SCHEDULE J

MAXIMUS TECHNOLOGY

1.   PURPOSE OF THIS SCHEDULE

This Schedule describes the following:

(a)   the MAXIMUS Technology;

(b)   the Services to be performed by the Service Provider in respect of the MAXIMUS Technology; and

(c)   certain Systems that will be included in the Province Shared Infrastructure and the obligations of the Service Provider in respect of such Systems.

2.   DESCRIPTION OF THE MAXIMUS TECHNOLOGY

The Parties agree that:

(a)   The MAXIMUS Technology will consist of reliable and current hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services, as upgraded from time to time in accordance with this Agreement, and such technology can be divided into the following technology environments:

(i)   Claims System, as described in Appendix 1 to this Schedule;

(ii)   E- Correspondence, as described in Appendix 2 to this Schedule;

(iii)   Fair PharmaCare, as described in Appendix 3 to this Schedule;

(iv)   Interactive Voice Response, as described in Appendix 4 to this Schedule;

(v)   Office Computing, as described in Appendix 5 to this Schedule;

(vi)   PharmaNet, as described in Appendix 6 to this Schedule; and

(vii)   Registration and Premium Billing, as described in Appendix 7 to this Schedule.

(b)   In addition to describing each of the technology environments set out above, Appendices 1 to 7 attached to this Schedule describe the functions performed in each of such technology environments, the Services to be performed in respect of each of such technology environments during the Term, including Transition

J-1

Services and Transformation Services, and assumptions relating to each such technology environment.

(c)   Notwithstanding any other provision of this Schedule, the Parties acknowledge and agree the Appendices attached to this Schedule are working documents which are expected to evolve over the Transition Period. In the event of and to the extent of any inconsistency between the terms of any Appendix attached to this Schedule and other terms of this Agreement (including other schedules attached thereto), the other terms of this Agreement shall prevail over and supersede the terms of such Appendix in all respects and such Appendix shall be construed in a manner that preserves and reflects and gives full force and effect to the terms of and the intent of the Parties under this Agreement. The Province may unilaterally amend any Appendix attached to this Schedule without the consent of the Service Provider to correct any errors or clarify language in any such appendix provided that any such amendment is an Ordinary Course Change. Any Appendix attached to this Schedule that is amended by the Province pursuant to this Section will be substituted for, replace and supersede the current same Appendix attached to this Schedule upon delivery to the Service Provider by the Province. For greater certainty, the Province will use the Change Request Procedure to make any amendment to an Appendix attached to this Schedule that would constitute a Material Change. No Appendix attached hereto shall impose any obligations on the Province notwithstanding in such Appendix to the contrary, and no Appendix shall provide the Service Provider with any excuse of performance of any Services for any reason. Excused delivery of Services are separately addressed in the Agreement including as set forth in Article 24 of the Agreement.

3.   TECHNOLOGY RELATED SERVICES

The Service Provider will be responsible for funding facilities and coordinating the acquisition, installation, design, configuration, troubleshooting, break fix, technical support, warranty service, licensing, asset inventory management, refresh, backup, disaster recovery plans, remote access, and similar services required to install, configure, operate, modify and enhance the MAXIMUS Technology and deliver the Services to Province Customers and Stakeholders in accordance with the Agreement. Such Services shall include, but will not be limited to, the Services described in Appendices 1 to 8 of this Schedule and the following Services in respect of the MAXIMUS Technology (in all cases without limiting any other obligations otherwise set forth in the Agreement):

General

(a)   providing day to day operational Service delivery and performance, including without limitation:

(i)   maintaining the asset inventory and the amortization schedule for all MAXIMUS Technology;

(ii)   tracking and managing to Service Levels;

J-2

(iii)   providing Stakeholders with a central point of contact for problems and requests for assistance;

(iv)   managing and supporting the problem and change management process;

(v)   providing change windows;

(vi)   following the change approval process;

(vii)   notifying Stakeholders regarding planned changes of down time;

(viii)   providing business design;

(ix)   providing technical designs;

(x)   providing technical support;

(xi)   providing and maintaining systems and procedural documentation;

(xii)   providing and maintaining code documentation;

(xiii)   providing monthly reports;

(xiv)   recommending and implementing improvements to the MAXIMUS Technology in accordance with this Agreement;

(xv)   conducting regular change management meetings;

(xvi)   defining and recording all changes;

(xvii)   defining and maintaining problem and change management processes;

(xviii)   tracking all problems through to resolution;

(xix)   creating test plans;

(xx)   executing tests;

(xxi)   providing and maintaining production application test processes;

(xxii)   preparing printed or microfiche output for processing;

(xxiii)   preparing output for courier or mail distribution;

(xxiv)   maintaining forms inventory;

(xxv)   managing Subcontractors;

(xxvi)   reviewing to ensure appropriate technologies;

J-3

(xxvii) designing machine configurations;

(xxviii) designing site configurations;

(xxix) managing supplier performance;

(xxx) providing or managing warranty service;

(xxxi) providing break fix services; and

(xxxii) maintaining business plans and related forecasts;

Facilities

(b)   providing appropriately secured, environmentally controlled facilities for office, primary and secondary data centers in accordance with Articles 14 and 17 and Schedule X of this Agreement, including without limitation:

(i)   raised floor space;

(ii)   heating cooling and related environmental controls;

(iii)   power;

(iv)   power conditioning / UPS / generators; and

(v)   data and voice networks and related components;

Computer Operations

(c)   operating the desktops, servers, hardware, software, operating systems and related components and handling of computer materials, manuals, CDs, tape media printed output, including, without limitation:

(i)   monitoring and management of system performance and machine capacities;

(ii)   resolving problems;

(iii)   testing and implementing changes driven by the problem and change management process.

(iv)   funding and managing hardware and software warranty support;

(v)   providing technology refresh;

(vi)   loading of applications, software and other machine executable code;

(vii)   providing component failure recovery;

J-4

(viii)   recovery failures or various computing and support components and associated agreements with third parties

(ix)   ensuring the scheduling of computing processes is performed and the resulting outputs are verified and distributed as required.

(x)   monitoring inventory monitoring;

(xi)   managing support, maintenance and supplier relations for programs and hardware;

(xii)   developing documenting and following operational procedures.

(xiii)   providing design and support interfaces for the data communications network used to connect Stakeholders to the computing environment's local and wide area networks;

(xiv)   tuning and monitoring;

(xv)   monitoring systems alerts;

(xvi)   physically loading, unloading, distributing and storing media;

(xvii)   performing printer / FAX/ Scanner / phone operations;

(xviii)   accepting and handling media from external sources;

(xix)   creating and maintaining inventory of machines and programs use or service delivery;

(xx)   monitoring capacity utilization; and

(xxi)   measuring report and analyze on performance including benchmarking where appropriate;

Disaster Recovery

(d)   supporting the set up and testing of a recovery site and actions required to do the actual recovery in accordance with the Disaster Recovery/Business Continuity Plans, including without limitation:

(i)   performing system and data backups;

(ii)   providing backup media storage (on and off site) (including backup schedules);

(iii)   designing, documenting, maintaining and testing of disaster recovery procedures;

J-5

(iv)   preparing and implementing off-site policies;

(v)   preparing documentation; and

(vi)   providing hot-site access.

Security

(e)   ensuring appropriate security controls are in place and functional, including without limitation:

(i)   virus monitoring, patching, and problem resolution;

(ii)   installing and managing network firewalls in all office and data center locations;

(iii)   providing intrusion detection;

(iv)   security auditing and logging;

(v)   vulnerability and risk assessment;

(vi)   complying with related policies;

(vii)   maintaining and monitoring of access logs;

(viii)   monitoring security advisories;

(ix)   monitoring system access;

(x)   managing user ID and passwords;

(xi)   managing user profiles and levels of access;

(xii)   controlling physical security; and

(xiii)   reporting all activities and any risks, incidents or breaches;

Application Maintenance

(f)   Defining the requirements for application changes through user interfaces, middle tier, design, managing, reporting, and performing the application changes, including, without limitation, being responsible for the following:

(i)   third party programs and middle tier environments;

(ii)   application maintenance and enhancements;

(iii)   preventative reactive and adaptive maintenance;

J-6

VDO_DOCS #1341912 v. 8

(iv)   emergency fixes, modifications and release level management;

(v)   planning;

(vi)   Stakeholder technical support;

(vii)   support to other related groups such as CITS, HAS, MOHS helpdesk;

(viii)   release management;

(ix)   estimating and costing;

(x)   Subcontractor management;

(xi)   Service Level reporting;

(xii)   support to other application groups;

(xiii)   acceptance testing;

(xiv)   creation of operational procedures; and

(xv)   middle tier product support;

Database administration

(g)   monitoring database operations;

(h)   providing instance creation and configuration;

(i)   creating objects;

(j)   tuning databases;

(k)   allocating space;

(l)   managing space;

(m)   supporting the database environment;

(n)   managing problems;

(o)   controlling change;

(p)   providing user and role security; and

(q)   providing backup and recovery services;

J-7

Data Management

(r)   managing all data in connection with the Services, including the Province Data, in accordance with the management, access and security principles and procedures set forth in Appendices 1 to 7 of this Schedule and Schedule X of this Agreement, as the same shall be transformed pursuant to the Transformation;

(s)   ensuring data access is restricted in accordance with Appendices 1 to 7 of this Schedule and Schedules E and X of this Agreement unless otherwise Approved by the Province;

Online System Access

(t)   providing online access to the system for the Province and Stakeholder personnel, as designated by the Province, including the ability to run ad-hoc reports and batch reports, all as more particularly set forth in Appendices 1 to 7 of this Schedule, as the same shall be transformed pursuant to the Transformation;

Data Exchange

(u)   accommodating real time two way data exchange between the systems of the Service Provider and of the Province by receiving, transmitting and exchanging information electronically with the Province, in the form and manner prescribed by the Province as set out in Appendices 1 to 7 of this Schedule and in Schedule X of this Agreement, as the same shall be transformed pursuant to the Transformation; and

Training

(v)   providing the following training and documentation to the employees of the Province (including the stayback team of the Province, their support staff and Stakeholders) as to how to how to configure, install, and use application, software, interfaces and reporting tools provided by the Service Provider:

(i)   providing instructions and assistance to the Province and Stakeholders in respect of the installation and use of reporting tools and applications included in the MAXIMUS Technology and intended for the Province and Stakeholder use;

(ii)   providing help desk type assistance to the Province and Stakeholders upon the request of such parties;

(iii) provide information and training required to enable the Province to understand the capabilities and limitations of the MAXIMUS Technology, including, without limitation, assistance required to understand the interfaces, process flows, applications, software and their linkages to each other and other Stakeholders.

J-8

(iv)   such additional training on an "as required" basis, as agreed between the Service Provider and the Province, each acting reasonably.

For greater certainty and without limitation, all of the Services set out above shall be provided by the Service Provider in accordance with Articles 14 and 17 and Schedule X of this Agreement.

4.   DESCRIPTION OF PROVINCE SHARED INFRASTRUCTURE

The Parties acknowledge and agree that, while it is the intention of the Parties that the Service Provider control all of the hardware, software and information systems necessary to monitor, process, control and report require to support and enhance the delivery of the Services pursuant to the terms and conditions of the Agreement, the Province will control the Province Shared Infrastructure but, in accordance with Article 25 of this Agreement, will make available to the Service Provider such access to and use of the Province Shared Infrastructure as is required by the Service Provider to deliver and perform the Services.

The Province Shared Infrastructure Systems will include, without limitation, the following systems and applications:

(a)   HealthNet Interface (HNI), as described in Appendix 8 to this Schedule;

(b)   any other Systems as agreed to by the Parties during the Transition Period, including, without limitation, any of the following Systems:

(i)   Helpdesk software (CAM or Pills);

(ii)   testing tools, such as test director; and

(iii)   config management tools, such as Harvest or TMS;

(c)   SPAN/BC; and

(d)   government shared mainframe (MVS).

The Service Provider agrees to comply with its obligations in respect of HealthNet Interface as set out in Appendix 8 to this Schedule. Notwithstanding the foregoing, to the extent that there is any conflict between this Section 4 and Article 25 of this Agreement, Article 25 shall prevail.

J-9

APPENDIX 1

**CLAIMS SYSTEM
INFORMATION TECHNOLOGY SUMMARY**

1.   OVERVIEW

As a part of the Services, the Service Provider shall provide, set-up, implement, operate, maintain and upgrade reliable and continuous hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services. This Appendix summarizes the existing registration and Premium Billing technology environment and support roles in connection therewith required of the Service Provider, including hardware, software, applications and interfaces, and is divided into the following sections:

 (a)   Background – describes what the functions performed in this environment.

 (b)   Stages – outlines the Transition, Hand-Over, Transformation and Ongoing responsibilities.

 (c)   Existing Environment Summary - outlines infrastructure, applications, interfaces and programs which deliver business services.

 (d)   Assumptions- includes all assumption relating to this environment.

2.   BACKGROUND

2.1   BUSINESS PROCESSES

The Medical Services Plan Claims System processes over 90 % of the services billed by British Columbia's physicians and other health care providers. 98%+ of the claims are electronically filed, the remaining claims are paper filed. The Alternative Payments Branch and rural health claims are primarily manual transactions   The Claims System (CS) is a critical business application encompassing fourteen business sub-systems, two system support subsystems and forty-seven applications.

Over 90% of providers input service and billing information through the Teleplan computer network from over 4,000 provincial locations. All claims are validated electronically and paid semi-monthly.

If the claim is incomplete, inaccurate or requires manual adjudication, processing and payment of the claim may be delayed.

The Claims Processing System issues a remittance statement or payment summary record for the payment period. Practitioners billing electronically receive their statements electronically; those billing by claim card receive their statements by mail.

2.2 SYSTEMS PROCESSES

The MSP Claims System is composed of 14 sub systems and 47 applications-real time and periodic. Claims are subjected to daily Edit and Eligibility protocols, that edit between 250,000-750,000 claims nightly. A typical business evening is approximately 250,000 but rises to a peak of 750,000 claims shortly before the bimonthly billing close-off dates.

Claims processes an average of 6.7 million claims (billing services monthly) - 97% within 30 days with 84% of claims paid within 2 weeks of submission. The above volumes are for both pay periods in the month.

There are about 30 ^{S. 15} pplications utilizing 390 compounded rules.

3. STAGES

Both parties will strive to minimize impacts to Province Customers and Stakeholders throughout these phases.

3.1 SCHEDULE

Milestone Description	Start Date	Completion Date
Transition	Effective Date	Hand-Over Date
Hand-Over	Hand-Over Date	Hand-Over Date
Transformation -Installation of ^{S. 15} ule Composer in production to replac ^{S. 15}		SEVEN (7) MONTHS AFTER HAND-OVER DATE
Transformation - Installation of ^{S. 15} Adjudication software in production to replace MSP Claims Mainline		TWELVE (12) MONTHS AFTER HAND-OVER DATE
On Going Support	Twelve (12) months after the Hand-Over Date	The later of the Termination Date or the end of the Termination Assistance Period

3.2 TRANSITION

(a) During this stage the Service Provider will plan for the handover of Services and collect the relevant code repositories operational manuals and related technical documentation required to assume control of the server environment. The Service Provider has the responsibility to ensure

J1-2

that it obtains the information it requires to support this environment. The Province will, upon request by the Service Provider provide such information as reasonably required to fulfill the Service Provider' requests.

