HLTH:EX; Cookson, Guy HLTH:EX; Squires, Paul E HLTH:EX; Pardo, Libni HLTH:EX; Lucas, Janet HLTH:EX  
**Cc:** Gloria Wills; Olga Jubran  
**Subject:** PharmaNet Release 3.0 - Question regarding R4.0 requirements and estimate being included in R3.0

Good morning,

At the PharmaNet Financial Forecast Update meeting held on January 6 there was a lot of discussion regarding whether or not PharmaNet Release 4.0 would be included in the scope of the current fiscal year budget and the Change Order (CO) for the project. The table below shows the estimated and actual amounts for the project that were presented. The following decisions were made with respect to the data in the table:

	November	December	January	February	March	Total
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<b>PNet R3.0 (includes Catamaran)</b>	\$225,100.50	\$132,152.22	\$305,918.20	\$396,416.60	\$353,925.00	\$1,413,512.5
<b>PNet R4.0 (includes Catamaran)</b>	\$429.00	\$0.00	\$63,933.40	\$63,933.40	\$63,504.40	\$191,800.2
<b>Total</b>	\$225,529.50	\$132,152.22	\$369,851.60	\$460,350.00	\$417,429.40	\$1,605,312.7

- o remove the Release 4.0 amounts for January and February (approx \$128K) from the table
- o keep the Release 4.0 amount for March
- o add the April to October 2013 amount (\$113K) to the table

The result of the decisions was a Capital Funding Request of \$1.6 million to cover the period from April 2013 to March 2014.

Subsequent discussion in that meeting regarding the CO65 for the project has led the MAXIMUS team to believe that Release 4.0 should not be included in the CO. The discussion ended with, if Release 4.0 work is needed then the CO will be amended. If this understanding is correct, then Release 4.0 should also not be included in the Capital Funding Request scope since MAXIMUS will not be able to invoice for Release 4.0 if it is not included in the CO (the CO will cover the period from January to August 2014).

**MAXIMUS would therefore like to clarify whether or not Release 4.0 (requirements and estimate only) is included in the scope of the CO for the Release 3.0 project. If Release 4.0 is in scope, we also need to know in which months the effort is to be expended (i.e., are we just moving Release 4.0 to start March 1 and the work will continue in April and May?).**

If you have any questions please do not hesitate to contact either Gloria or myself.

Thanks,

David.

**David Carleton**  
Project Manager, PharmaNet Release 3.0  
Maximus BC Health Inc

s.22

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## Cookson, Guy HLTH:EX

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**From:** David Carleton(C) s.22  
**Sent:** January-28-14 8:23 AM  
**To:** Squires, Paul E HLTH:EX; Pop, Sorin HLTH:EX; Cookson, Guy HLTH:EX; Pardo, Libni HLTH:EX; Lucas, Janet HLTH:EX  
**Cc:** Gloria Wills; Olga Jubran  
**Subject:** RE: PharmaNet Release 3.0 - Question regarding R4.0 requirements and estimate being included in R3.0

Paul,

Thanks for the update on Release 4.0. We will remove all references to Release 4.0 from CO 65 and from the revised estimate/plan for Release 3.0.

Regards,

David.

---

**From:** Squires, Paul E HLTH:EX [mailto:Paul.Squires@gov.bc.ca]  
**Sent:** Monday, January 27, 2014 5:03 PM  
**To:** Sorin Pop; David Carleton(C); Guy Cookson; Libni Pardo; Janet Lucas  
**Cc:** Gloria Wills; Olga Jubran  
**Subject:** RE: PharmaNet Release 3.0 - Question regarding R4.0 requirements and estimate being included in R3.0

Hi David,

My team met with Sorin this afternoon about this subject, and the decision has been made to remove the R4 (requirements and estimate) work from the R3 capital budget. Please remove this from the budget, and from the draft language for the CO.

There are a number of unknowns within the Ministry that will influence timing on decisions for requirements and scope for R4. Therefore, Sorin and I are on the same page that it makes the most sense to remove this altogether from R3.

Let me know if there is anything else that you require, and we can formalize this at our next JPMT meeting.

-Paul

**From:** Pop, Sorin HLTH:EX  
**Sent:** Monday, January 20, 2014 4:04 PM  
**To:** David Carleton(C); Cookson, Guy HLTH:EX; Squires, Paul E HLTH:EX; Pardo, Libni HLTH:EX; Lucas, Janet HLTH:EX  
**Cc:** Gloria Wills; Olga Jubran  
**Subject:** RE: PharmaNet Release 3.0 - Question regarding R4.0 requirements and estimate being included in R3.0

Thank you David for the note. Paul and I are scheduled to discuss and will advise after that (likely not before late next week).

Cheers,

**Sorin Pop**  
Director, PharmaNet | Medical Beneficiary & Pharmaceutical Services Division | Ministry of Health

1515 Blanshard St., Victoria, BC V8W 3C8  
Office: 250-952-2288 | E-mail: [Sorin.Pop@gov.bc.ca](mailto:Sorin.Pop@gov.bc.ca)

**From:** David Carleton(C) s.22

**Sent:** Monday, January 20, 2014 12:00 PM

**To:** Pop, Sorin HLTH:EX; Cookson, Guy HLTH:EX; Squires, Paul E HLTH:EX; Pardo, Libni HLTH:EX; Lucas, Janet HLTH:EX

**Cc:** Gloria Willis; Olga Jubran

**Subject:** PharmaNet Release 3.0 - Question regarding R4.0 requirements and estimate being included in R3.0

Good morning,

At the PharmaNet Financial Forecast Update meeting held on January 6 there was a lot of discussion regarding whether or not PharmaNet Release 4.0 would be included in the scope of the current fiscal year budget and the Change Order (CO) for the project. The table below shows the estimated and actual amounts for the project that were presented. The following decisions were made with respect to the data in the table:

	November	December	January	February	March	Total
<b>PNet R3.0 (Includes Catamaran)</b>	\$225,100.50	\$132,152.22	\$305,918.20	\$396,416.60	\$353,925.00	\$1,413,512.52
<b>PNet R4.0 (Includes Catamaran)</b>	\$429.00	\$0.00	\$63,933.40	\$63,933.40	\$63,504.40	\$191,800.20
<b>Total</b>	<b>\$225,529.50</b>	<b>\$132,152.22</b>	<b>\$369,851.60</b>	<b>\$460,350.00</b>	<b>\$417,429.40</b>	<b>\$1,605,312.72</b>

- o remove the Release 4.0 amounts for January and February (approx \$128K) from the table
- o keep the Release 4.0 amount for March
- o add the April to October 2013 amount (\$113K) to the table

The result of the decisions was a Capital Funding Request of \$1.6 million to cover the period from April 2013 to March 2014.