(b)   The Province will provide:

    (i)   The support required to manage the existing operational environment during the Transition.

    (ii)   A Transition Manager who will, in accordance with Schedule O of this Agreement:

        A.   Act as a focal point for communications between the Service Provider and the Province;

        B.   Have authority to make decisions and provide approvals;

        C.   Ensure information requested by the Service Provider is made available;

        D.   Ensure the availability, cooperation and performance of assigned Province and contracted personnel; and

        E.   Provide regular feedback.

Notwithstanding the foregoing, the Service Provider acknowledges and agrees that it has ultimate responsibility to complete the Transition Services in accordance with and pursuant to the terms of the Agreement including those terms set forth in Article 3 of this Agreement.

(c)   The Service Provider will provide:

    (i)   A Project Manager who will:

        A.   Be responsible for planning, managing and coordinating all activities during the Transition;

        B.   Establish and maintain a transition work plan in respect of this technology environment;

        C.   Prepare status reports;

        D.   Ensure applications, servers and related components represent a fully functional environment. When components, including but not limited to storage or backup systems, are missing develop plans to provide them on the Hand-Over Date; and

<div align="center">J1-3</div>

E.   Work with the Province's Transition Manager to coordinate timing for the Transformation.

3.3   HAND-OVER

On the Hand-Over Date the Service Provider will take responsibility for all aspects of this environment. After the Hand-Over Date the Service Provider will have all operational responsibilities, including but not limited to, all funding, staffing and technical infrastructure required to enable this environment to meet the stated business outcomes and Services Levels. This includes but is not limited to servers, software, applications, software, licence maintenance, new software licences, telephone connectio ns, network connections, related components, and support resources to enable the operation of the applications and interfaces listed in Section 4 of this Schedule.

(a)   The Province will:

(i)   Provide the required documentation, hardware and copies of software licenses in the manner set forth in the Asset Conveyance Agreement.

(b)   The Service Provider will:

(i)   Take custody and control of the existing environment;

(ii)   Support the existing environment;

(iii)   Meet or exceed all Service Levels; and

(iv)   Support changes requested by the Province in accordance with Article 7 of this Agreement.

3.4   TRANSFORMATION

The Service Provider is responsible for funding and staffing all aspects of the Transformation.

During this stage the Service Provider will implement the changes outlined in the Proposal and the Transformation Plan in respect of this environment.

(a)   The Province will:

(i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   The Service Provider will:

(i)   Prepare an implementation strategy for   S. 15

(ii)   Ensure all existing functionality is present in the new environment;

J1-4

VDO_DOCS #1341929 v. 5

(iii)   Support and fund all aspects of application development, testing and implementation;

(iv)   Support and fund all infrastructure, including but not limited to network, server, desktop, and facilities, required to implement the new environment;

(v)   Meet or exceed all Service Levels; and

(vi)   Support Change Requests from the Province in accordance with Article 7 of this Agreement.

3.5   ONGOING SUPPORT

This stage starts when the Transformation activities in respect of this environment are complete. Changes will be driven by break fix work and new Change Requests.

(a)   The Province will:

(i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   The Service Provider will:

(i)   Provide all support and funding required to manage all aspects of the operational environment;

(ii)   Meet or exceed the Service Levels; and

(iii)   Support Change Requests from the Province in accordance with Article 7 of this Agreement.

4.   EXISTING ENVIRONMENT SUMMARY

4.1   ONGOING REPORTS AND JOBS

MSP has a Production Control unit that schedules, monitors, balances, and provides on-call support to job failures and works with Technical staff in a dynamic environment.

This Business Services Production Control unit supports the day-to-day operations of the Claims (including R&PB) computer information systems. Production Control ensures the Enterprise System Platform (ESP) schedules are accurately tested and maintained. Co-ordination is provided for the processing of millions of records with values totaling in the hundreds of millions of dollars. The Claims (and R&PB) computer system contains over 80 systems and subsystems. There are over 200 batch jobs run on a daily basis. Production Control is a main point of contact for systems information for programmers, business analysts, quality assurance analysts and management. The Production Control team provides a stable production environment through the control of system job schedules and the pro-active management of production problems.

J1-5

See Appendix D for Claims Report Distribution Guide.doc

See Appendix E for Claims Job Schedule document

4.2 HARDWARE

Teleplan Web runs on the HNI infrastructure and this portal to MSP replaces the Teleplan
DOS (SIMPC) Dial portal to CITS direct..

The claims system including the Teleplan portion runs on the MVS Mainframe managed
by CITS. Inclusive of CICS / DB2 / TSO MVS systems.

Of special mention is the hardware called COLD (Computer Output Laser Disk) that is
managed by CITS for MSP's application COLD to store claims history for staff access. It
is a low cost alternative to DASD storage. COLD is also known as an IBM Jukebox, has
144 platters and 4 read/write many times access heads.

4.3 APPLICATIONS

Business Application (Current Technical Environment)	Description
Adjudication	This component, which runs twice monthly (semi-monthly), uses approximately 5,000 automated payment rules in assessing claims.
	The Adjudication system rejects claims based on patients' previous medical history and rules defined in AION and in the mainline modules. The Adjudication system also maintains, as well as processes, internal and external requests for data from the two sets of patient history files: the 18-month patient history and the claim master history file, which contains an abbreviated seven year patient history. Data is stored in sequential files.
Adjudication Rules User Test	Used to create and test User maintained pseudo-code rules for Adjudication (4,404 pseudo-code rules).
AION	Uses Artificial Intelligence (AION) software to adjudicate Claims normally processed by Clerks using on-line transactions. PC Apps for development with MVS execution. Rule release is scheduled bi-monthly. Actions large volumes for adjudication in place of online adjudication.

J1-6

Business Application (Current Technical Environment)	Description
Claims In Process (CIPS)	This daily process is a series of online transactions and DB2 databases including a mix of sequential files processes. It provides on-line access to claims in process. It provides claims staff personnel access to view the status of unpaid claims and to action rejected claims produced by the E&E and Adjudication systems. E&E rejected claims and the Adjudication rejected claims are downloaded to the CIPS system where E&E clerks and Adjudicators edit the claims using the online transactions. The edited claims are then uploaded to either E&E or Adjudication, depending on their origin, and put through the Claims cycle again. Claims that are rejected by the Edit/Eligibility system and the Adjudication system are sent to the CIPS system for processing. CIPS is an end-user system that enables users to view individual claims and control claims that are in process. Using CIPS, you can view the status of unpaid claims and action rejected claims produced by the E/E and Adjudication systems. In addition, CIPS allows you to perform batch processes for loading data into the database and unloading data from the CIPS database.
Common Utility (System support subsystem)	Common Programs for MSP Claims.
Computer Output to Laser Disk (COLD)	This system provides Adjudication claims patient history data to approximately 150 online users. The data is comprised of practitioner fee item amounts paid by claim number and service date. It is organized by payment year and Insurer. Staff use CICS to access the data which is stored on Laser cartridges in a Silo and a product called IAFC interfaces between the laser data , CICS and DB2 which holds the indexes. Online access to 7 years Patient History. This information is used to monitor Medical Claims.
Facility	Diagnostic Facility program management Diagnostic facilities program updates: 1. Practitioner approval specifics including specific services practitioner's can provide; 2. Diagnostic Facility approval specifics including specific services a diagnostic facility can provide.

J1-7

Business Application (Current Technical Environment)	Description
Edit & Eligibility (E&E)	This component, which runs nightly against approximately 250,000 to 750,000 electronic (Teleplan) claims, performs pre-edit and eligibility related tasks for each claim. The E&E subsystem validates the individual claim records submitted from Teleplan as well as card claims. Whereas Teleplan does basic checking to ensure that claims are submitted in the correct format, E&E performs more detailed checks, for example, to ensure that the physician making the claim is authorized to make claims for the claim type. (This would prevent, for example, a GP making a claim for a heart bypass surgery.) The Medical Service Plan (MSP) acts as a processing agent for claims made to the Workers Compensation Board (WCB) or to the Insurance Corporation of British Columbia (ICBC). Claims for services that are linked to either WCB or ICBC claim files are identified by a specific claim code. During the edit eligibility (E&E) phase of processing, claims containing either the ICBC or WCB codes are transferred to the ICBC/WCB billing file. At the end of each "run" of E&E, the data in the ICBC/WCB billing file is forwarded to the appropriate agency. Each agency then reviews the claim and either approves or refuses the claim for processing. Claims that are approved by the agency are returned to E&E to continue processing. Claims that are refused by the agency will be returned to E&E and will treated as a refused claim at that time. Refused claims submitted via Teleplan are returned to the submitter via Teleplan after E&E. Refused claims submitted by other methods are eventually forwarded to the Claims Payment file and the refusal documentation is transmitted on a remittance statement.

J1-8

Business Application (Current Technical Environment)	Description
Online applications Claims in Process Systems (CIPS) Out of Country Travel Assistance Program (TAP) Online Adjustment Notes	Online applications are composed of the Claims in Processing (CIPS) database, the Out of Country table on which Out of Country/Out of Province staff enter the claims they receive, a Note table which contains additional notations submitted by practitioners related to their claims which are entered by Claims Branch staff; or notes entered by Claims Branch staff related to individual claims and the Travel Assistance Program (TAP) database. Notes can identify if a request has been made for an individual's medical history by the court, another agency or individual. It can also hold the revocation of permission to release the history. Claims rejected by the edit eligibility phase of the process are nightly transferred to the CIPS database. These claims are manually reviewed by claims staff and either refused or allowed to proceed through the claims system to adjudication. Claims that edit eligibility have approved or have identified as a refused claims (could be refused payment for a variety of reasons including ICBC or WCB has refused the claim, the fee item is not valid and so the claim would be refused) are forwarded to the adjudication phase of claims processing. Claims identified as refused are zapped (identified as refused and collected together with other claims which are not to be paid (i.e. claims that are to be refused after payment has already been made)).
Master Medical Practitioner Information File (MPIF) & Fee Schedule	The Master Practitioner Information file is composed of a fee schedule dbase and the practitioner Information file (MPIF). The MPIF forms an integral part of the MSP Claims System. Information about practitioners, payees, data centres, fee schedule and supporting codes is contained within its DB2 tables. Practitioner Services maintain these tables by use of the various transactions and the MPIF batch jobs. All components of the Claims System access this information during the billing process.
Claims S. 15 (a system support subsystem)	This online manual provides technical reference information for the MSP Claims system applications, including: · · S. 15 · · Job Control S. 15 · Job Control · Common utility modules

Business Application (Current Technical Environment)	Description
Online Adjustment (OLAN)	The OLAN system is used to make adjustments to a claim and attach notes to a claim. Adjustments made to a claim are debits or credits - depending on the number of claims being submitted by a practitioner for a specific time period. For example, if a practitioner bills for 50 claims in a pay period, and the maximum allowable is 40, the practitioner may only be paid 50% of the value of the 10 extra claims.
Payment & Remittance	This component, which run S. 15 performs the following tasks with each run: · Processes 2.5+ million claims from 11,000 practitioners. · Issues Broadcast Messages as required · Processes all third-party and audit-recovery items. · Handles adjustments that may be applied to gross payments, including retroactive payments, interest, carrying changes and GST charges. · Approximately S. 15 prior to remittance date, sends electronic remittance statements to submitters, advising of payments to be made on the remittance date (this does not occur for submissions submitted on S. 15 Electronic payments are sent to the central Provincial Treasury – Cash Management using an encryption method called Mercator via the Corporate Accounting System (CAS). The data is transferred via Claims to WAMHP application then to CAS.
Primary Health Care (PHC)	This system called Primary Health Care was originally called B.C.'s Primary Care Demonstration Project which was a joint research project between the British Columbia Ministry of Health and Health Canada designed to explore innovative approaches for the delivery of primary health care services. The PHC S. 15 system consists of patient registration, claims edit and payment. There is a S. 15 ased component which tracks patients that belong to the PHC catchments areas. A MoHS HAS web based patient registration tool is now available and provides other physician enhancements. S. 15 nline transactions support this system. Majority of data is transmitted to and from sites using the Teleplan process.

J1-10

Business Application (Current Technical Environment)	Description
Teleplan	Teleplan System consists of an Online portion, an S. 15 batch portion and a small TSO /ISPF /DS2 Teleplan Problem Management System.
	The online portion is called Teleplan Web version 4.0 which is a web-based telecommunications system used by practitioners to securely submit claims, notes and eligibility requests to MSP, and receive payment statements, rejected claims and patient eligibility data from MSP through an encrypted Internet connection. Teleplan is built to industry standards for secure Internet communications (like that used for online banking transactions).
	An older online portion called Teleplan DOS is being phased out, target date is December 2004 subject to BCMA approval.
	Teleplan system receives and processes over 6 million claims monthly. Batch processes run each evening to edit the data and send to Edit and Eligibility process; Approximately 97% of all claims are processed within 30 days, with the majority being paid within 14 days. Processing times depend on the timing of the submissions and the complexity of the claims. Payments are made at the middle and end of each month, either by electronic funds transfer or by cheque. (See MSP for payment schedule)
Verification Edit Group Program (VEGAS) This subsystem is maintained only by current tech staff but belongs to MSP Audit. Systems test support is not provided by Claims. Data is from MoH summarized files.	Verification Edit Group Program (VEGAS).
	A decision is pending to consider this application out of scope for the Claims ASD and transfer it back to MoH.
	MSP Claims sends each payment to MoH S. 15 S. 15 lso to HNData all detail claims processed. These claims are then summarized outside of Claims to various MoH Oracle databases / tape files for analysis and research.
	It is this data that is accessed on a server by MSP Audit to send ou random selected audit statements to users of the medical system, for them to ensure the services were rendered.
	MSP Audit submits batch jobs requests in a TSO Online interface. Claims Production Control receives an automatic email to check for the jobs. The Claims Scheduler (ESP) automatically monitors the job request.
	MSP Claims User Support Staff do not support nor test these systems but IBM/MO provides technical support. The only item we do is providing production control support in ensuring the jobs are run

4.4 SOFTWARE

Claims Systems has developed In-House PC software to support and test its main
Teleplan / IVR and Data Entry (Card Claims) systems.
Appendix C provides details to the following software. The Work Group Systems area
currently supports the software source under MoHS IBM/MO agreement.