Subsequent discussion in that meeting regarding the CO65 for the project has led the MAXIMUS team to believe that Release 4.0 should not be included in the CO. The discussion ended with, if Release 4.0 work is needed then the CO will be amended. If this understanding is correct, then Release 4.0 should also not be included in the Capital Funding Request scope since MAXIMUS will not be able to invoice for Release 4.0 if it is not included in the CO (the CO will cover the period from January to August 2014).

**MAXIMUS would therefore like to clarify whether or not Release 4.0 (requirements and estimate only) is included in the scope of the CO for the Release 3.0 project. If Release 4.0 is in scope, we also need to know in which months the effort is to be expended (i.e., are we just moving Release 4.0 to start March 1 and the work will continue in April and May?).**

If you have any questions please do not hesitate to contact either Gloria or myself.

Thanks,

David.

**David Carleton**  
Project Manager, PharmaNet Release 3.0  
Maximus BC Health Inc

s.22

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## **Cookson, Guy HLTH:EX**

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**From:** David Carleton(C) s.22  
**Sent:** February-18-14 9:31 AM  
**To:** Squires, Paul E HLTH:EX; Mynen, Mieke HLTH:EX; Lucas, Janet HLTH:EX; Cookson, Guy HLTH:EX  
**Cc:** Gloria Wills; Pardo, Libni HLTH:EX  
**Subject:** PharmaNet Release 3.0 - Change Order 65  
**Attachments:** CO-65-PNet-3.0 Development Deployment and Stabilization.pdf

Good morning,

Please find attached Change Order 65 – to cover completion of design, development, testing, deployment, and stabilization phases for the PharmaNet Release 3.0 project.

If you have any questions please contact Gloria or myself.

Regards,

**David Carleton**  
Project Manager, PharmaNet Release 3.0  
Maximus BC Health Inc

s.22

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## CHANGE ORDER 65

PharmaNet Release 3.0  
2005/404 Fiscal 2013/2014

This Change Order forms part of and is subject to the terms and conditions in the master services agreement made between HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Minister of Health (formerly the Minister of Health Services) ("The Province"), MAXIMUS BC HEALTH INC. ("Maximus Prime"), MAXIMUS BC HEALTH BENEFIT OPERATIONS, INC. ("Maximus Sub" and collectively with Maximus Prime, the "Service Provider"), MAXIMUS CANADA INC. ("Maximus Canada"), MAXIMUS, INC. ("Maximus US") and dated November 4, 2004 (the "Agreement").

Please select one of the following:

- ☒ **Change Request initiated by the Province in respect of a Permitted Material Change pursuant to Section 7.3 of the Agreement**

- This request will immediately become a Change Order upon its issuance by the Province

- ☐ **Change Request in respect of a Material Change pursuant to Section 7.6 of the Agreement**

**Initiated by (please select one):**

- ☐ The Province  
☐ The Service Provider

- The Party receiving this Change Request has 10 Business Days to Respond in accordance with Article 7.9 of the Agreement

Please select one of the following:

**Change Request for:**

- ☒ **Change to Services**  
☐ **Change to Service Level**  
☐ **Other:**

**Brief description of Change:**

The Ministry of Health (MoH) requires an ODR to CAS reconciliation report, addition of provider classification and certain new claims limits to be supported in PharmaNet, which will provide mechanisms to better manage prescription costs for drugs. 'Schedule A' provides comprehensive information.

**Effective date of the Change Order:**

Upon Signing

### **ODR to CAS Reconciliation Report and PharmaNet Release 3.0**

The following summarizes the requested Change and all relevant information reasonably required for the proper consideration of such Change, including impact assessments in accordance with the Change Request Procedure and all other information and determinations required in accordance with Article 7 of the Agreement:

#### **A. Description of Change**

1. This Change Order covers the costs for
  - a. Development of a report for manual reconciliation of ODR (Operational Data Replica) to CAS; and
  - b. Updates to requirements, design, development, deployment and stabilization phases for the PharmaNet Release 3.0 from January 1, 2014 until September 30, 2014, as described in Schedule A. The effort on this project prior to January 1, 2014 has been previously authorized through Service Request ITG #553415 and Change Order 64.
  - c. Development of a "production-like" test environment to enable performance testing of the Release 3.0 application. Note that MAXIMUS has identified a performance risk due to the changes requested to the PharmaNet application (e.g., increased accessing of the ClaimsHist and MedHist tables, more than doubling the amount of data stored on-line in the ClaimsHist table)

#### **B. Basis for Change**

1. The Ministry of Health has identified a requirement for reporting to enable manual reconciliation of ODR to CAS
2. The Ministry of Health has identified further enhancements to PharmaNet that will be developed and implemented as Release 3.0
3. This Change Order provides compensation to the Service Provider for the efforts associated with the ODR to CAS reconciliation report (June to Aug 2013) and the PharmaNet Release 3.0 project (January 1, 2014 to September 31, 2014) as described in Schedule A.

#### **C. Implementation Costs**

1. The Province will provide time and materials funding (T&M) to a maximum of **\$2,624,616** towards the deliverables and activities as outlined in Schedule A. In the event the budget is insufficient to complete the deliverables and activities as outlined in Schedule A, then the Province has the option to either increase the budget or work will cease with no further responsibility or liability by MAXIMUS in the completion of the deliverables and activities set out in

Schedule A.

**D. Impact of Change**

1. One-time increase to Service Provider fees.

**E. Other**

1. Except as described in Section D of the Change Order, the Agreement and its Economic Model will remain unchanged and will continue in full force and effect.

**Supporting Documentation**

Schedule A – Scope of Services and Change Order Price

**TERMS:** This Change Order is governed by the terms of the Agreement. The signatory signing below on behalf of the MAXIMUS Group represents that they are signing on behalf of the MAXIMUS Group and that they have the authority to bind the MAXIMUS Group in accordance with this Change Order. The signature of the MAXIMUS Group is only required for Material Changes pursuant to Section 7.6 of the Agreement. Capitalized terms not defined in this Change Order shall be defined as set forth in the Agreement.

MAXIMUS BC HEALTH INC.,  
MAXIMUS BC HEALTH  
BENEFIT OPERATIONS, INC.,  
MAXIMUS CANADA INC., and  
MAXIMUS, INC.

HER MAJESTY THE QUEEN IN RIGHT  
OF THE PROVINCE OF BRITISH  
COLUMBIA, as represented by the Minister  
of Health

Per:

Per:

Duff Lang

Lindsay Kislock

Title: **President and Project  
Director**

Title: **Assistant Deputy Minister  
HSIM/IT Division**

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**SCHEDULE A**  
**APPROVED PHARMANET RELEASE 3.0 SERVICES**

Below are the deliverables and activities which will be started, in progress or completed by September 30, 2014 for the ODR to CAS Reconciliation Report and the PharmaNet Release 3.0 project. If there is an unexpected short-fall or increase to the efforts specified in this Change Order for time and material change requests, MAXIMUS will immediately notify the Province in writing and provide reasonable details.

Task Title	Effort Estimate	Planned Start Date	Planned Completion Date	Release
Develop report for manual reconciliation of ODR to CAS (Service Request ITG#553416)	\$46,000	June 2013	Aug 2013	
Effort for January 1 to September 30, 2014 (includes MAXIMUS and Catamaran). Below are the list of tasks that will be started, completed or are in progress:	\$2,578,616	January 1, 2014	September 30, 2014	3.0
<ul style="list-style-type: none"> <li>• Impact Assessment</li> <li>• Update Project Charter</li> <li>• Functional Requirements</li> <li>• Non-functional Requirements</li> <li>• Production-like test environment</li> <li>• Technical NFR Analysis</li> <li>• Infrastructure Plan</li> <li>• Functional Specifications</li> <li>• Project Glossary</li> <li>• Technical Specifications</li> <li>• Test Strategy/Plan</li> <li>• Development and Unit testing</li> <li>• Functional and Non-Functional Test Development and Execution</li> <li>• Business Acceptance Test Development and Execution</li> <li>• Training Plan and materials development</li> <li>• Training Plan execution</li> <li>• Internal communications</li> <li>• Deployment Strategy/Plan</li> <li>• Deployment</li> <li>• Stabilization criteria and plan (reduced criteria/effort)</li> <li>• Escrow</li> <li>• Project Closure</li> <li>• Project Management, including re-estimate and re-plan at end of Design Phase</li> </ul>				
<b>TOTAL:</b>	\$2,624,616			

**FISCAL YEAR BREAKDOWN FOR SERVICES**

<b>Item</b>	<b>Fiscal 2013/14</b>
Development of ODR to CAS Reconciliation Report	\$46,000
Estimated effort for January 1 to March 31 2014 (includes MAXIMUS and Catamaran)	\$1,134,967
<b>Item</b>	<b>Fiscal 2014/15</b>
Estimated effort for April 1 to September 30, 2014 (includes MAXIMUS and Catamaran)	\$1,443,649
<b>Total value Change Order</b>	<b>\$2,624,616</b>

\* Note that there will be an ongoing additional monthly charge for increased PharmaNet Help Desk support that is anticipated to handle questions from pharmacies, doctors, and individuals regarding claims adjudication. The monthly charge will be set based on the initial business configuration settings but changes to the settings may have an impact on the monthly charge.

## **Cookson, Guy HLTH:EX**

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**From:** Pardo, Libni HLTH:EX  
**Sent:** February-25-14 1:42 PM  
**To:** 'Gloria Wills'; 'David Carleton(C)'; Squires, Paul E HLTH:EX; Mynen, Mieke HLTH:EX; Lucas, Janet HLTH:EX; Cookson, Guy HLTH:EX  
**Cc:** 'Rob Kenney'  
**Subject:** RE: PharmaNet Release 3.0 - Change Order 65

Hi Gloria,  
Internal reviews are taking place and I believe you would be hearing from Paul towards the end of this week or early next.  
Thank you.  
Libni Pardo

**From:** Gloria Wills s.22  
**Sent:** Tuesday, February 25, 2014 1:08 PM  
**To:** David Carleton(C); Squires, Paul E HLTH:EX; Mynen, Mieke HLTH:EX; Lucas, Janet HLTH:EX; Cookson, Guy HLTH:EX  
**Cc:** Pardo, Libni HLTH:EX; Rob Kenney  
**Subject:** RE: PharmaNet Release 3.0 - Change Order 65

It has been a week, so I thought I would just ask if we could get this signed this week? Thanks,

Gloria

**From:** David Carleton(C)  
**Sent:** Tuesday, February 18, 2014 9:31 AM  
**To:** 'Squires, Paul E HLTH:EX'; Mieke Mynen; Janet Lucas; Guy Cookson  
**Cc:** Gloria Wills; Libni Pardo  
**Subject:** PharmaNet Release 3.0 - Change Order 65

Good morning,

Please find attached Change Order 65 – to cover completion of design, development, testing, deployment, and stabilization phases for the PharmaNet Release 3.0 project.

If you have any questions please contact Gloria or myself.

Regards,

**David Carleton**  
Project Manager, PharmaNet Release 3.0  
Maximus BC Health Inc

s.22

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## **Cookson, Guy HLTH:EX**

---

**From:** Pop, Sorin HLTH:EX  
**Sent:** March-24-14 12:33 PM  
**To:** Cookson, Guy HLTH:EX  
**Cc:** Uyeno, Kelly HLTH:EX; Lucas, Janet HLTH:EX  
**Subject:** FW: PharmaNet R3 - Request for Business Continuity Assessment and Plan Walkthrough

Hi Guy,

Hope that you are well.

In reading the attached, a Business Continuity assessment, I've noticed that you are the only signing individual on behalf of the Ministry. As the process owner for all things PharmaNet (or at least I like to think so ☺) I would like to propose that the Director, PharmaNet is added as well to the signature block for all such documents produced by the various projects accountable for delivery of PharmaNet system changes. This would provide a clear identification of the acceptance and endorsement by the process owner (MBPSD) of the content.

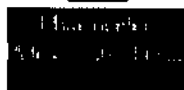
Thank you for considering this proposal.

Sorin Pop

Director, PharmaNet | Medical Beneficiary & Pharmaceutical Services Division | Ministry of Health  
1515 Blanshard St., Victoria, BC V8W 3C8  
T: 250-952-2288

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**From:** Pardo, Libni HLTH:EX  
**Sent:** March-24-14 10:05 AM  
**To:** Squires, Paul E HLTH:EX; Broadbent, Rob HLTH:EX; Pop, Sorin HLTH:EX; Moulton, Kimberly HLTH:EX; Mynen, Mieke HLTH:EX; Herzog, Howard HLTH:EX  
**Subject:** RE: PharmaNet R3 - Request for Business Continuity Assessment and Plan Walkthrough



Hello All,

Please find attached to this note the document for the 'Walkthrough'.

Thank you.