J1-11

1. **Claims Data Entry PC**
2. **PC Software** -   S. 15   **nput records) / Teleplan**
3. **PC Software** -   **Output records) / Teleplan**
4. **PC Software** - **IVR Stats Report**
5. **PC Software** - **DOS Teleplan /PC / replaced by HNI Teleplan Web (being phased out)**
6. **IVR Misc (scheduler)**
7. **Teleplan Web API In-house**
8.   S. 15

4.5   DATABASES

S. 15   which support the Claims infrastructure.

S. 15

Schema	Total Tables	Description	August 13, 2004 v2

S. 15

J1-12

4.6   INTERFACES

Claims Interfaces Chart August 12, 2004

Orgn:	Title:	Input / Output:	Type:	Medium	Frequency:	Purpose:	Volume	Criticality

S. 15

Pages 23 through 24 redacted for the following reasons:
- -
s. 15

4.7 EXTERNAL USERS OF CLAIMS

(a) Parties with Direct Access to Claims

This table lists all the current Ministry of Health Services program areas outside of HBO who currently have direct access to Claims transactions. It is still to be determined who and how much access will be required post-ASD.

S. 15

(b) Parties with Indirect Access to Claims via Interfaces

Party	Access Type	Data	Purpose
Practitioners & Service Bureaus	Update via Teleplan	Claims	Medical Practitioners are legislated in most cases to submit claims electronically via Teleplan

---

[1] MoHS MPS staff will require read access to all data but may only require update to some data. The details are still to be determined.

J1-16

College of Physicians & Surgeons	Update via batch	Practitioner Information	Update and request practitioner information
ICBC	Update via batch	Claims specific to ICBC	MSP processes ICBC claims from practitioners via Teleplan
WCB	Update via batch	Claims specific to WCB	MSP processes WCB claims from practitioners via Teleplan
Ministry of Children & Families	Update via database access	PreAuth table	Updates PreAuth table with interim applications for social assistance
Ministry of Finance	Update via batch	Payment	Process Payment and return payment reconciliation data
HNData & DSS	Read	Paid Claims	Data Warehouse claims and patient history
Other Provinces	Via batch	Claims	Reciprocal agreement for processing claims for other provinces
Provider Registry	Update via batch	Practitioner Information	Future replacement for practitioner datafeed from the College of Physicians & Surgeons
Surgical Wait List	Read via batch	Practitioner Information	??

4.8   SOFTWARE LICENSES / CONTRACTS

Software Licenses managed by Provider Services:

- **Teleplan SimWare (NetManage)**
  We pay annually (May + 12 month) license of usage for Teleplan software on PC's, 2004/2005 FY $33,600 for 1,600 sites still on DOS dialup.

  CITS pays for and bills us in MIPS usage for NetManage mainframe products called SIMVTAM and CICS SIMXFR. These two products and the SimPC product are part of the Teleplan NetManage family.

  With a mandatory conversion to Teleplan Web by December 2004(February 2005) then we should be in a position to cancel above three licenses prior to May 2005.

- **Current Procedural Terminology**
  American Medical Association Current Procedural Terminology (CPT) comes on a CD, gets uploaded to the mainframe. Out Of Country staff use the MCL1 transaction to access the information

- **LASON (Microfiche) /*Contract***

  Claims Production Control has a contract with LASON to provide microfiche on a regular basis from Claims and RPB files including work for MoH. The contract is in its 2nd of 3 years to provide this service before one would normally provide an open bid for services. The approximate dollar amount is estimated to be about $60,000. We are not committed to pay this if no conversion services are requested by MSP.

5. ASSUMPTIONS

5.1 WORK STATEMENT ASSUMPTIONS

None

5.2 HARDWARE CONFIGURATION ASSUMPTIONS

S. 15

The performance provided by the current configuration constitutes an acceptable performance level.

S. 15

5.3 SOFTWARE/APPLICATION ASSUMPTIONS

None

5.4 THE SERVICE PROVIDER ASSUMPTIONS

None

5.5 MINISTRY OF HEALTH SERVICES ASSUMPTIONS

None

5.6 MINISTRY OF PROVINCIAL REVENUE ASSUMPTIONS

None

5.7 MINISTRY OF FINANCE ASSUMPTIONS

None

5.8 OTHER ASSUMPTIONS

None

J1-18

APPENDIX A – HARDWARE CONFIGURATION DIAGRAMS

The following diagram depicts the Claims virtual server configuration at the 4000 Seymour Place data centre.
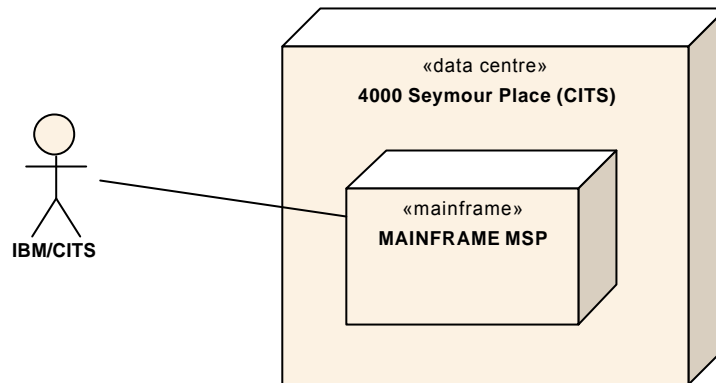
Exhibit 1.   MSP Claims Hardware Configuration

APPENDIX B – INTERFACE DIAGRAMS
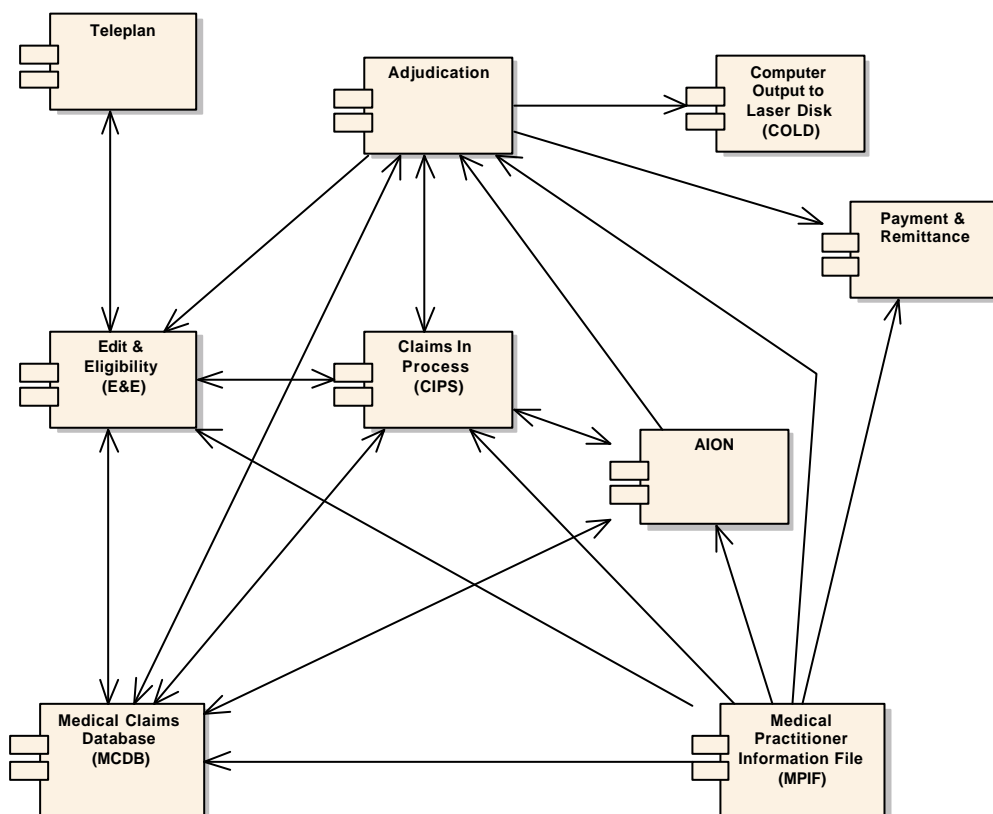
Exhibit 2.   MSP Claims Sub Component Interfaces

The diagram above depicts the main sub component interfaces of the MSP Claims application.

J1-19

Page 29 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
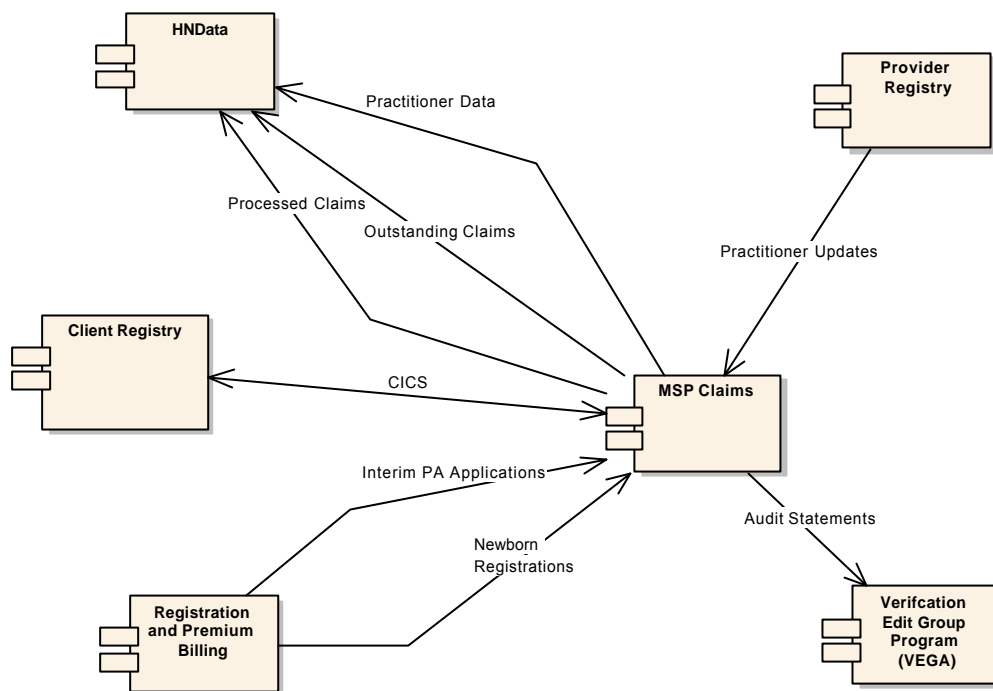
Exhibit 4.   MSP Claims Internal Interfaces

The diagram above depicts the internal interfaces of the MSP Claims application to other HBO applications.

APPENDIX C – SUPPORTING SOFTWARE PRODUCTS (IN-HOUSE)

Claims Application Area: In-house PC Software Products

1) DATA ENTRY PC

This software is used by S. 15 ata entry staff to key on a daily basis abou   S. 15   medical card claims for services provided by medical practitioners. These claims are then uploaded (FTP'd) to the mainfram S. 15   or bi-weekly payment and issued as manual cheques.
Data Entry staff do not have other work, which they can perform during a major downtime.
 Data Entry software will remain as executables on each person's individual PC and not reside solely on the server. This way we maintain our obligations to pay claims on time as legislated.

2) PC Software   S. 15   nput records)
3) PC Software   Output records)

Provider Services User Support staff and others use the above two products to test data through the Teleplan and Claims Systems. It allows creation of test medical claims to be transmitted and receipt of data from MSP.
The software follows the vendor issued Teleplan Electronic Billing Specifications Records layout and allows us to be in a position of a basic software vendor developer who is testing the file formats for submission to MSP. The source resides with WGS and its executable'

J1-21

4) PC Software-IVR Stats Report

This software runs normally at ~~S. 15~~ to reflect statistics off log file or can run during the day if user agrees which implies server must be available. Th ~~S. 15~~ production and ~~S. 15~~ development units are standalone units with software on PC.

Note: These units are new units in place April 2004 as ~~S. 15~~

5) PC Software- Teleplan /PC (DOS)

This software is now being phased out as Teleplan's DOS (SIMPC/ Dial) communication software and at the time was distributed by mail to 4,000 sites.

*Note***:**
The above is no longer supported by NetManage or ourselves and has been replaced by Teleplan Web v4.0   Its API code and browser interface code resides with MOH / HNI

6) IVR Misc.

There is an item that is a small piece of code in OS/2, which performs a scheduler function and *would have to re   main on each PC* so that the IVR continues to run regardless of the server.

Application Area Summary Explanation

DATA ENTRY PC

PC Data Entry program is used for claims submitted on cards by practitioners not on Teleplan per rules of electronic usage with BCMA. These billings are keyed by a staff of ~~S. 15~~ sing PC computers and each days batch is then transmitted to th ~~S. 15~~ mainframe for processing by the nightly Claims Edit & Eligibility process which also process's claims received by Teleplan for that day. Abou ~~S. 15~~ claims are keyed each month.

.

PC Software ~~S. 15~~ **INPUT)**
~~S. 15~~ program is an in-house PC program developed in 1988 , updated for Y2000 specs , to allow staff to build test claims, eligibility requests, notes , and submit through Teleplan/PC & Teleplan Web   software, paralleling a vendors creation of data as specified in our Teleplan/PC Specifications document.

J1-22

PC Software ^{S. 15} **UTPUT)**

The ^{S. 15} rogram is an in-house PC program developed in 1988 ., modified for Y2000 specs, to allow staff to receive test remittances, eligibility requests, messages notes etceteras through Teleplan/PC communication software, paralleling a vendors receipt of data as specified in Teleplan/PC Specifications document

----

PC Software -IVR Stats Report

The IVR Statistics Report (Stats) program is designed to collect and report data created by the MSP's Interactive Voice Response (IVR) computers from each call logged.
.

PC Software -Teleplan PC

Teleplan / PC program is a MS-DOS communication software program developed by Simware Corporation of Ottawa (Net Manage) where MSP of BC has license rights to distribute and with the scripting language provided, to develop a custom menu for practitioners to utilize on their computers.

This software was originally developed in 1988 and released with updates at least three times. The current release (June 1996) is known as Teleplan/PC V3.20P and transfers billing information to / from MSP to a Teleplan Site.

Teleplan Web has replaced the above product but DOS Teleplan still remains active by 40 % of the (4,000) sites at August 2004

Teleplan Web version 4.0 (October 2001)

MSP's Teleplan Web Access, (version 4.0), provides a means for practitioners to send and receive their medical claims-related files securely across the Internet.
This application assists practitioners to send their claims to MSP's mainframe (host) computer in a machine-readable format. MSP's Teleplan Web Access v4.0 does not replace the billing software supplied by their vendor.

The architecture developed by MoH (HAS) relies only on Industry Internet standards fo ^{S. 15} and ^{S. 15}

A vendor can choose to have their clients use the browser access Url or develop based on an application program interface guidelines we supply, develop their own private API program.

Teleplan Web supports Web Browsers, API's ^{S. 15} ADSl or Cable including the ^{S. 15}

J1-23

A separate in‑house Teleplan Web API was developed to allow inhouse staff to test and verify API access is working.