Regards,

Libni Pardo

-----Original Appointment-----

**From:** Squires, Paul E HLTH:EX  
**Sent:** Friday, March 21, 2014 2:10 PM  
**To:** Broadbent, Rob HLTH:EX; s.22; Pop, Sorin HLTH:EX; Pardo, Libni HLTH:EX; s.22; Moulton, Kimberly HLTH:EX  
**Cc:** Mynen, Mieke HLTH:EX; Herzog, Howard HLTH:EX  
**Subject:** PharmaNet R3 - Request for Business Continuity Assessment and Plan Walkthrough

**When:** Monday, March 24, 2014 1:00 PM-2:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** HLTH R 1483 Douglas 3rd Large HLTH:EX



## **BC Ministry of Health PharmaNet Release 3 Project**

### **Business Continuity Assessment and Plan**

**Prepared By: MAXIMUS BC**

**Version: 1.0**

**March 24, 2014**

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## TABLE OF CONTENTS

1. Introduction .....	1
2. Document Purpose.....	1
2.1 In Scope .....	1
2.2 Out of Scope .....	1
3. Current State .....	2
4. Future State.....	2
5. Requirements .....	3
6. Business Continuity .....	3
6.1 Service Disruption .....	3
6.2 Data Synchronization / post-Outage processing .....	3
7. Business Functions .....	3
8. Business Units .....	4
9. Incident Notification Guidelines.....	6

### Document Revision History

Date	Version	Editor Name	Short Description
3/24/2014	1.0	MAXIMUS	Submission to MoH for review and feedback

### Reviewers

Name	Position
Barry Sieben	Infrastructure Lead, PharmaNet Release 3 Project
Janine Roy	Test Lead, PharmaNet Release 3 Project
David Carleton	Project Manager, PharmaNet Release 3 Project
Olga Jubran	Business Lead, PharmaNet Release 3 Project
Don Oram	Manager, Operational Services
Cristina Stepanov	Development Lead, PharmaNet Release 3 Project
Libni Pardo	Project Manager, MoH
Rob Broadbent	Business Analyst, MoH
Sorin Pop	Director, PharmaNet, Pharmaceutical Services, MoH
Kimberly Moulton	Business Analyst, Pharmaceutical Services, MoH

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PAGE ii

## References and Sources of Input

### Documents consulted:

1. MAXIMUS BC Health Inc Business Continuity Plan/Disaster Recovery Plan dated November 14, 2005
2. MAXIMUS BC Health Business Continuity Plan – PharmaNet Help Desk dated September 23, 2013
3. PharmaNet Release 2 – Business Continuity Assessment and Plan
4. PharmaNet Release 3 – Project Charter (signed PDF)
5. PharmaNet Release 3 – Detailed Business Requirements
6. PharmaNet Release 3 – Functional Requirements

### Approvals and Sign-offs

**Acceptance Sign-offs – Confirmation that deliverable has been quality reviewed and meets the requirements of the undersigned related to content accuracy, completeness, formatting, and general editing and is consistent with other related deliverables already submitted.**

#### **Internal**

Business Lead, PharmaNet  
Release 3

Date:

\_\_\_\_\_  
Olga Jubran

Project Manager, PharmaNet  
Release 3 Project

Date:

\_\_\_\_\_  
David Carleton

PharmaCare Program Manager

Date:

\_\_\_\_\_  
Gloria Wills

Manager, Operational Services

Date:

\_\_\_\_\_  
Don Oram

Project Sponsor and Chief  
Information Officer

Date:

\_\_\_\_\_  
Joel Levinson

#### **External**

Executive Director – Business  
Management Office, MoH

Date:

\_\_\_\_\_  
Guy Cookson

## 1. INTRODUCTION

The Ministry of Health has a requirement that certain new claims limits should be supported in PharmaNet. These new limits, to be implemented in this release, will provide the ministry with new mechanisms to better manage costs for prescription drugs and high-cost items such as blood glucose test strips (BGTS) and certain prosthetics.

Regulations under the Pharmaceutical Services Act providing for the classification of PharmaCare providers are expected to come into effect in 2014. The new regulations will require development of an enhanced provider enrolment process and will involve the re-enrolment of all existing PharmaCare providers. In support of these new regulations, PharmaNet will be enhanced to support provider classes in a manner that allows for the reporting of claims activity by classification, and the limitation of PharmaNet claims transaction access for certain providers.

Recent incidents have involved the misuse of some intervention and exception codes due to vendor software malfunction and other factors. This has resulted in significant overpayment of claims. These incidents have exposed risks around the use of these codes, as have recent preliminary findings of a Deloitte financial risk and controls audit. Consequently, PharmaNet Release 3 will include new functionality that will allow the ministry to apply new limits on the use of intervention and exception codes as well as other claims limits, as deemed necessary.

For more detail please reference the PharmaNet Release 3 Charter and the related High-Level, Functional and Non-functional Requirements.

## 2. DOCUMENT PURPOSE

The Business Continuity Assessment and Plan document provides documentation and analysis from a business continuity perspective of the current state and future state of the changes coming from the implementation of PharmaNet Release 3.

Analysis of the impacts will be done based on the current MAXIMUS BC Health Inc Business Continuity Plan/Disaster Recovery Plan, November 14, 2005 (the "MAXIMUS BC BCP") in general and its PharmaNet related component the MAXIMUS BC Health Business Continuity Plan – PharmaNet Help Desk, September 23, 2013 (the "PNet Helpdesk BCP") in particular.

### 2.1 IN SCOPE

This document will review impacts of any changes resulting from PharmaNet Release 3 and the MAXIMUS BC BCP in general.

### 2.2 OUT OF SCOPE

This review of the MAXIMUS BC BCP does not address or provide strategies for Resource and Geographic related issues including:

- Restoration of business
- Services managed by Shared Services BC
- Services managed by TELUS or HP
- Building evacuation procedures
- Biological epidemics

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PAGE 1

21



- Acts of Terrorism and
- Natural Disaster

Continuation under these circumstances is addressed within the MAXIMUS BC BCP itself.

### 3. CURRENT STATE

The current state of the system is PharmaNet Release 2. Areas that are affected by PharmaNet Release 3, from a business continuity perspective include:

- **Claims Limits:** A few limits are currently enforced during the claims adjudication process, primarily focused on Maximum Days Supply and Days Supply Remaining and used when calculating Good Faith Days Supply and Travel Supply. All claim limits introduced in PharmaNet Release 3 are considered new.
- **Provider Enrolment:** Although registered in the PharmaNet database, there is no ability to record or map provider classes and sub-classes as required by the new PharmaCare regulations.
- **Clinical Service Claims:** This program supports payments to pharmacies for the provision of services such as patient consultations, adaptations of prescriptions and administering vaccinations.

### 4. FUTURE STATE

The future state of the system is PharmaNet Release 3, areas that have changed related to the Business Continuity Assessment Plan include:

- s.17
  1. Blood Glucose Test Strips Limit
  2. Days' Supply and Quantity Dispensed Reconciliation Limit

Not Responsive

s.17

- **Provider Enrolment**
  1. *Provider Classification:* Providers enrolled with PharmaCare are classified by regulation under the Pharmaceutical Services Act. All providers enrolled with PharmaCare will be classified into one or more class or sub-class levels.
  2. *Provider Claims Status:* Regardless of class or sub-class, providers will be further classified as either "Full-Access" or "DIS-Only". All PharmaCare claims submitted by a DIS-Only Provider will be adjudicated to zero. (PharmaNet will return an appropriate CPhA response code.)

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PAGE 2

- **Clinical Service Claims:** Enhancements to the payment process will ensure three critical financial controls:
  1. Exclusion of pharmacies from payment if they are already enrolled in a similar payment program (MMF).
  2. PharmaCare will pay a clinical service fee for administration of a publicly funded vaccine only in the case where the patient is a resident of BC.
  3. Introduction of daily limits on the amount PharmaCare reimburses a pharmacy for a combination of Medication Review services, Adaptations, or administration of Vaccines on the same service day for the same patient at the same pharmacy.

## 5. REQUIREMENTS

For more detail please refer to the PharmaNet Release 3 High-Level, Functional and Non-functional Requirements.

## 6. BUSINESS CONTINUITY

The business functions currently supported by the PharmaNet system will be changing due to the deployment of PharmaNet Release 3. However, the MAXIMUS BCP or the PNet Help Desk BCP will not be affected for payment processing and Help Desk relocation.

### 6.1 SERVICE DISRUPTION

The overarching MAXIMUS BC BCP and, specifically, the PNet Help Desk BCP applies to overall PharmaNet processing system failures, and includes the provisioning of emergency payment to PharmaNet providers and the relocation of the PharmaNet Help Desk. None of the processes or requirements of the MAXIMUS BC BCP or PNet Help Desk BCP will be modified as a result of this initiative.

### 6.2 DATA SYNCHRONIZATION / POST-OUTAGE PROCESSING

The existing data synchronization activities as outlined in the Release 1 BCP will not be changing as a result of this initiative. The Release 1 approved document describes the synchronization activities as follows:

It is the responsibility of the submitting POS, both pharmacy and EMR, to transmit prescriptions, dispenses and claims that were processed by the POS during a disruption following recovery from such disruption.

This responsibility is also documented in the Conformance standards.

## 7. BUSINESS FUNCTIONS

The PharmaNet application is used by internal HIBC, MoH and external users for a variety of tasks. The following is a high level list of these tasks by failure severity where:

- Category I services must be resumed within 4 hours
- Category II services must be resumed within 3 days
- Category III services must be resumed within 3 weeks

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- Category IV services can be suspended for the duration of the emergency

**Tasks by category:**

- Pharmacy Telephone Support – Category I
- Business Partner Hot Line – Category I
- PharmaNet Access – Category I
- Payment Processing (if the service disruption occurs on a Tuesday) – Category I
- Payment Processing (if the service disruption does not occur on a Tuesday) – Category II
- Special Authority Processing – Category II
- General Public Telephone Support – Category II
- Offline Claims Processing – Category III
- Pharmacy Advice Notices – Category IV
- Quality Assurance Functions – Category IV
- Administrative Functions – Category IV
  - Note: the new Provider Enrolment functionality will be included within scope of this task.

## 8. BUSINESS UNITS

The following table contains the mapping of business units to business functions identified in Section 7. These business units will not be impacted by the PharmaNet Release 3 Project from a business continuity perspective.

Organization	Department	Functions
HIBC	PharmaNet Help Desk	Pharmacy Telephone Support
		Business Partner Hot Line (Help Desk emergency number)
		PharmaNet Access (connectivity)
		General Public Telephone Support
		Pharmacy Advice Notices
		Administrative Functions
		Payment Processing
		Offline Claims Processing

Organization	Department	Functions
	Operational Services	Quality Assurance Functions (business acceptance, operational support)
		Administrative Functions
	Service Desk	PharmaNet Access (connectivity)
		Business Partner Hot Line (Help Desk emergency number)
	Information Support	Administrative Functions
		Operational Support
		Quality Assurance Functions
		Payment Processing
MoH	Special Authority	Special Authority Processing
ePrescribing Pharmacy		Pharmacy Telephone Support
		Business Partner Hot Line (Help Desk emergency number)
		PharmaNet Access (connectivity)
		Pharmacy Advice Notices
ePrescribing EMR POS		Pharmacy Telephone Support (this service has been expanded to cover EMR POS.
		Business Partner Hot Line (Help Desk emergency number)
		PharmaNet Access (connectivity)
General Public		General Public Telephone Support

**Table 1: Business Unit Functions**

## **9. INCIDENT NOTIFICATION GUIDELINES**

In general, all PharmaNet system incidents are reported to the HIBC Service Desk via established communication channels 24 hours a day (the "Business Hours").

Escalation to activate the MAXIMUS BC BCP will follow the processes defined in the MAXIMUS BC BCP.

**Cookson, Guy HLTH:EX**

---

**From:** Gloria Wills s.22  
**Sent:** July-16-14 9:14 AM  
**To:** Schmidt, Tracee HLTH:EX; Cookson, Guy HLTH:EX; Squires, Paul E HLTH:EX  
**Subject:** PharmaNet Release 3.0 – Project Summary and Budget Status  
**Attachments:** PNet R3 - Project-Budget Status.docx

Tracee, attached are the bullet points requested from our meeting on Monday that will hopefully help with your ADM meeting tomorrow. Please let me know if you have any questions or need anything further. Thanks,

**Gloria D. Wills**  
Manager, Pharmacy Services Segment & Organizational Development  
MAXIMUS Canada  
716 Yates Street, Victoria, BC V8W 1L4

s.22

## **PharmaNet Release 3.0 – Project Summary and Budget Status**

### **Project Budget Summary:**

- PNet R3 project was projected to be slightly under budget prior to the deployment on June 25<sup>th</sup>, 2014
- Due to having to thoroughly test the Catamaran code fixes and attempt deployment a second time, it is estimated that the project will complete on budget assuming the stabilization effort comes in as estimated
- Completion on budget assumes that MoH approves CR2014-007 – Performance Issue Resolution – for 5,211 hours, \$41,831 as this work has already been completed in June
- Note that the project could still exceed the estimated burn for FY14/15 of \$1,404,755 - if additional issues are found or if stabilization exceeds projections

### **Budget Impacts - Actual:**

- MoH request to deliver screen code to Colleges and HLBC, and provide implementation support – CR2014-005 raised/approved
- MoH decision to deploy PNet R3 without limits – CR2014-006 raised/approved
- Performance issue regarding Claims transaction processing – CR2014-007 raised and the work was completed in June, awaiting MoH approval

### **Budget Impacts – Potential (Mitigated):**

- Late delivery of transaction code by Catamaran – MAXIMUS re-planned to accomplish other PNet R3 tasks and/or other PharmaNet related tasks until code was delivered for testing – no impact on budget
- Deployment issues – mishandling of empty tables and Methadone PIN related performance issue – additional effort will likely be offset by actual and estimated savings

### **Budget Savings - Actual:**

- Production Support Plan did not require updating
- Less effort required to prepare the Privacy Impact Assessment (PIA) than estimated
- Less effort required to update the Disaster Recovery Plan (DRP) than estimated
- Less effort required to conduct BAT test execution than estimated

### **Budget Savings - Potential:**

- Stabilization period may require less effort if it does not yield significant issues that need extensive investigation and code fixes
- Potential for some small savings on CR2014-005 – Screen code for Colleges and HLBC – if there are no significant issues with deploying the screen code

## **Cookson, Guy HLTH:EX**

---

**From:** Shrimpton, Paul HLTH:EX  
**Sent:** July-17-14 3:17 PM  
**To:** Cookson, Guy HLTH:EX; Schmidt, Tracee HLTH:EX  
**Subject:** FW: PharmaNet Modernization financial and audit issues

**Importance:** High

This is what I was trying to remember an hour or so ago... PharmaNet is in fact made up of two distinct applications. DIS (drug information system) and the PCIS (pharmanet claims information system).