J1-24

APPENDIX D - CLAIMS REPORT DISTRIBUTION GUIDE

S. 15   are not put through job control. The balance is done and recorded in the Adjudication binder.

JCL
JCL
JCL
JCL
JCL
JCL
Put jcl in box
JCL
C&R
C&R
JCL
JCL
JCL
JCL
JCL

S. 15

J1-25

JCL

JCL

JCL

JCL

JCL

C&R

PADDY THISTLE

S. 15

DIANE FOORT
SYSTEMS
JCL

SYSTEMS

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

DIANE FOORT
SYSTEMS
JCL

SYSTEMS

JCL

JCL

JCL

JCL

JCL

S. 15

JCL

JCL

JCL

DIANE FOORT
SYSTEMS
JCL

SYSTEMS

JCL

JCL

JCL

JCL

J1-27

JCL

JCL

JCL

JCL

DIANE FOORT
SYSTEMS
JCL

SYSTEMS

JCL

JCL

JCL

S. 15

JCL

JCL

JCL

1.1   JCL

JCL

SYSTEMS
JCL

SYSTEMS

JCL

SYSTEMS
JCL

J1-28

	SYSTEMS
	JCL
	SYSTEMS
	JCL
	SYSTEMS
	JCL
	SYSTEMS
	JCL
	SYSTEMS
	JCL
	CDC
	CDC
S. 15	CDC
	DIRECTOR
	CINDY MCMATH
	SYSTEMS
	CDC
	DIRECTOR
	CINDY MCMATH
	SYSTEMS
	FINANCE
	CDC
	DIRECTOR
	CINDY MCMATH
	SYSTEMS
	CDC
	DIRECTOR
	CINDY MCMATH
	SYSTEMS
	CDC
	DIRECTOR
	CINDY MCMATH
	SYSTEMS
	PADDY THISTLE

CDC DIRECTOR CINDY MCMATH SYSTEMS
CDC SYSTEMS
CDC SYSTEMS
CDC SYSTEMS
CDC SYSTEMS
CDC SYSTEMS
CDC SYSTEMS
CDC SYSTEMS
CDC SYSTEMS
JCL
JCL
JCL
TELEPLAN
LEE URQUHART
JCL *give any messages to Lee Urquhart*
JCL
JCL
E/E

S. 15

J1-30

		SHARRON WICKENS
		LEE URQUHART
		JCL
		JCL
S. 15		JCL
		JCL
		JCL
		JCL
		JCL
	SURVEY AND AUDIT HISTORIES	Not printed On request
	ADJUDICATION AUDIT TABLE SUBRUNS 01-05	LEE URQUHART
	ADJUDICATION AUDIT TABLE SUBRUNS 01-05	JCL
		JCL
		JCL
S. 15		JCL
	S. 15	JCL
		JCL
		JCL
		JCL

J1-31

S. 15

JCL

JCL

JCL

CDC
LEE URQUHART

J1-32

CDC
LEE URQUHART

CDC
LEE URQUHART

CDC
LEE URQUHART

S. 15

CDC
LEE URQUHART

CDC
LEE URQUHART

CDC
LEE URQUHART

ADJUDICATION CONTROL TOTALS – INPUT/OUTPUT OF ELIGIBILIZED CLAIMS / OVERAGE CLAIMS – ELECTRONIC & OTHER (GRAND TOTALS)

CDC
LEE URQUHART
JCL

JCL

JCL

S. 15   JCL

JCL

JCL

JCL

J1-33

1.17

Nov. 3/99 – step to update payment control records (data cards) removed. Now in job

S. 15

1.18

S. 15

LEE URQUHART
PADDY THISTLE

1.19

JCL

Stopped 5/98 DIRECTOR

JCL

(report resurrected Feb'2000)

Cindy McMath

EANSB – Cancelled 7/704

S. 15

1.20 **JCL**

JCL

(new report Feb'2000)

JCL

1.21

E/E

E/E

E/E

S. 15

S. 15

S. 15

E/E

JCL
DIRECTOR
LEE URQUHART

J1-34

CINDY MCMATH
LEE URQUHART

ANDREA MARRS

JCL

LEE URQUHART
Stopped 04/30/02 Cindy McMath
LEE URQUHART

PADDY THISTLE

1.24 CINDY MCMATH

LEE URQUHART
DEBBIE WATSON
ANDREA MARRS

CINDY MCMATH
LEE URQUHART
DEBBIE WATSON
JCL

JCL

LEE URQUHART stopped 01/30/01

LEE URQUHART stopped 01/30/01

CDC

CLAIMS SUPPORT
MARNIE DUCH

CDC

S. 15

J1-35

LEE URQUHART stopped 01/30/01

LEE URQUHART stopped 01/30/01

CDC

Adjudication

Cindy McMath
DEBBIE WATSON
DIANE FOORT
KRISTINA DELIVA
KRISTINA DELIVA

Cindy McMath
DEBBIE WATSON
DIANE FOORT
KRISTINA DELIVA
KRISTINA DELIVA

S. 15

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

J1-36

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

S. 15   JCL

JCL

JCL

JCL

JCL

JCL

CDC

C MCMATH OOC
Cindy McMath
LEE URQUHART

J1-37

C&R
Stopped 4/30/02 Cindy McMath

Paddy Thistle

CDC

JCL

DIRECTOR
FINANCE
KRISTINA DELIV A
CDC
EANSB Cancelled 7/7/04

JCL

JCL

S. 15

JCL

JCL

JCL

JCL

C&R

C&R

JCL

JCL

J1-38

J1-1

CDC E/E
JCL
JCL
JCL
CDC E/E
CDC E/E
CDC E/E
CDC E/E
Diane Hiley
JCL
On: CEAEP.CEAEP04.PAYPAT_.G
No longer printed
No longer printed
CDC
CDC
CDC
CDC
CDC

S. 15

J1-1

CDC

1.27 CDC

CDC

JCL

S. 15

JCL

JCL

JCL

	TELEPLAN SUMMARY	DIRECTOR
Replaced by	TELEPLAN SUMMARY	Diane Hiley
S. 15	TELEPLAN SUMMARY	ROB HOLLOWAY
S. 15	ADDRESS LABELS	Diane Hiley
		Diane Hiley (all copies)
	S. 15	Diane Hiley "

J1-2

RUTH ORR
FINANCE
CDC
EANSB Cancelled 7/7/04
Data set 'CPMTP.P62D01.P62L01IC'
Wayne.guilbeault@moh.hnet.bc.ca

Billing report transmission to –

S. 15

KRISTINA DELIVA

JCL

Billing details transmission to –

S. 15

DIRECTOR
FINANCE
CDC
EANSB Cancelled 7/7/04
Billing report transmission to –

1.28   S. 15

JCL

S. 15

KRISTINA DELIVA

KRISTINA DELIVA

1.31   JCL

Billing details transmission to –

S. 15

DIRECTOR
FINANCE
CDC
EANSB Cancelled 7/7/04
Billing report transmission to –
WCB.XFRM003

Billing details transmission to –

1.32
S. 15

JCL

SHERRI STEEL

ee Description File transmission to
CBC.TR3D
Practitioner File transmission to

1.33   S. 15

Specialty File transmission to

1.34   S. 15

S. 15

DYLENE PATERSON
DISCONTINUED 08/00

DYLENE PATERSON

CDC
FINANCE
DYLENE PATERSON

1.35	S. 15 **NOTIFY** PROGRAM CPMTJ37M (OUT OF PROVINCE DATA) COMPLETED SUCCESSFULLY	al.cassidy@moh.hnet.bc.ca wayne.guilbeault@moh.hnet.bc.ca denis.brake@moh.hnet.bc.ca
1.36	**DATA CENTER** S. 15 S. 15 **RECORD COUNT**	JCL
1.37		
1.38		FINANCE CDC
1.39		**1.41 FINANCE** CDC
S. 15		
		JCL (2)
1.42		JCL (3)
1.43		FINANCE DYLENE PATERSON
1.44		FINANCE
1.45		FINANCE
1.46 CPMTJP05	S. 15	DYLENE PATERSON
1.47 CPMTJP06		CELESTE LUCATO CDC
CPMTJP06		JCL (2) CELESTE LUCATO
CPMTJP06		FINANCE CELESTE LUCATO
CPMTJP07		CDC OOC FINANCE
CPMTJP07		JCL (2)
CPMTJP07		OOC

J1-3

FINANCE

OOC (2)-stopped Jan02
FINANCE

CDC discontinued 05/31/99 – cheques produced on CAS system

JCL discontinued 05/31/99 – cheques produced on CAS system

FIN discontinued 05/31/99 – cheques produced on CAS system

CDC

PRAC SVCES

CDC

PRAC SVCES

PRAC SVCES

S. 15

JCL

CDC

E/E (2)

TELEPLAN

S. Wickens – Stopped 04/98

SHARRON WICKENS

SHARRON WICKENS

J1-4

SHARRON WICKENS

Report moved from CPMTJP26 – April 2000
SHARRON WICKENS
Report moved from CPMTJP26 – April 2000
SHARRON WICKENS

FINANCE Local printer
CDC

OOC

CDC
Claims Director
FINANCE
OOC
SHARRON WICKENS
Diane Hiley
C&R
EANSB Cancelled 7/7/04
CDC OOC (2) discontinued 05/31/99 –cheques produced by CAS system
OOC
FINANCE

OOC

OOC
FINANCE

OOC

JCL

OOC

JCL

OOC

OOC

S. 15

1.53   **1.55 OOC**

1.56   **1.58 OOC**

OOC

1.59   **OOC** *STOPPED
ON JAN. 14, 2003*

**1.60 SHELLEY
THOMPSO
N**

FINANCE / discontinued
05/31/99 – cheques produced on
CAS system
Katherine.foster@gems7
Dave.vanswieten@gems2
Jan.logan@gems4

LOUISE GILLARD

Print on request

Print on request

Print on request
Print on request

JCL
PADDY THISTLE

RUTH ORR

R&PB – MGMT RESEARCH
OFFICER – Registry Integrity (put on
R&PB shelf)

J1-6

S. 15

R&PB – PADDY SNEDDON	
CDC	
KRISTY HAUG started 1/8/04	
R&PB – PADDY SNEDDON	
SHARRON WICKENS	
Diane Hiley	
SHARRON WICKENS	
Diane Hiley	

WCB – with tape (discontinued report Dec. 2000 with start of electronic file transfer – report kept in dataset CPMTP.P27D01.P27L01 if required to be sent to WCB in future)

CDC

WCB.XFRM018

Diane Hiley
DYLENE PATERSON
DYLENE PATERSON
Diane Hiley
DYLENE PATERSON

DYLENE PATERSON

SHARRON WICKENS
(prior to Feb 2000 was in cpmtjp10)
SHARRON WICKENS
FINANCE
(prior to Feb 2000 was in cpmtjp10)
Darlene Letendre

S. 15

JCL

WENDY GOLIA   Stopped 11/99

WENDY GOLIA   Stopped 11/99

1.64   BRENDA TOWNSEND

STOPPED 4/02 APB

1.67   BRENDA TOWNSEND

1.68   STOPPED 4/02 APB

Stopped 03/18/03 as per SHARRON WICKENS

1.71 SHELLEY THOMPSON
FINANCE Local Printer
CDC
Cashelp@gems2.gov.bc.ca
Anwar.khalil@gems9.gov.bc.ca
1.74 FINANCE **1.75 CDC** Local Printer DYLENE PATERSON- stopped aug/01 CELESTE LUCATO
JCL Local Printer
JCL
JCL Local Printer
CELESTE LUCATO CDC Local Printer
JCL (2)
CELESTE LUCATO Lee Urquhart Local Printer
Paddy Thistle FINANCE Local Printer
JCL
CELESTE LUCATO
CELESTE LUCATO
Katherine.foster@gems7 Dave.vanswieten@gems2 Jan.logan@gems4

S. 15

J1-9

ruth.orr@moh.hnet.bc.ca

Printed at BC Mail Plus

Printed at BC Mail Plus

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

1.77 **CDC**

(prior to April 2000 was in cpmtjp13)

t Codes - 01 – 91

ent Codes are printed in job

SHARRON WICKENS

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

J1-10

VDO_DOCS #1341929 v. 5

DYLENE PATERSON

Nancy Wyllie

Nancy Wyllie

Nancy Wyllie

Nancy Wyllie

Nancy Wyllie

Nancy Wyllie

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON
FINANCE
DYLENE PATERSON

DYLENE PATERSON
FINANCE
NANCY ASH R&PB

DYLENE PATERSON
FINANCE
DYLENE PATERSON
FINANCE
DYLENE PATERSON
FINANCE
DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

BCMA?

S. 15

DYLENE PATERSON

DYLENE PATERSON

TELEPLAN ?

DYLENE PATERSON

FINANCE

BCMA?

S. 15

EANSB Cancelled 7/7/04

BCMA

DIANNE HILEY

DIANNE HILEY

DIANNE HILEY

DIANNE HILEY

BRENDA TOWNSEND
 stopped 4/02 APB
BRENDA TOWNSEND
 stopped 4/02 APB
DYLENE PATERSON

BRENDA TOWNSEND

J1-12

stopped 4/02 APB
FINANCE
DYLENE PATERSON
BCMA

BRENDA TOWNSEND
 stopped 4/02 APB
BRENDA TOWNSEND
 stopped 4/02 APB
BRENDA TOWNSEND
 stopped 4/02 APB
BRENDA TOWNSEND
 stopped 4/02 APB
DYLENE PATERSON

DYLENE PATERSON

BRENDA TOWNSEND
 stopped 4/02 APB

BRENDA TOWNSEND
 stopped 4/02 APB

S. 15

DYLENE PATERSON

BRENDA TOWNSEND
 stopped 4/02 APB

BRENDA TOWNSEND
 stopped 4/02 APB

 stopped 4/02 APB

BRENDA TOWNSEND

 stopped 4/02 APB

BEV SEALEY RBB 2-1
Strategic Development Branch
JUNE ALLEWALL APB 2-3
BEV SEALEY

BEV SEALEY

BRENDA TOWNSEND
stopped 4/02 APB
BRENDA TOWNSEND
stopped 4/02 APB

JUNE ALLEWELL APB 2-3
JUNE ALLEWELL APB 2-3

JUNE ALLEWELL APB 2-3
BRENDA TOWNSEND
stopped 4/02 APB
DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

FINANCE

C&R

DYLENE PATERSON

S. 15

DYLENE PATERSON

DYLENE PATERSON

DYLENE PATERSON

FINANCE
FINANCE – Melanie Robinson
CDC

1.83 CINDY M CMATH

1.84 JCL – KRISTY HAUG STOPPED MAY'00 (WAS IN

JCL 08/00   S. 15

J1-14

1.85 SHARRON WICKENS

(prior to April 2000 was in cpmtjp13)
SHARRON WICKENS
(prior to April 2000 was in cpmtjp13)

1.86.1.1.1 If totals = 0, leave in jcl

SHARRON WICKENS
DIANE HIELY
(prior to April 2000 was in cpmtjp13)

1.87 SHARRON WICKENS

JCL

1.91

JCL

JCL

FINANCE

JCL

SHARRON WICKENS

OOC (2)
FINANCE

SHARRON WICKENS

SYSTEMS
SHARRON WICKENS

RUTH ORR
FINANCE
CDC
EANSB stopped May'2000
E/E
SYSTEMS
OOC - stopped 02/06/02
SHARRON WICKENS-stopped
1/15/02 CATHY BRYANT-stopped
1/14/02
SHARRON WICKENS