If I recall correctly when eRx was built, the code changes were made only to DIS and not PCIS – therefore a FRCR was not required. Again, the DIS is not a financial system. There was some discussion from Manjit's area about adding PCIS requirements to the overall PMP project, but a) the requirements never surfaced and b) such was out of the scope of our Infoway funding anyway.

I don't know if Pnet 3 has PCIS changes or not, but I would say that the errors that were discussed this morning sounded like DIS not PCIS....

**From:** Nakagawa, Bob HLTH:EX  
**Sent:** Wednesday, October 13, 2010 6:03 PM  
**To:** Shrimpton, Paul HLTH:EX  
**Cc:** McKnight, Elaine L HLTH:EX; Mochrie, Paul HLTH:EX; Olorunjoowon, Zachy HLTH:EX; Redmond, Jackie M HLTH:EX; Pop, Sorin HLTH:EX; Sidhu, Manjit HLTH:EX  
**Subject:** RE: PharmaNet Modernization financial and audit issues

Thanks Paul. Yes, definitely include Manjit. I had intended to copy him on my previous note, and clearly didn't! I'm copying him in now.....he will likely want to include others as well.

Best



Bob Nakagawa, B.Sc.(Pharm.), ACPR, FCSHP  
Assistant Deputy Minister – Pharmaceutical Services  
BC Ministry of Health Services  
3-2, 1515 Blanshard Street  
Victoria, BC V8W 3C8

250-952-1705

 Please consider the environment before printing this e-mail

**From:** Shrimpton, Paul HLTH:EX  
**Sent:** Wednesday, October 13, 2010 5:46 PM  
**To:** Nakagawa, Bob HLTH:EX  
**Cc:** McKnight, Elaine L HLTH:EX; Mochrie, Paul HLTH:EX; Olorunjoowon, Zachy HLTH:EX; Redmond, Jackie M HLTH:EX;



Pop, Sorin HLTH:EX

**Subject:** RE: PharmaNet Modernization financial and audit issues.

Bob,

Thank you. Yes, I would be happy to get a better understanding of this at your earliest convenience, as changes to PCIS are not considered in the scope of Pharmanet Modernization.

Would this meeting include Manjit?

Thank you,

Paul

---

**From:** Nakagawa, Bob HLTH:EX

**Sent:** Wed 10/13/2010 1:58 PM

**To:** Shrimpton, Paul HLTH:EX

**Cc:** McKnight, Elaine L HLTH:EX; Mochrie, Paul HLTH:EX; Olorunjojon, Zachy HLTH:EX; Redmond, Jackie M HLTH:EX; Pop, Sorin HLTH:EX

**Subject:** PharmaNet Modernization financial and audit issues

Hi Paul,

Thanks for your presentation to yesterday's eHealth Project Board.

Manjit and I had a conversation today about the financial and audit monitoring and controls that will need to be considered in the building of the system.

We thought that it might be useful to set up a meeting to walk through the flow of the prescription and payment aspects that we are building that are different from the currently accepted practices.

Would it be possible to set this up sometime when it makes sense in the project development?

Best,

Bob Nakagawa, B.Sc.(Pharm.), ACPR, FCSHP  
Assistant Deputy Minister – Pharmaceutical Services  
BC Ministry of Health Services  
3-2, 1515 Blanshard Street  
Victoria, BC V8W 3C8

250-952-1705

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## **Cookson, Guy HLTH:EX**

---

**From:** Shrimpton, Paul HLTH:EX  
**Sent:** July-18-14 3:17 PM  
**To:** Cookson, Guy HLTH:EX  
**Cc:** Schmidt, Tracee HLTH:EX; Lucas, Janet HLTH:EX; Simpson, Farrah HLTH:EX; Ito, Miwa HLTH:EX  
**Subject:** Re: PharmaNet Modernization financial and audit issues

Thanks Guy. I would suggest MAXIMUS doesn't need to do a huge amount of prep. If they could provide us with a couple of basic slides on the high-level architecture and have one or two folks walk us through the business functionality, I think we'll be fine. The rest we can glean out of Q&A I should think.

On Jul 18, 2014, at 9:00 AM, "Cookson, Guy HLTH:EX" <[Guy.Cookson@gov.bc.ca](mailto:Guy.Cookson@gov.bc.ca)> wrote:

Currently waiting for a call back on this. I hope to have someone from Maximus available for a presentation next week. I'll let you know as soon as I have identified the correct resource and will work with Miwa to set up the presentation.

Guy

**From:** Shrimpton, Paul HLTH:EX  
**Sent:** July-18-14 8:41 AM  
**To:** Schmidt, Tracee HLTH:EX  
**Cc:** Cookson, Guy HLTH:EX  
**Subject:** Re: PharmaNet Modernization financial and audit issues

Zachy probably has some knowledge on this as well. As for me, I'd like to get a better understanding of the scope of PMP 3. Yesterday we talked about a code failure that was definitely for the DIS system, not PCIS.

On Jul 17, 2014, at 11:51 PM, "Schmidt, Tracee HLTH:EX" <[Tracee.Schmidt@gov.bc.ca](mailto:Tracee.Schmidt@gov.bc.ca)> wrote:

Guy, who in Maximus is the right person(s) to include in this discussion?

Sent from my BlackBerry 10 smartphone on the Rogers network.

**From:** Shrimpton, Paul HLTH:EX  
**Sent:** Thursday, July 17, 2014 10:08 PM  
**To:** Schmidt, Tracee HLTH:EX  
**Cc:** Cookson, Guy HLTH:EX  
**Subject:** Re: PharmaNet Modernization financial and audit issues

Via Guy from MAXIMUS directly. They have detailed knowledge of the architecture of the systems. Back in the day, people recognized that PharmaNet wasn't a single system, but that has been kind of forgotten... heck, I forgot. In fact, I'd like to be part of that discussion - shouldn't take more than 1/2 an hour

On Jul 17, 2014, at 9:06 PM, "Schmidt, Tracee HLTH:EX"  
<Tracee.Schmidt@gov.bc.ca> wrote:

After being mesmerized by Bob's signature for a while, I read your email and this is AWESOME. Where would we go to get further details of what is in the DIS vs PCIS?

**From:** Shrimpton, Paul HLTH:EX  
**Sent:** Thursday, July 17, 2014 3:17 PM  
**To:** Cookson, Guy HLTH:EX; Schmidt, Tracee HLTH:EX  
**Subject:** FW: PharmaNet Modernization financial and audit issues  
**Importance:** High

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<image001.png>Best,

Bob Nakagawa, B.Sc.(Pharm.), ACPR, FCSHP  
Assistant Deputy Minister – Pharmaceutical Services  
BC Ministry of Health Services  
3-2, 1515 Bianshard Street  
Victoria, BC V8W 3C8



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Paul

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**Cc:** McKnight, Elaine L HLTH:EX; Mochrie, Paul HLTH:EX; Olorunjojon, Zachy HLTH:EX; Redmond, Jackie M HLTH:EX; Pop, Sorin HLTH:EX  
**Subject:** PharmaNet Modernization financial and audit issues

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We thought that it might be useful to set up a meeting to walk through the flow of the prescription and payment aspects that we are building that are different from the currently accepted practices.

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Bob Nakagawa, B.Sc.(Pharm.), ACPR, FCSHP  
Assistant Deputy Minister – Pharmaceutical Services  
BC Ministry of Health Services  
3-2, 1515 Blanshard Street  
Victoria, BC V8W 3C8

250-952-1705



Please consider the environment before printing this e-mail

## **Cookson, Guy HLTH:EX**

---

**From:** Moulton, Kimberly HLTH:EX  
**Sent:** July-24-14 2:17 PM  
**To:** Malovec, Anita VSA:EX; Cassidy, Al E VSA:EX; Nesbitt, Carmell VSA:EX; Vasilakopoulos, Yanni VSA:EX; Townson, Martin HLTH:EX; Lucas, Janet HLTH:EX; Cookson, Guy HLTH:EX; Jabs, Ryan GCPE:EX  
**Cc:** Pop, Sorin HLTH:EX; Pardo, Libni HLTH:EX; Herzog, Howard HLTH:EX; MacDonald, Sharon S HLTH:EX  
**Subject:** PharmaNet Release 3.0 notification

Hello,

Technical difficulties experienced during the June 26 deployment have been resolved. On July 31, 2014 the Ministry has scheduled the deployment of PharmaNet Release 3.0. The new release will be deployed during an extended change window from 10:00pm July 30 until 8:00am July 31.

This release includes enhanced PNP screens as well as new functionality to support future PharmaCare claims adjudication.

For any questions, please contact Sorin Pop at [Sorin.Pop@gov.bc.ca](mailto:Sorin.Pop@gov.bc.ca)

On behalf of Sorin Pop

**Kimberly Moulton**

Business Analyst, PharmaNet, Business Management, Suppliers Relations and Systems

Email: [Kimberly.Moulton@gov.bc.ca](mailto:Kimberly.Moulton@gov.bc.ca) | Office: 250.952.3902 | FAX: 250.952.2790

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Medical Beneficiary & Pharmaceutical Services Division, BC Ministry of Health | 3rd Floor, 1515 Blanshard Street, Victoria, BC, V8W 3C8

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## Cookson, Guy HLTH:EX

---

**From:** Olga Jubran s.22  
**Sent:** July-29-14 10:58 PM  
**To:** Cookson, Guy HLTH:EX; Schmidt, Tracee HLTH:EX; Shrimpton, Paul HLTH:EX; Squires, Paul E HLTH:EX; Pop, Sorin HLTH:EX; Uyeno, Kelly HLTH:EX; Mynen, Mieke HLTH:EX; Lucas, Janet HLTH:EX  
**Cc:** Moneo, Mitch HLTH:EX; Gloria Wills  
**Subject:** RE: PharmaNet Modernization Financial and Audit Issues  
**Attachments:** MoH PharmaNet Architecture Presentation.ppsx

Hello,

Attached please find the meeting materials for our discussion tomorrow.

Regards, ,  
Olga

-----Original Appointment-----

**From:** Cookson, Guy HLTH:EX [<mailto:Guy.Cookson@gov.bc.ca>]  
**Sent:** Tuesday, July 22, 2014 11:51 AM  
**To:** Cookson, Guy HLTH:EX; Schmidt, Tracee HLTH:EX; Shrimpton, Paul HLTH:EX; Squires, Paul E HLTH:EX; Sorin Pop; Kelly Uyeno; Mieke Mynen; Janet Lucas; Olga Jubran; Gloria Wills  
**Cc:** Mitch Moneo  
**Subject:** PharmaNet Modernization Financial and Audit Issues  
**When:** Wednesday, July 30, 2014 11:00 AM-12:00 PM (UTC-08:00) Pacific Time (US & Canada).  
**Where:** HLTH R SEA Meeting Room 5th Floor 1483 Douglas St HLTH:EX

Gloria Willis has agreed to provide a one hour briefing on the PharmaNet architecture with Olga Jubran.

Please note\* This is being booked out of Guy's calendar however, s.22 and Janet Lucas is the acting ED

Thanks,  
Farrah

Confidentiality Notice: This electronic transmission, and any documents attached to it, may contain confidential information belonging to the sender. This information is intended solely for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance upon the contents of this information is prohibited. If you have received this transmission in error, please notify the sender immediately and delete the message and all documents.



# PharmaNet Business Architecture Overview

July 30, 2014





# Agenda

1. Scope of PharmaNet Releases 1, 2 and 3
2. PharmaNet Business Services
3. PharmaNet Business Architecture

## **PharmaNet Release 1 Scope**

1. Implement ePrescribing
  - automate the creation, management and tracking of prescriptions within the PharmaNet system
2. Implement Medication Management Framework
  - online adjudication and payment of fees for clinical services performed by pharmacists to solve medication management issues
3. Integrate with HIAL
4. Implement online EMPI New PHN notifications

**Go Live Date: January 26, 2012**

## PharmaNet Release 2 Scope

Purchase and implementation of upgraded hardware and software to meet the increase in system capacity requirements resulting from the rollout of ePrescribing and MMF functionality

- Upgraded HIBC Administration Screens to a more secure, robust and user friendly solution
- Incorporated “Payments Authorization” application into common infrastructure
- Upgraded Controlled Prescription Review System (CPRS) to a more secure web based application
- Enhanced reporting to use a centralized secure BI Publisher portal
- Created an Operational Data Replica (ODR) to manage reporting and extracts.