S. 15

J1-15

DIRECTOR
Diane Hiley
CDC
DAVE MAH
EANSB – cancelled 7/7/04
RUTH ORR
Diane Hiley
CDC
DAVE MAH
EANSB – cancelled 7/7/04
FINANCE
DYLENE PATERSON
CDC
SYSTEMS
JCL
Debbie.rogers@gems7.gov.bc ca
Wayne.guilbeault@moh.hnet.bc.ca

CDC

CDC Report Discontinued 09/00

Sharron Wickens

R&PB
CDC
DYLENE PATERSON
DIANE HILEY

DYLENE PATERSON
DIANE HILEY

CDC
RUTH ORR
FINANCE
EANSB stopped 09/99
BCMA (VIA FINANCE) stopped
09/99

JCL

RUTH ORR
EANSB Cancelled 7/7/04
RUTH ORR
EANSB Cancelled 7/7/04
RUTH ORR
EANSB cancelled 7/7/04

S. 15

J1-16

S. 15

RUTH ORR
SHARRON WICKENS RUTH ORR CINDY MCMATH
SHARRON WICKENS

1.95 **RPB.PROD.CONT ROL@MOH**.HNE T.BC.CA

NANCE DC   Local Printer

1.102 **FINANCE – PRINTING DISCONTINUED DEC/2000**

1.105 DIRECTOR

S. 15

1.108 **DIRECTOR – PRINTING DISCONTINUED DEC/2000**

NANCE   Local inter

1.111 CDC

1.114 **CDC LOCAL PRINTER**

1.115 FINANCE

VDO_DOCS #1341929 v. 5

FINANCE - printing discontinued Dec.2000

1.120 DYLENE PATERSON – PRINTING DISCONTINUED DEC. 2000

1.123 DYLENE PATERSON

FINANCE

JCL

Katherine.foste r@gems7
Dave.vanswieten@gems2
Jan.logan@gems4

S. 15

Sherri Cauthers
Diane Hiley
CDC

JCL

CDC

JCL

JCL

DYLENE PATERSON (2 copies)

J1-19

CDC
RUTH ORR
FINANCE
DYLENE PATERSON
SHARRON WICKENS
DYLENE PATERSON

PROVINCIAL TAPE
CENTERS (with tapes)

ANDREA MARRS

OOC (2)

OOC

OOC

CDC
RUTH ORR
FINANCE
SHARRON WICKENS
EANSB stopped May'2000

CDC
RUTH ORR
FINANCE (2)
SHARRON WICKENS
EANSB stopped May'2000

CDC

Debbie.rogers@gems 7
Sandy.mctaggart@gems 4

CDC

S. 15

VDO_DOCS #1341929 v. 5

C&R

EANSB Cancelled 7/7/04

CAROL FOSTER,
for Ruth Orr
CDC

EANSB stopped May'2000

C&R

JCL

DYLENE PATERSON

JCL

DYLENE PATERSON

DYLENE PATERSON

S. 15

C MCMATH OOC

C MCMATH OOC

C MCMATH OOC

CDC

JCL

JCL

CDC

FINANCE Melanie Robinson
CDC

J1-21

CINDY MCMATH
JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

JCL

S. 15   JCL

JCL

JCL

JCL

CDC

CDC

Finance

CDC

Sharron Wickens
JCL
JCL

JCL

JCL

CDC
FINANCE
RUTH ORR

		JCL
		JCL
		JCL
S. 15		JCL
		JCL *if totals zero* CDC FINANCE DYLENE PATERSON
		JCL SYSTEMS
		JCL
	FEE ITEM	SHERRI STEEL
S. 15	PAYEE/PRACT	Diane Hiley
	PAYEE/PRACT	SHERRI STEEL

J1-23

J1-1

JCL
SHERRI STEEL
S. 15

S. 15

C MCMATH OOC stopped 09/00 (*leave in JCL*)
OOC (E-mail to Kim, Kristy and Lee to have staff fix 714 records)
VAL MITCHEL
OOC *(give report to Kim first) stopped Jan 02, now CDC*
Kristy Haug
DEBBIE WATSON
DIANE FOORT
Cindy McMath
PADDY THISTLE
JCL
OOC-STOPPED SEPT.01
OOC-Stopped Sept.01
E/E - LYNN PAINE

J1-1

Marj Hallihan
Marj Hallihan

JCL

JCL

JCL

S. 15

JCL

JCL

KRISTINA DELIVA (all copies)

KRISTINA DELIVA (all copies)

KRISTINA DELIVA (all copies)

Diane Hiley

J1-2

Diane Foort Debbie Watson Kristina Deliva
JCL
JCL
C MCMATH **OOC**
JCL
OOC
JCL-stopped Jan 02
OOC (E-mail to Kim and Sandy)
OOC
Lee Urquhart
sandy.mctaggart@moh.hnet.bc.ca
Job name changed 09/00
Lee Urquhart
Lee Urquhart
Cindy McMath

S. 15

J1-3

J1-4

JCL

S. 15

Diane Foort

J1-4

Diane Hiley

S. 15

DEBBIE CORBETT

Discontinued July 3,2002

Diane Hiley

CDC
CDC
KRISTY HAUG
Diane Hiley
JCL Director Diane Hiley Rob Holloway
Rob Holloway Lynn Paine Ruth Orr Darlene Letendre Susanna Tapp Lee Urquhart
Kristina Deliva
Kristina Deliva
SHARRON WICKENS
SHARRON WICKENS
SHARRON WICKENS
SHARRON WICKENS
SHARRON WICKENS
MIKE ATKINSON 6TH FL 712 Yates
Cindy McMath
Cindy McMath

S. 15

6

JCL

TELEPLAN

JCL

JCL

JCL   Paddy Thistle stopped
                  July 2001
Copy for Paddy Thistle no longer
produced   July 2001

CDC

CDC

WENDY GOLIA stopped Aug 2001
  (give Wendy monthly total only)

JCL

S. 15

Lynne Paine

TELEPLAN

TELEPLAN

PRAC SERVICES stopped
May'01, restart Aug 17

JCL

CDC

TELEPLAN - *Write
Payment Date on report
before distributing*

JCL

TELEPLAN

7

JCL
JCL
JCL
Kristy Haug PSIMH004
JCL
JCL
JCL
TELEPLAN. Do not print if the data centres **all** begin with M
TELEPLAN
JCL
JCL
TELEPLAN
TELEPLAN
TELEPLAN
TELEPLAN
TELEPLAN
CDC
TELEPLAN
CDC
TELEPLAN
CDC
TELEPLAN

S. 15

8

	CDC
	TELEPLAN
	TELEPLAN
	JCL
	TAPE SITES – WITH TAPES
	CDC
	CDC
	TAPE SITES – WITH TAPES
	JCL
	JCL
	ROB HOLLOWAY

S. 15

SUSANNA TAPP

S. 15

DIRECTOR
SYSTEMS ADMIN
TELEPLAN
JCL
Report as email to lynn.paine@moh.hnet.bc.ca

9

APPENDIX E - PRODUCTION CONTROL JOB SCHEDULE

DAILY JOBS

Backup & Sort Card Claims
(CEAEPRCV on Job Card)
S. 15   Receive ICBC Therapy Claims
Receive WCB Claims

FTP College file to Server
MSS TPAUTH Image Copy   runs at noon

EVENING JOBS

Pre Edit
Facilities Edit
Daily Edit & Elig
Primary Care Edit
Load Edit Rejects
Check for Orphan rcds
Debit Record Match
Transmit ICBC Therapy
Transmit WCB Claims
Unload CIPS Edit
CIPS Edit & Elig
Load Edit Refusal
Elig Requests
PCO Refusals/Rjt Report
POP Health Surv Master

S. 15

S. 15

History Requests
Actioned Claims Report
Create PATPA Entries
College file PIF update
PRAC file for PRS
TP PRAC file to server
Cancelled Prac list HNET

S. 15

TMS Report Summary
MCDB Printers to flat file
Load Printer table

S. 15

10

S. 15

VENDOR TEST JOBS

Vendor Test Pre-edit
Vendor Facilities Edit
Vendor Edit
PCO Vendor Test
S. 15   WCB Form Fee Transmit
Vendor Test WCB Receive
Receive WCB Vendor Claim
Vendor Refusal Load

S. 15   JOBS

Purg   S. 15   LAIM,REFUSAL
Vendor Change Report
TMS Status Report
Daily Support Table Extract

ELIGI,CLMTS,PULOG
S. 15   upport Table Extract
Support Table Extract

Purge ELIGO,OTHER,PAUTH
S. 15   Daily Support Table Extract
TMS Task Report for   S. 15

S. 15   upport Table Extract
S. 15   able Extract   runs

S. 15   able Extracts   runs

S. 15 Support Table Extract

11

VDO_DOCS #1341929 v. 5

Page 84 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

S. 15

Receive ICBC Refusals (ACY)   S. 15
Receive INM Report (ACYY)

Merge ICBC History   Additional Run From Schedule

S. 15   Extract History Requests   Additional Run
Extract Supp Ben Letters   Additional Run
Print Summary Reports   Additional Run
Print Requested History   Additional Run
Print Supp Ben Letters   Additional Run

PHC L2 Adjustments   runs   S. 15

13

S. 15	Release Summary	*runs 3rd working day*

Release Summary — *runs 3rd working day*
Status Report — *runs first workday*
CAB/OM   S. 15   eport — *runs first workday*
Extract EXP Code — *runs first workday*
Load Explanatory Code   S. 15 — *runs first workday*
S. 15   urgical Wait List — *runs first workday*
Deleted Data Centers   S. 15 — *runs first workday*
Extract Facility Name/Address — *runs first workday*
TRLOG Monthly Report — *runs first workday*
Load Facility file — *runs first workday*
Load Fee Item to   S. 15 — *runs first workday*
Unload/Backup — *runs first workday*
Data Center Vendor Change Report — *runs first workday*
Load   S. 15 — *runs first workday*
Teleplan Summary File — *runs first workday*
Teleplan WEB STATS Summary File — *runs first workday*

S. 15

PRIMARY CARE SYSTEM – Pending Process

Runs on the S. 15 day of th   S. 15

S. 15
Check Eligibility
Load Pending Registration
PCO Pending Registration
Load PCO Pending Registration -   S. 15

PRIMARY CARE SYSTEM – Update Registration Table

Runs on the   S. 15

S. 15   Update Registration Table
Extract Registration Records

14

S. 15

RCP   S. 15
Recreate Remittance
Reload Remittance
Tap S. 15   eport
RBC Foreign Exchange   *runs*
OOC Stats   *runs*   S. 15

Patient Demographic

Prac Requests for PDD submitted by Teleplan Support
Extract Patient Demographic Detail
S. 15
Load Patient Demographic to Mail Box

SCMSTATS Schedule
Runs   S. 15   with the following list of jobs;

S. 15

15

S. 15

S. 15　　　　　MSP Deductions

S. 15　　**FINAL EDIT**

S. 15

Load Approved Debits to CIPS (multiple debit processing)
Unload Out of Country Claims
Cancelled Prac Report

CLOSE-OFF DAY TO DATA CONTROL & FINAL EDI　S. 15
SCHEDULE

S. 15

Edit MSS Transfers
Unload Completed E&E
Sort Elig Clm Todate
CIPS Edit
　　　　　　　S. 15

S. 15　　Load E&E Rejects
 R&PB Transfers
Recycle Edit
Adjudication DRP Copy
Debit Record Match
Unload for Debit Finders

16

ADJUDICATION

UNLOAD CIPS DATA BASE & RUN ADJUDICATION *ADJ1SEMI SCHEDULE*

5

ICBC BX Records
WCB BK Records
Load for ICBC Notes
Sub Runs 01 & 02
Operator Stats
Sub Runs 03 & 04
TCLAIM Image Copy
Sub Run 04
CIPS Image Copy
Sub Runs 05 & 11
Current Rejects Report
Delete & Reload DB
Unactioned Rejects Report
Split Old Adj Keeps/MSS
Actioned Claims Counts
D Load Adjud Rejects
Outstanding Claims List
Print Adjud Totals
Unload TCLAIM & Drop History
CreateFIUSLimit Adjstmnt
Batch Assignments
Create Empty MSS mbr
Batch Assignments 2nd
Adjudication DRP Copy
Unload TPERSON
Adjudication DRP Copy
Unload TRDINF & TADJST
Unload & Merge for Adj
Adjudication Sort
Split Adj Records

ADJUDICATION SECOND NIGHT

CHEDULE

Load Adjud Rejects
Sort & Split djstmnt
Adjudication #2
Print Adj #2 Reports
Load FIUS Adj #2 Rejects
Adjudication DRP Copy
Pay Pat Ad
Pay Pat Adj
RCP Histories

17

Misc Adj Reports/Eye Exam Extract
Load Eye Exam Table
Update PHC Adjustments *discontinued*
Print MSP Acct Sumry
Purge Cosmetic Table
Sort of Assessed Payables

Reformat Adj Subfiles for S. 15 Load
Select & Reformat RCP History for S. 15

Load RCP History ear to Date

Load BC History t S. 15 } After S. 15

Load Current Pmt as required

SCHEDULE

S. 15
Reject 0806
Reject 1110
Reject 1003
Reject A411
Reject A202
Reject 0803
Reject A501
Reject 8719
Reject 3803
Reject A203
Reject M101
Reject 9525
Reject 5806
Reject 6013
Reject 2602
Reject 6001
Reject 0819
Reject 0901
Reject 6904
Reject 2201
Reject 9014
Reject 0101
M105a & M105b
Reject 4137
Reject 3202
Reject B208
Reject 7010

18

S. 15

Reject RB39
Reject A505
Reject O304
Reject 7015
ADJRPTS

PAYMEN   S. 15

CPMTSEMI SCHEDULE

Load to Development
Load to Development
Calculate Gross Payment

S. 15

Prepare Remittance
 HNDATA Backup   *JCL requires updating*
Dataset trigger to start   S. 15
Locum, MVA, Analysis Reports
Print Remittance Statements
Create PMT Adj Reports
Pmt Reports Reg/Retro

S. 15

Infopac Adjustment Reports

S. 15

Prepare Pay Patient
Print Pay Patient Address Labels
Out of Country Cheques
Patient Demographic Master File
Load Pmt Adjustments to DEVL   ** Change date to*   S. 15

PAYMENT   S. 15

LOAD REMITTANCE - PRINT CHEQUES - LOAD M01 RECORDS

Load S. 15 ecords   S. 15
Load to Development
     Remit & Purge
S. 15 info to Children's Hosp

S. 15

Remit Batch to TINTER TBL
Load Opted Out Remit

S. 15

19

S. 15

Invoice & Bill Transmit
WCB Invoice & Bill Transmit
IP Invoice & Bill Transmit
Prac Files to WCB
Prac Files to ICBC
Load to Development