**Go Live Date:** July 7, 2013

## PharmaNet Release 3 Scope

1. s.17
  - Days' Supply and Quantity Dispensed Reconciliation Limit
  - Blood Glucose Test Strips Limit

s.17

2. Implement Provider Classification to support the new regulations
3. Update monthly Service Claims payment process to support new policy

**Planned Go Live Date: July 30, 2014**

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## PharmaNet Business Services

### Drug Information System (DIS)

1. Prescription management (eRx)
2. Dispense management
3. Patient management
4. Clinical drug information management
5. Drug utilization review (DUR)

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## **PharmaNet Business Services (cont'd)**

**Claims System** - also known as "PharmaCare  
Claims Information System" (PCIS)

- 1. Claim Adjudication**
- 2. Claim Reversal**
- 3. Payments**
- 4. Drug Price Information Management**

## PharmaNet Business Services (cont'd)

### 1. Claims Adjudication

- online & offline
- provider and cardholder
- Medication Management Framework (MMF)
- MSP residency and coverage
- support external eligibility
- third party (federal insurers)
- Special Authority
- Low Cost Alternative (LCA)
- Reference Drug Pricing (RDP)
- restrictions
- pharmacy daily totals
- blood glucose test strips

## **PharmaNet Business Services (cont'd)**

### **2.Claims Reversal**

### **3.Payments Processing**

- weekly (online and offline claims)
  - includes MMF claims (eRx/MMF pilot pharmacy)
- monthly
  - Service Claims
  - Methadone Maintenance
  - Rural Payments
  - H1N1

### **4.Drug Price Information Management**



## PharmaNet Business Services (cont'd)

### Common:

DIS and Claims System share the following common data:

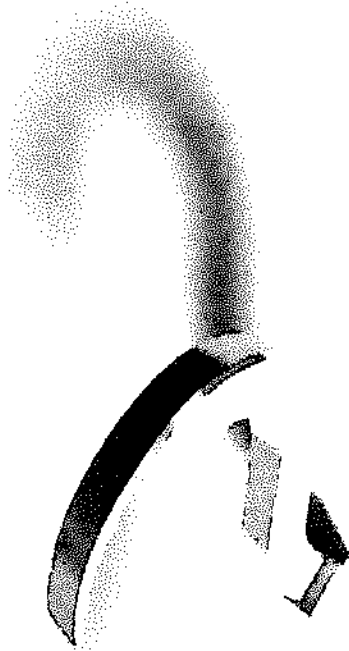
- Drug
- Patient
- Provider / Pharmacy
- Code sets

They also share common User Interface screens

Page 50 redacted for the following reason:

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s.21, s.15

# Questions



Page 52 redacted for the following reason:

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s.21, s.15

## **Cookson, Guy HLTH:EX**

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**From:** Squires, Paul E HLTH:EX  
**Sent:** July-31-14 1:48 AM  
**To:** Uyeno, Kelly HLTH:EX; Moneo, Mitch HLTH:EX; Pop, Sorin HLTH:EX; Capelli, John HLTH:EX; Healey, Susan HLTH:EX; Moulton, Kimberly HLTH:EX; Schmidt, Tracee HLTH:EX; Pardo, Libni HLTH:EX; Broadbent, Rob HLTH:EX; Herzog, Howard HLTH:EX; Cookson, Guy HLTH:EX; Lucas, Janet HLTH:EX; Helpdesk, HLTH HLTH:EX; 'Jennifer.patrick@hibc.gov.bc.ca'; 'Lindsay.foley@hibc.gov.bc.ca'; MacDonald, Sharon S HLTH:EX  
**Cc:** 'Joel Levinson'; 'Gloria Wills'; 'Dave Carleton s.22'; Robinson, Jonathan M HLTH:EX; 'Duff Lang'  
**Subject:** PharmaNet Release 3.0 Successfully Deployed  
**Importance:** High

I am pleased to announce the successful deployment of PharmaNet Release 3.0. PharmaNet services will resume as scheduled no later than 8:00am this morning.

My sincere thanks to everyone involved in making this deployment a success!

For any questions, please call my mobile at s.17 at any time.

Paul Squires  
Project Director, PharmaNet Modernization

## **Cookson, Guy HLTH:EX**

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**From:** David Carleton(C) s.22  
**Sent:** September-05-14 9:08 AM  
**To:** Andrea McEneaney; Barbara Sieben(C); Barry Sieben; Brian Burger(C); Cristina Stepanov; Dan Simic; David Carleton(C); Don Oram; Duff Lang; XT:HLTH Jordan, Eva; Faye Jones; Gary Jipp; XT:Scott, Glenn MTIC:IN; Gloria Wills; XT:HLTH Hamilton, Herb; Janine Roy; Jay Zimmerman; Jeevan Grewal; Jing Zhou; Joanne Winstanley; Joel Levinson; John Vestner(C); Johnny Park(C); Karin Brame; Kelly Asuncion; Laila Evans; Li Rizzuto; Lourie Farrell; Marisa Wu; Mark Brennan; Smith, Mike A; Mike Walsh(C); Neil McAleese; Olga Jubran; Parmjit Ollek; Patricia Wells; Paul Simunkovic; Paulo Travassos(C); Pirouz Khakzad; Rene Gonin; Sarah Smith; Selina Ward; Sergey Solodilov; Shane Le Gresley; Steve Howells(C); Steven Bhandar; Sylvia Hill; Tim Thom; Wilson Lopes; Rob Kenney; Brooke Morgan; Diana Nguyen; Aubrey Eichel; Darin Ritchie; Horace Cho; Walman, Barbara J. HLTH:EX; Cookson, Guy HLTH:EX; Herzog, Howard HLTH:EX; Lucas, Janet HLTH:EX; Capelli, John HLTH:EX; Robinson, Jonathan M HLTH:EX; Uyeno, Kelly HLTH:EX; Moulton, Kimberly HLTH:EX; Pardo, Libni HLTH:EX; Kislock, Lindsay M HLTH:EX; Moneo, Mitch HLTH:EX; Squires, Paul E HLTH:EX; Broadbent, Rob HLTH:EX; MacDonald, Sharon S HLTH:EX; Pop, Sorin HLTH:EX; Schmidt, Tracee HLTH:EX  
**Subject:** PharmaNet Release 3.0 Project - Team Celebration

Team,

The PharmaNet Release 3.0 Project is nearly complete and the team has achieved a number of successes – implementation of the fully tested code allowing MoH to apply certain limits on claims and re-enrol providers, completion of the stabilization period, and a significant portion of the project close-out activities. To celebrate these accomplishments, the management team would like to invite each of you to join us for a drink and appetizers in celebration of your hard work and achievements. Here are the details:

**Date:** Thursday, September 18, 2014

**Time:** 4 to 6 PM

**Location:** Yates Street Tap House (759 Yates Street, between Douglas and Blanshard)

Please RSVP by no later than 12 noon on Friday, September 12 so that final numbers can be provided to the restaurant.

Regards,

David.

**David Carleton**  
Project Manager, PharmaNet Release 3.0  
Maximus BC Health Inc

s.22