VENDOR TEST ADJ - PMT - REMIT

S. 15

Vendor Adjudication
Vendor Payment
Vendor Remittance

RH / ICBC History   First Payment of the month

Extract New RH History
Merge ICBC History   S. 15   & Schedule is

Extract History   & Schedule is

S. 15   Print Summary Report RH History   S. 15
               Print Requested RH History
                                                              S. 15

               Extract Supp Ben Letter
Print Sup Ben Letters

20

Multiple Debit Processing *Schedule -* S. 15

S. 15

Extract details from tables

Select Payment Detail Files
Sort & Create Report for Review

Multiple Debit Processin S. 15 **Night**

S. 15

Sort extracted details to 10 subfiles
Delete previous debit rcd

RH / ICBC Histor S. 15 **Payment of the** S. 15

Extract NEW RH History S. 15
Merge ICBC History *ses*
MSP Charge Number S. 15
Extract History
Print Summary Report RH History & Schedule is
S. 15 S. 15
Print Requested RH History & Schedule is
S. 15
Extract Supp Ben Letter
Print Sup Ben Letters

S. 15

S. 15 **DUE**

S. 15

In Prov Cheque Register
Pay Patient Cheque Register
Out of Country Cheque Register
Update OOC Pmt & Cheque Numbers

S. 15

21

MONTH END PAYMENT JOBS

S. 15

Payment Dist By Speciality
RCP Billing Stmt
Speciality Listings

QUARTERLY JOBS

Misc Adjustment Summary Report   S. 15

S. 15

Patient Demographic   S. 15
Quarterly Pracitioner Profiles
BC RCP Audit runs Mid Month   S. 15
Create Fee Item File

S. 15   **JOBS**

Merge & Purge ICBC History
Provincial Institution History to Fic   S. 15
Annual Cheque Register to Fiche

Tax Receipts
Clear Out of Country S. 15 File   S. 15
Purge Prac Clms Hstry Table (TSMRYT) Jan

Apr
Apr
Apr
Apr
Apr
S. 15   Apr
Apr
Apr
Apr
May
S. 15   June
Jan

ON REQUEST JOBS

Print Jobs

22

Select & print ^{S. 15} report requests
Create MSS Report - ^{S. 15} - request by IAM
Extract Manual Adj for Blue Book
Practitioner Detailed Analysis
Service Verification

Update Adjustment Parameters
Update RRP Rat ^{S. 15} able
Update CPT from CD – OOC AMA file
Load Note Records Only to CIPS
Delete & Load Curren ^{S. 15}
Update Fee Table High Usage Indicator
Load ^{S. 15}
S. 15   Initial Patient Register

Send BCMA Deduction File
Send NT & NU Reciprocal File
Send WCB or ICBC File

Delete by Batch ^{S. 15}
Remove Cancellation Dates on TPPHST table
Report
Reset ^{S. 15}
Compare CMNEXT & CIPS DB

S. 15

Emergency Cheque System

Process Emergency Payment
Format Payee Cheque Info
S. 15   Convert ^{S. 15} file to Cheque
Create Next Emergency Payment

IMG SCHEDULED JOBS

Claims Documentation Utility   S. 15
S. 15
S. 15

23

S. 15

RETRO PAYMENT JOBS - S. 15 *Schedule*

Load to Development (before retros)
Part II of S. 15 opy
Sort Retro Claims
Updat S. 15
Calculate Gross Payment
Prepare Remittance
Trigger for S. 15 *chedule*

S. 15

S. 15

Create PMT Adjustment Reports
Create Retro Adjustment Report
Retro Letters & Reports
Transmit WCB Details
Specialty Listings
Transmit ICBC details (if any) - Not required.
Update MPIF Fee Schedule Table

RETRO CIPS S. 15 JOBS

S. 15

RETRO TELEPLAN JOBS

Create Fee Item File S. 15
Unload S. 15 Table

S. 15

Load T S. 15 able and Remark File
Update Vendor Remarks File

24

25

APPENDIX 2

E-CORRESPONDENCE

INFORMATION TECHNOLOGY SUMMARY

1. OVERVIEW

As a part of the Services, the Service Provider shall provide, set-up, implement, operate, maintain and upgrade reliable and continuous hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services. This Appendix summarizes the existing E-Correspondence technology environment and support roles in connection therewith required of the Service Provider, including hardware, software, applications and interfaces, and is divided into the following sections:

(a) Background – describes what the functions performed in this environment.

(b) Stages – outlines the Transition, Hand-Over, Transformation and Ongoing responsibilities.

(c) Existing Environment Summary – outlines infrastructure, applications, interfaces and programs which deliver business services.

(d) Assumptions – includes all assumption relating to this environment.

2. BACKGROUND

E-Correspondence utilizes imaging and workflow technology to scan, index and process paper for Beneficiaries. As well faxed documents are received and transformed to imaged documents to be processed the same as paper documents omiting the scanning step. HBO staff can retrieve documents via a workbasket or by querying the document metadata. The Ministry of Provincial Revenue also utilizes the e-Correspondence system.

The e-Correspondence system is comprised of three main applications, Right Fax to receive faxes, the Kofax Ascent Capture application for scanning and the IBM Content Manager (CM), which provides the storage and retrieval functions.

The first application Right Fax receives faxes on multiple phone lines and numbers and converts them to images which can be processed by Kofax- Accent Capture

The second application, Ascent Capture, allows users to scan, index and store documents and related data. It is comprised of separate applications that function together to process documents. The modules that make up the Ascent Capture component are the administration, batch management, scanning, recognition, quality control, validation and release modules. There is also a central Ascent Capture Scan Server that client workstations use to perform their duties.

J2-1

The third application, Content Manager, is a client server application that manages document image flow and associated data. In e-Correspondence, it is being used for document storage and retrieval for Ascent Capture. Content Manager consists of a library server, an object server and numerous client workstations.

Content Manager functions in a client-server type environment, Users log on to the library server through the CM client on the workstation. Documents can be retrieved via multivariate search criteria, such as surname, PHN, or account number, or by opening a workbasket. The library server retrieves the indexing data and requests the document image from the object server (usually a TIFF image). This data is sent to the initiating workstation and displayed.

The library server stores document indexing information and the object server stores the document image.

Document volume is approximately 35,500 documents scanned monthly. Any policy changes that involve significant paper usage-such as application forms, etc., can increase volumes

3. STAGES

Both parties will strive to minimize impacts to Province Customers and Stakeholders throughout these phases.

3.1 SCHEDULE

Milestone Description	Start Date	Completion Date
Transition	Effective Date	Hand-Over Date
Hand-Over	Hand-Over Date	Hand-Over Date
Transformation	As per the Transformation plan	12 months after Hand-Over Date
Ongoing Support	12 months after Hand-Over Date	The later of the Termination Date or the end of the Termination Assistance Period

3.2 TRANSITION

(a) During this stage the Service Provider will plan for the hand-over of Services and collect the relevant code repositories operational manuals and related technical documentation required to assume control of the server environment. The Service Provider has the responsibility to ensure that it obtains the information it requires to support this environment. The Province will, upon request by the Service

J2-2

Provider, provide such information as reasonably required to fulfill the Service Provider' requests.

(b)   The Province will provide:

(i)   Support required to manage the existing operational environment; and

(ii)   A Transition Manager who will, in accordance with Schedule O of this Agreement:

A.   Act as a focal point for communications between the Service Provider and the Province;

B.   Have authority to make decisions and provide approvals;

C.   Ensure information requested by the Service Provider is made available;

D.   Ensure the availability, cooperation and performance of assigned Province and contracted personnel; and

E.   Provide regular feedback.

Notwithstanding the foregoing, the Service Provider acknowledges and agrees that it has ultimate responsibility to complete the Transition Services in accordance with and pursuant to the terms of the Agreement including those terms set forth in Article 3.

(c)   The Service Provider will provide:

(i)   A Project Manager who will:

A.   Be responsible for planning, managing and coordinating all activities during the Transition;

B.   Establish and maintain a transition work plan in respect of this technology environment;

C.   Prepare status reports;

D.   Ensure applications, servers and related components represent a fully functional environment. When components, including but not limited to storage or backup systems, are missing develop plans to provide them on the Hand-Over Date; and

E.   Work with the Province's Transition Manager to coordinate timing for the Transformation.

J2-3

3.3 HAND OVER

On the Hand-Over Date the Service Provider will take responsibility for all aspects of this environment. After the Hand-Over Date the Service Provider will have all operational responsibilities, including but not limited to, all funding, staffing and technical infrastructure required to enable this environment to meet the stated business outcomes and Services Levels. This includes but is not limited to servers, software, applications, software, licence maintenance, new software licences, telephone connections, network connections, related components, and support resources to enable the operation of the applications and interfaces listed in Section 4.

    (a)   The Province will:

        (i)   Provide the required documentation, hardware and copies of software licenses in the manner set forth in the Asset Conveyance Agreement

    (b)   The Service Provider will:

        (i)   Take custody and control of the existing environment;

        (ii)   Support the existing environment;

        (iii)   Meet or exceed all Service Levels; and

        (iv)   Support changes requested by the Province in accordance with Article 7 of this Agreement.

3.4 TRANSFORMATION

The Service Provider is responsible for funding and staffing all aspects of the Transformation.

During this stage the Service Provider will implement the changes in respect of this environment outlined in the Proposal and the Transformation Plan.

    (a)   The Province will:

        (i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

    (b)   The Service Provider will:

        (i)   Prepare an implementation strategy for MAXe2;

        (ii)   Ensure all existing functionality is present in the new environment;

        (iii)   Support and fund all aspects of application development, testing and implementation;

<blockquote>

(iv)   Support and fund all infrastructure, including but not limited to network, server, desktop, and facilities, required to implement the new environment;

(v)   Meet or exceed all Service Levels; and

(vi)   Support Change Requests from the Province in accordance with Article 7 of this Agreement.

</blockquote>

3.5 ONGOING SUPPORT

This stage starts when the Transformation activities in respect of this environment are complete. Changes will be driven by break fix work and new Change Requests.

<blockquote>

(a)   The Province will:

    (i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   The Service Provider will:

    (i)   Provide all support and funding required to manage all aspects of the operational environment;

    (ii)   Meet or exceed all Service Levels; and

    (iii)   Support Change Requests from the Province in accordance with Article 7 of this Agreement.

</blockquote>

4. EXISTING ENVIRONMENT SUMMARY

4.1 DATA SPEC META DATA

The following are the index data element used in Kofax and Content Manager

Content Manager Data Element Name	Index Descri ption	Exists In Kofax	Exists In Content Manager	Length
ATTRIBUTE00108	PHN	Y	Y	10
ATTRIBUTE00109	Acct#	Y	Y	9
ATTRIBUTE00112	Level	Y	Y	1
ATTRIBUTE00114	Received Date	Y	Y	10
ATTRIBUTE00116	Retention Period (yrs)	N	Y	2
ATTRIBUTE00117	Completion Status	N	Y	1

Content Manager Data Element Name	Index Descri ption	Exists In Kofax	Exists In Content Manager	Length
ATTRIBUTE00118	Group#	Y	Y	7
ATTRIBUTE00119	Completion Date	N	Y	10
ATTRIBUTE00120	Surname	Y	Y	32
ATTRIBUTE00121	Document Description	Y	Y	32
ATTRIBUTE00123	Purge Date	N	Y	10

4.2 EDITS IN KOFAX INDEXING

1. One of ACCOUNT#, PHN, GROUP# or SURNAME is required.
2. ACCOUNT# - Mod 10 check (9 digits required if completed)

any 8 character account #s have a 0 padded in the left character if the input 8 characters pass the mod 10 check.

3. PHN - Mod 11 check (10 digits required if completed)
4. GROUP # Mod 10 check (7 digits required if completed)
5. DOCUMENT DESCRIPTION is required.
   A list box will be available in one of QC or Validation to select a Document Description from CMLSADM_DISTRIBUTION_RETENTION.
   and will default to the value from the last document.
6. The RECEIVED DATE is required and must me a valid date =< today's date

and will default to the value from the last document.

7. If RECEIVED DATE is more than 6 months in the past a warning message is produced.
8. LEVEL will default to 1 on the first document of a batch,

must be 1,2 or 3.

   and will default to the value from the last document.
9. RETENTION PERIOD set to value from table CMLSADM_DISTRIBUTION_RETENTION for that DOCUMENT DESCRIPTION and LEVEL.

4.3 EDITS IN CONTENT MANAGER

1. One of ACCOUNT#, PHN, Group# or Surname is required.
2. ACCOUNT# - Mod 10 check (9 digits required if completed)

any 8 character account #s have a 0 padded in the left character if the input 8 characters pass the mod 10 check.

3. PHN - Mod 11 check (10 digits required if completed)
4. GROUP# Mod 10 check (7 digits required if completed)

J2-6

5. DOCUMENT DESCRIPTION is required.

and will default to the value from the last document.

6. The Received Date is required and must me a valid date =< today's date

and will default to the value from the last document.

7. COMPLETION DATE is required if COMPLETION STATUS = "C".
8. COMPLETION DATE >= RECEIVED DATE
9. COMPLETION STATUS
   set to "I" on input to Content manager
   after completion "Completion Status" is set to "C"
   if moved to Delete or Duplicate workbasket "Completion Status" is set to "D"
10. RETENTION PERIOD set to value from table
    CMLSADM_DISTRIBUTION_RETENTION
11. PURGE DATE = COMPLETION DATE + RETENTION PERIOD IN YEARS

4.4 HNET29 DISK GROWTH DATA

The following table contains the growth data of the disk storage for Content Manger over the last 8 months. The total storage capacity is currently 185. gigs. The system response time will slow as this limit is approached.

Date	Total Disk Space Used	
2004-Aug-11	142.40	gigs
2004-Jul-19	140.61	gig
2004-Apr-26	130.72	gig
2004-Apr-01	128.98	gig
2004-Mar-11	127.33	gig
2004-Jan-07	121.15	gig
2003-Dec-03	119.82	gig
2003-Oct-23	117.12	gig

Hnet32 the Test/Dev environment does not grow significantly.
Disk space on Rainbow and Carp does not grow as the documents are deleted as soon as they are uploaded to Content manager.

J2-7

4.5 MANUAL OLD SYSTEMS

There are at least 2 document storage systems that pre date the current imaging system and have not been converted.

(a) Microfilm

There is an old microfiche system with film rolls and reader/printer that has the index stored in DB2 on the mainframe. These are the legal records and must be maintained.
Linda Birch is the main user.

(b) Card Storage

Income Verification Authorizations on paper are stored in the basement of 1515 Blanchard. The index is a 15 year old computer printout. The electronic data is no longer available. These are the legal records and must be maintained for CCRA audits.

Karen Stuthers is the main user (she retires on Aug 31).

4.6 SERVICE OBJECTIVES

(a) MSP "Core Business"

The following document types are considered "Core Business" and the service objective for these types of work is 48 hours to have it in Content Manager and 3 weeks to complete the work.

- PA
- BabyReg
- ImmRen
- NewCoApp
- TempDocApp

(b) MPR

The following document types are the responsibility of the Ministry of Provincial Revenue. The service objective is to have them imaged within 2 days of receipt.

TPA
Corr

(c) MSP "Maintenance"

J2-8

All other types of imaged and paper work is considered "Maintenance" and the service objective for these types of work is 8 weeks to complete the work.

4.7   ONGOING JOBS AND REPORTS

All Inclusive Reports (MSP and MPR)

001 Daily_Ageing_Reportf
002 Daily_Completion_Report
003 Daily_Inventory
004 Daily_Transfer_Report
005 Monthly_Output_Performance
006 Monthly_Inventoryf
007 Wkly_Inventory
008 Wkly_Turnaround

Imaging Reports - Go Forward

011 Go_Forward_Ageing
012 GF_Projection_Estimates
013 Go_Forward_Projections
014 Go_Forward_Weekly_Target_Status

Imaging Reports - MSP Operations

020 Wkly_Indexing
021 Wkly_QC
022 Daily_Ageing_Report_(MSP)
023 Daily_Completion_Report_(MSP)
024 Daily_Indexing_Report
025 Daily_Inventory_(MSP)
026 Daily_QC_Report
027 Daily_Transfer_Report_(MSP)
028 Monthly_Inventory
029 Wkly_Inventory_(MSP)

The following online reports are also available.
>   **Admin_Support**
>>   CB Batch Details.imr
>>   **CB Daily Intake Age.imr ***
>>   CB Late Batch Search.imr
>>   CB Late Document Details.imr
>>   CB Late Indexed Batches.imr
>>   CB Wkly Batch Details.imr
>>   **CB Wkly Intake Age.imr ***
>>   CB Wkly Late Indexed Batches.imr

J2-9

Client_Service

> **Associated Inquiries by Doc Desc Detail.imr** *
> Associated Inquiries by Doc Desc Summary.imr
> **Associated Inquiries by WB Detail.imr** *
> Associated Inquiries by WB Summary.imr
> Document Details.imr
> Future Processing Projections.imr
> GF Estimated Processing Projections.imr
> **GF Inventory Location.imr** *
> **GF Personal WB Counts.imr** *
> GF Personal WB Item Details.imr
> GF Processing Projections Phase 2.imr
> **GF Transfer Counts.imr** *
> GF Transfer Details (DT).imr
> GF Transferred Item Details.imr
> GF Weekly Target Status.imr
> GF What If Processing Projections.imr
> Personal WB Counts.imr
> Personal WB Item Details.imr
> Transfer Counts by WB.imr
> Transfer Counts.imr
> Transfer Details (DT).imr
> Transferred Item Details.imr
> Transfers in WB Details.imr
> Transfers in WB.imr

Michael Sakal's Reports

> **Regular Working Hours Completion Report Macro** *
> **Wkly Reg Hrs Employee Completion by WB (excel)** *
> **Wkly Reg Hrs Employee Completion by WB formatted excel** *

These reports are currently being used.

4.8 HARDWARE

Server	Equipment	Serial	Description
Bass	8658-11Y	23WTT00	E-Corr Server Dev/Test
Bass Assist			E-Corr Server Dev/Test
Bullhead	3530-1RU	23A9105	E-Corr Server
Carp	8658-11Y	23WTH68	E-Corr Server Production
HNET29	7026-H70	1020985	E-Corr Production
HNET32	7046-B50	10D105D	E-Corr Dev/Test
Large Scanner 1	Fujistsu-4099D	706	E-Corr Production

J2-10

Large Scanner 2	Fujistsu-4099D	501232	E-Corr Dev/Test	
Rainbow	8658-11y	23WTR63	E-Corr Server Production	
Rainbow Assist			E-Corr Server Production	
Scanner Small 1	Scan Partner 620C	110073	E-Corr Production	
Scanner Small 2	Scan Partner 620C	110079	E-Corr Dev/Test	

Report PC   E-Corr Production

4.9   APPLICATIONS

Application (Current Technical Environment)	Monthly Document Volume	Functions	Application Complexity	Priority
Content Manager Library Server	45,000	Stores document meta data	Medium	1
Content Manager Object Server	41,000	Stores document	Medium	1
Kofax Ascent Capture	45,000	Scanning and Indexing	Medium	1
Right Fax	10,000	Receive Faxes	Medium	1
IBM Content Manager 7.1 –Client Software	45,000	Staff tool for processing documents	Medium	1

4.10   SOFTWARE

Content Manager Client – document processing
Oracle databases – Content Manager
Impromptu – Reporting
MS ACCESS - Reporting
Excel - Reporting
MS SQL Server – Kofax Acent Capture
C++, Visual Basic and Oracle SQL - custom programming.
Harvest - Change Management
Test Director – Test plans
Content Manager Client Software
C for AIX

<center>J2-11</center>

TSM Backup agent
Tivoli Storage manager Client
Oracle Pro *C

4.11   INTERFACES

Inbound

MPR

R & PB

Premium Assistance / Income verification

Immigration renewal

Other provinces-relocation information to update provincial files

Outbound

Beneficiary Services-reports and statistics

Claims PA feed

Back up CD of all faxed documents

Reporting systems from Oracle Database searches for paper document using multiple identifiers. (3.7-3).

4.12   DATABASES

The following databases are used by e-Correspondence
- Content Manger – Oracle Database
- Kofax – MS Access and SQL Server

4.13   PARTIES WITH DIRECTOR ACCESS TO E-CORRESPONDENCE

Party	Access Type	Data	Purpose
Ministry of Health Services (MoHS)	Update	All Data except Corr and TPA workbaskets	Data Owners
Ministry of Provincial Revenue MPR	Update	Corr and TPA workbaskets	Data Owners
IBM Call center	Read only	All HBO Data	Provide Clients with status of document

J2-12

4.14 PURGE

There is a daily Purge process that runs and deletes all documents where the retention time has past or that have been in the DELETE or DULICATE workbaskets for more than 30 days.

Document deletions/removals due to retention policies or manual deletions Approx. 13,000/month and 165,000 per year

4.15 ARCHIVE

Theres no achieving of documents at the current time.

4.16 IMPORT/EXPORT CAPABILITIES

There is technical procedure to locate and copy image files from Content Manager. The technical design was done when we were looking at Microfilming documents directly from Content Manager as an alternative to paper based storage. This procedure is described in Appendix **[E]**.

4.17 UPGRADE PLANS

The current implementation timeline is October 2004.
Software versions to be upgraded to in this timeframe are:
 1) AIX 5.2 (from AIX 4.3.3)
 2) Oracle 8.1.7.4 (from 8.1.6.2)
 Note: Version of Content Manager will remain at 7.1, although fix pack 20
will be applied (up from current fix pack 12 level).

5.   ASSUMPTIONS

5.1   WORK STATEMENT ASSUMPTIONS

The Service Provider will successfully negotiate an agreement with CITS.

5.2   HARDWARE CONFIGURATION ASSUMPTIONS

(a)   The Service Provider will be able to finalize a Service Level Agreement with CITS for the same services as currently supplied at materially the same cost.

(b)   The performance provided by the current configuration constitutes an acceptable performance level.

(c)   Future releases or upgrades of Mainframe software by CITS will not have a significant impact in terms of performance, compatibility, size or support requirements.

J2-13

VDO_DOCS #1341950 v. 5

5.3   SOFTWARE/APPLICATION ASSUMPTIONS

None

5.4   THE SERVICE PROVIDER ASSUMPTIONS

None

5.5   MINISTRY OF HEALTH ASSUMPTIONS

The Service Provider will be responsible for data backup, risk mitigation and disaster recovery.

The Service Provider will be responsible for maintaining and creating required interfaces.

The Service Provider will negotiate a service agreement wit   S. 15

The Service Provider will assume responsibility for backup infrastructure and will either negotiate a service agreement with   S. 15   r move Hardware to the Service Provider location. **[NOTE: Consider specify the location]**.

5.6   MINISTRY OF PROVINCIAL REVENUE ASSUMPTIONS

None

5.7   OTHER ASSUMPTIONS

None

J2-14

APPENDIX A - HARDWARE CONFIGURATION DIAGRAMS

S. 15

J2-15

Page 113 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

APPENDIX B – INTERFACE DIAGRAMS

S. 15

J2-17

APPENDIX C – PRODUCTION REPORT DESCRIPTIONS

Report Definition

These reports include MSP and MPR data

001 Daily_Ageing_Report

This report counts uncompleted documents by document description, level and age category, as follows
0 to 30 days
31 to 60 dyas
61 to 90 days
91 to 180 days
181 days to one year
More than one year
(current date – received date = age)

Totals are reported for all documents and by the following document type groupings.
Account maintenance
Benefit applications
Coverage Applications
MPR

This report allows management to identify document types where MSP's service objectives are not being met.

002 Daily_Completion_Report

The number of documents completed for one day is reported as a total and by Business unit, Employee and Workbasket.

This report allows management to monitor productivity of employees and business units.
003 Daily_Inventory f

The work inventory (docs in workbaskets) is reported for each document type and level including the following

Opening Balance
Regular Intake
File room Only Intake
Regular Completion Count
Duplicate / Delete Count
Total Completion Count
Transfers
Closing balance

This report allows management to monitor the status of the work inventory on a daily basis.

004 Daily_Transfer_Report

The number of incomplete documents that are transferred are counted and reported by:
Business Unit
User
Workbasket From
Workbasket To
Document Description
Level

This report allows management to monitor productivity and inappropriate transfers

005 Monthly_Output_Performance

J2-18

The % of document completed through Content Manager for the month are reported by
 Business Unit, Document description and level:
Number of Inquiries completed
Average Inquiry completion time
% Completed in 0 to 4 weeks
% Completed in 4 to 6 weeks
% Completed in 6 to 8 weeks
% Completed in more than 8 weeks
Average Pre Processing time in Weeks
Average CM Processing time in Weeks

This report allows management to monitor client service level (i.e. the time taken to action different types of documents) for all types of services managed by Content Manager.

006 Monthly_Inventory

The work inventory (docs in workbaskets) is reported for each document type and level including the following

Month's Opening Balance
Regular Intake
File room Only Intake
Regular Completion Count
Duplicate / Delete Count
Total Completion Count
Transfers
Closing balance

This report allows management to monitor the status of the work inventory on a monthly basis.

007 Wkly_Inventory

The work inventory (docs in workbaskets) is reported for each document type and level including the following

Month's Opening Balance
Regular Intake
File room Only Intake
Regular Completion Count
Duplicate / Delete Count
Total Completion Count
Transfers
Closing balance

This report allows management to monitor the status of the work inventory on a weekly basis.

008 Wkly_Turnaround

The % of document completed through Content Manager for the week are reported by
 Business Unit, Document description and level:
Number of Inquiries completed
Average Inquiry completion time
% Completed in 0 to 4 weeks
% Completed in 4 to 6 weeks
% Completed in 6 to 8 weeks
% Completed in more than 8 weeks
Average Pre Processing time in Weeks
Average CM Processing time in Weeks

This report allows management to monitor client service level (i.e. the time taken to action different types of documents) for all types of services managed by Content Manager.

J2-19

Imaging Reports - Go Forward
These reports Include only MSP data not MPR data
011 Go_Forward_Ageing

The % of document completed through Content Manager for the week are reported by
 Business Unit, Document description and level:
Average Inquiry completion time
Count Completed in 0 to 4 weeks
% Completed in 0 to 4 weeks
Count Completed in 4 to 6 weeks
% Completed in 4 to 6 weeks
Count Completed in 6 to 8 weeks
% Completed in 6 to 8 weeks
Count Completed in more than 8 weeks
% Completed in more than 8 weeks
Total Number of Inquiries completed

Subtotals by Benefit Applications and Coverage Applications

This report allows management to monitor client service level (i.e. the time taken to action different types of documents) for core business service.

012 GF_Projection_Estimates

The number of core work documents to be completed through Content Manager for the coming week are reported by
Benefit Application/ Coverage Application, Document description and level:

Processing Time Limit in Weeks
Documents Due in the next week
Documents Overdue in the next week
Total Documents Due & Overdue in the next week
Number of Documents not Transferred
Number of Documents Transferred

Subtotals by Benefit Applications and Coverage Applications

This report allows management to monitor volumes of work required in the next week to maintain client service levels for core business services.

013 Go_Forward_Projections

The number of core work documents to be completed through Content Manager for the current week are reported by
Benefit Application/ Coverage Application, Document description and level:

Processing Time Limit in Weeks
Documents Due in the current week
Documents Overdue in the current week
Total Documents Due & Overdue in the current week
Number of Documents not Transferred
Number of Documents Transferred

Subtotals by Benefit Applications and Coverage Applications

This report allows management to monitor volumes of work required in the current week to maintain client service levels for core business services.

014 Go_Forward_Weekly_Target_Status

J2-20

The number of core work documents completed through Content Manager and remaining for the current week are reported by
Benefit Application/ Coverage Application, Document description and level:

Processing Target for current week
Documents Due in current week
Percentage Accomplished of current Weeks work
Number of Documents Remaining for the current week
Completion Count of Documents not yet Due

Subtotals by Benefit Applications and Coverage Applications

This report allows management to monitor volumes of work completed and required in the current week to maintain client service levels for core business services.

Imaging Reports - MSP Operations
These reports Include only MSP data not MPR data

020 Wkly_Indexing_12_12_03.pdf

The number of documents indexed through Kofax / Accent Capture in the past week are reported by Employee Name:

Number of Batches
Document Count
Document Pages
Indexing Hours Worked (not currently recorded in EATS)

This report allows management to monitor employee productivity by volumes of documents indexed in the past week.

021 Wkly_QC

The number of documents Quality Controlled through Kofax / Accent Capture in the past week are reported by Employee Name and Batch Class:

Number of Batches
Document Count
Pages Count
QC Hours Worked (not currently recorded in EATS)

Subtotals Employee Name

This report allows management to monitor employee productivity by volumes of documents Quality Controlled in the past week.

022 Daily_Ageing_Report_(MSP)
(Same as 001 without MPR data)
This report counts uncompleted documents by document description, level and age category, as follows

0 to 30 days
31 to 60 dyas
61 to 90 days
91 to 180 days
181 days to one year
More than one year
Total for Work Type
Work Type Percentage

(current date – received date = age)

Totals are reported for all documents and by the following document type groupings.

J2-21

Account maintenance
Benefit applications
Coverage Applications

This report allows management to identify document types where MSP's service objectives are not being met.

023 Daily_Completion_Report_(MSP)
(Same as 002 without MPR data)

The number of documents completed for one day is reported as a total and by Business unit (DOES NOT INCLUDE MSP), Employee and Workbasket.

This report allows management to monitor productivity of employees and business units on a daily basis.

024 Daily_Indexing_Report

The number of documents indexed through Kofax / Accent Capture in one day are graphed by Employee Name as follows:

The number of documents indexed through Kofax / Accent Capture in one day are reported by Employee Name:

Batch ID
Batch Name
Document Description
Number of Documents
Number of Document Pages
Number of Batches

Sub total are reported by Employee Name

This report allows management to monitor employee productivity by volumes of documents indexed in a specific day.

025 Daily_Inventory_(MSP)
(Same as 003 without MPR data)

The MSP (not MPR) work inventory is reported for each document type and level including the following:

Opening Balance
Regular Intake
File room Only Intake
Regular Completion Count
Duplicate / Delete Count
Total Completion Count
Transfers
Closing balance

This report allows management to monitor the status of the work inventory on a daily basis.

026 Daily_QC_Report

The number of documents Quality Controlled through Kofax / Accent Capture in one day are reported by Employee Name as follows:

QC Ended Date Time
Batches Count
Document in Batch
Pages in Batch
Batch Class

J2-22

Batch ID

Sub total are reported by Employee Name

This report allows management to monitor employee productivity by volumes of documents Quality Controlled in a specific day.

027 Daily_Transfer_Report_(MSP)
(Same as 004 without MPR data)

The number of incomplete documents that are transferred are counted and reported by:
Business Unit
User
Workbasket From
Workbasket To
Document Description
Level

This report allows management to monitor productivity and inappropriate transfers

028 Monthly_Inventory

The work inventory (docs in workbaskets) is reported for each document type and level including the following

Month's Opening Balance
Regular Intake
File room Only Intake
Regular Completion Count
Duplicate / Delete Count
Total Completion Count
Transfers
Closing balance

This report allows management to monitor the status of the work inventory on a monthly basis.

029 Wkly_Inventory_(MSP
(Same as 007 without MPR data)

The work inventory (docs in workbaskets) is reported for each document type and level including the following

Month's Opening Balance
Regular Intake
File room Only Intake
Regular Completion Count
Duplicate / Delete Count
Total Completion Count
Transfers
Closing balance

This report allows management to monitor the status of the work inventory on a weekly basis.

J2-23

APPENDIX D – VOLUME / RETENTION DATA

Manual Paperwork

The following are documents with 0 retention that were processed manually and were never scanned into Content Manager.

Work Type	Volume in 2003	Retention	Volume in 2004 To July 31
ERC's		0	30,086
Address Changes		0	14,247
Email Service Requests	66,761	0	40,415
Department or Employee Number Changes		0	2,773
Refugee Apps		0	237
Damaged Care Cards		0	1,726
Internal Lists	48,940	0	2,775
RECERT			15,104
CC Cash		0	7,642
Total Manual account changes		0	**115,005**

J2-24

Imaged Volumes, Retention and Ownership

The following are the volumes of work received in Content Manager for the calendar year 2003.

Document Description	DOC Level	Kofax Count Indexed in Calendar 2003	WORK BASKET NAME	RETENTION PERIOD	OWNER	DOCUMENT DESCRIPTION LONG
AthomeApp	1	4	3AthomeApp	8	MSP	At Home program applications
AthomeApp	2	1	3AthomeApp	8	MSP	At home program applications
AthomeApp	3	2	3AthomeApp	8	MSP	At home program applications
BabyReg	1	38642	1BabyReg	8	MSP	Baby Registration
BabyReg	2	10	1BabyReg	8	MSP	Baby registration
BabyReg	3	52	1BabyReg	8	MSP	Baby registration
Cancel	1	6445	1Cancel	0.1	MSP	Request for Cancellation
Cancel	2	2	1Cancel	0.1	MSP	Request for cancellation
Cancel	3	1	1Cancel	0.1	MSP	Request for cancellation
Chgs	1	25593	1Chgs	0.3	MSP	Change in Status Coverage
Chgs	2	20	1Chgs	0.3	MSP	Change in status coverage
Chgs	3	4	1Chgs	0.3	MSP	Change in status coverage
Corr	1	14681	1Corr	5	**M PR**	Personal Information changes
Corr	2	58	2Corr	5	**M PR**	General Correspondence
Corr	3	10	2Corr	5	**M PR**	General correspondence
DPApp	1	30488	1DPApp	1	MSP	App for Direct Pay Coverage

J2-25

DPApp	2	455	1DPApp	1	MSP	App for direct pay coverage
DPApp	3	83	1DPApp	1	MSP	App for direct pay coverage
DPCorr	1	20586	1DPCorr	0.3	MSP	Direct Pay Correspondence
DPCorr	2	5013	2DPCorr	0.3	MSP	Direct pay correspondence
DPCorr	3	7153	3DPCorr	8	MSP	Direct Pay Correspondence
Fax	1	2009	1Fax	99	MSP	Fax - User Selected WB
Fax	2	6070	2Fax	99	MSP	Fax - User Selected WB
Fax	3	14683	3Fax	99	MSP	Fax - User-Selected WB
Feds	1	441	1Feds	8	MSP	Federal Employees
Feds	2	2	3Feds	8	MSP	Federal Employees
Feds	3	1583	3Feds	8	MSP	Federal Employees
GACorr	1	40	3GACorr	8	MSP	Govt Agent Correspondence
GACorr	2	0	3GACorr	8	MSP	Govt Agent Correspondence
GACorr	3	5	3GACorr	8	MSP	Govt Agent Correspondence
GAE-mail	1	0	3GAE-mail	8	MSP	Government agent email
GAE-mail	2	0	3GAE-mail	8	MSP	Government agent email
GAE-mail	3	0	3GAE-mail	8	MSP	Government Agent e-mail
GPApp	1	37502	1GPApp	0.3	MSP	Group Pay Applications
GPApp	2	39	1GPApp	0.3	MSP	Group pay applications
GPApp	3	199	1GPApp	8	MSP	Group pay applications
GPCorr	1	597	1GPCorr	8	MSP	Group Pay Correspondence
GPCorr	2	6	3GPCorr	8	MSP	Group correspondence

J2-26

GPCorr	3	3123	3GPCorr	8	MSP	Group Correspondence
ImmRen	1	5888	1ImmRen	0.3	MSP	Student Renewal Docs
ImmRen	2	4996	2ImmRen	0.3	MSP	Work Renewal Docs
ImmRen	3	2673	3ImmRen	8	MSP	Misc Renewal Docs
Investigations	1	368	1Investigations	99	MSP	Investigations
Investigations	2	0	2Investigations	8	MSP	Investigations
Investigations	3	18	3Investigations	8	MSP	Investigations
MSDES	1	27483	1MSDES	1	MSP	Min of Social Dev-Econ Security
MSDES	2	5090	2MSDES	1	MSP	MSDES Correspondence
MSDES	3	36	3MSDES	1	MSP	MSDES Applications
MSPDCorr	1	10	3MSPDCorr	0.3	MSP	MSP direct corr
MSPDCorr	2	0	3MSPDCorr	8	MSP	MSP direct corr
MSPDCorr	3	717	3MSPDCorr	0.3	MSP	MSP Direct corr
MSPDE-mail	1	0	3MSPDE-mail	8	MSP	MSP direct email
MSPDE-mail	2	0	3MSPDE-mail	8	MSP	MSP direct email
MSPDE-mail	3	0	3MSPDE-mail	8	MSP	MSP Direct e-mail
Native	1	31	1Native	1	MSP	Native Correspondence
Native	2	2242	2Native	1	MSP	Native Correspondence
Native	3	20	3Native	8	MSP	Groups covered by Indian Affairs
NewCoApp	1	463	1NewCoApp	8	MSP	New Group application form
NewCoApp	2	12	1NewCoApp	8	MSP	New group application form

J2-27

NewCoApp	3	4	1NewCoApp	8	MSP	New group application form
NewResApp	1	1553	2NewResApp	8	MSP	New or returning residence app
NewResApp	2	59598	2NewResApp	8	MSP	New or returning residence app
NewResApp	3	51	2NewResApp	8	MSP	New or returning residence app
OverAge	1	506	1OverAge	0.1	MSP	Overage
OverAge	2	1450	2OverAge	0.1	MSP	Overage
OverAge	3	7	2OverAge	0.1	MSP	Overage
PA	1	83497	1PA	99	MSP	Premium Assistance
PA	2	20155	2PA	99	MSP	Premium Assistance
PA	3	34964	3PA	99	MSP	Premium Assistance
PERMMOV	1	186	3PERMMOV	1	MSP	Out of province, out of country
PERMMOV	2	1	3PERMMOV	1	MSP	out of province, out of country
PERMMOV	3	8871	3PERMMOV	1	MSP	Out of province, out of country
PS	1	0	3PS	8	MSP	Public service employees
PS	2	0	3PS	8	MSP	Public service employees
PS	3	2	3PS	8	MSP	Public Service employees
RV	1	152	3RV	99	MSP	Income verification
RV	2	12	3RV	99	MSP	Income verification
RV	3	9367	3RV	99	MSP	Income Verification
Refugee	1	2	1Refugee	8	MSP	Refugee Correspondence

J2-28

Refugee	2	1	3Refugee	8	MSP	Refugee correspondence
Refugee	3	3	3Refugee	8	MSP	Refugee Correspondence
SpecApp	1	985	1SpecApp	8	MSP	Corrections, Long Term Care...
SpecApp	2	173	2SpecApp	8	MSP	Corrections, long term care
SpecApp	3	0	1SpecApp	8	MSP	Corrections, long term care
TPA	1	19556	1TPA	5	**MPR**	Temporary Premium Assistance
TPA	2	105	3TPA	5	**MPR**	Temporary premium assistance
TPA	3	2095	3TPA	5	**MPR**	Temporary Premium Assistance
TempDocApp	1	12140	1TempDocApp	8	MSP	Student Visa Applications
TempDocApp	2	5086	2TempDocApp	8	MSP	Work Visa Applications
TempDocApp	3	4338	3TempDocApp	8	MSP	Misc Visa Applications
Undeliverable Mail		0	3UndeliverableMail	0.1	MSP	Undeliverable Mail
Undeliverable Mail		0	3UndeliverableMail	0.1	MSP	Undeliverable Mail
Undeliverable Mail		0	3UndeliverableMail	0.1	MSP	Undeliverable Mail
Total		**530509**				

J2-29

APPENDIX E – IMAGE EXTRACT PROCESS

The following steps are necessary to find the address of each image file related to itemid in the object server of content manager database.

1-find obj_object_name in the table 'BASE_OBJECTS' and retrieve

obj_collectionid, obj_status, obj_filename, obj_volumeid, obj_stgclassid

2- search for 'BASE_STAGING' and under the specified directory you can find the file name which is the "collection_id||'.' ||obj_object_name". (You should change collection_id to five digit add '0' from the right to make it five digits)

3-if obj_status ='I' then check tables BASE_VOLUMES, BASE_STRINGS and use obj_collection_id to find obj_filename in the mentioned directory.

4-use **util_file** package to create text file to copy files to the directory in MFDIRECTORY.

5-use external procedure to run created file.

J2-30

APPENDIX 3

FAIR PHARMACARE

INFORMATION TECHNOLOGY SUMMARY

1.   OVERVIEW

As a part of the Services, the Service Provider shall provide, set-up, implement, operate, maintain and upgrade reliable and continuous hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services. This Appendix summarizes the existing Fair PharmaCare technology environment and support roles in connection therewith required of the Service Provider, including hardware, software, applications and interfaces, and is divided into the following sections:

(a)   <u>Background</u> – describes what the functions performed in this environment.

(b)   <u>Stages</u> – outlines the Transition, Hand-Over, Transformation and Ongoing responsibilities.

(c)   <u>Existing Environment Summary</u>- outlines infrastructure, applications, interfaces and programs which deliver business services.

(d)   <u>Assumptions</u>- includes all assumption relating to this environment.

2.   BACKGROUND

The Fair PharmaCare system performs the following functions:

(a)   Enables British Columbians to register for Fair PharmaCare via a number of methods (Web, IVR, call center etc.);

(b)   Creates and maintains a database of registration information by family;

(c)   Verifies and maintains family structure based on MSP contract information;

(d)   Determines family income with data provided by the Canada Customs and Revenue Agency (CCRA);

(e)   Determines eligibility for Fair PharmaCare financial assistance based on family income;

(f)   Transmits eligibility information to the PharmaNet system to enable correct adjudication of claims; and

(g)   Updates the Client Registry system with new addresses collected during the registration process.

J3-1

3. STAGES

Both parties will strive to minimize impacts to Province Customers and Stakeholders throughout these phases.

3.1 SCHEDULE

Milestone Description	Start Date	Completion Date
Transition	Effective Date	Hand-Over Date
Hand-Over – (this is a one day event)	Hand-Over Date	Hand-Over Date
Transformation	After handover as outlined in the Transformation Plan	SEVEN (7) MONTHS AFTER HAND-OVER DATE
Ongoing Support	SEVEN (7) MONTHS AFTER HAND-OVER DATE	The later of the Termination Date or the end of the Termination Assistance Period

3.2 TRANSITION

(a) During this stage the Service Provider will plan for the handover of Services and collect the relevant code repositories operational manuals and related technical documentation required to assume control of the server environment. The Service Provider has the responsibility to ensure that it obtains the information it requires to support this environment. The Province will, upon request by the Service Provider, provide such information as reasonably required to fulfill the Service Provider' requests.

(b) The Province will provide:

    (i) Support required to manage the existing operational environment during the Transition; and

    (ii) A Transition Manager who will, in accordance with Schedule O of this Agreement:

        A. Act as a focal point for communications between the Service Provider and the Province;

        B. Have authority to make any decisions or provide approvals;

        C. Ensure information requested by the Service Provider is made available;

D.   Ensure the availability, cooperation and performance of assigned Province and contracted personnel; and

E.   Provide regular feedback.

Notwithstanding the foregoing, the Service Provider acknowledges and agrees that it has ultimate responsibility to complete the Transition Services in accordance with and pursuant to the terms of the Agreement including those terms set forth in Article 3 of this Agreement.

(c)   The Service Provider will provide:

(i)   A Project Manager who will:

A.   Be responsible for planning, managing and coordinating all activities during the Transition;

B.   Establish and maintain a transition work plan in respect of this environment;

C.   Prepare status reports;

D.   Ensure applications, servers and related components represent a fully functional environment and when components, including but not limited to storage or backup systems, are missing develop plans to provide them on the Hand-Over Date; and

E.   Work with the Province's Transition Manager to coordinate timing for the Transformation.

3.3   HAND-OVER

On the Hand-Over Date the Service Provider will take responsibility for all aspects of this environment. After the Hand-Over Date the Service Provider will have all operational responsibilities, including but not limited to, all funding, staffing and technical infrastructure required to enable this environment to meet the stated business outcomes and Services Levels. This includes but is not limited to servers, software, applications, software, licence maintenance, new software licences, telephone connections, network connections, related components, and support resources to enable the operation of the applications and interfaces listed in Section 4.

(a)   The Province will:

(i)   Provide the required documentation, hardware and copies of software licenses in the manner ser forth in the Asset Conveyance Agreement.

(b)   The Service Provider will:

(i)   Take custody and control of the existing environment;

J3-3

(ii)   Support the existing environment;

(iii)   Meet or exceed all Service Levels; and

(iv)   Support changes requested by the Province in accordance with Article 7 of this Agreement.

3.4   TRANSFORMATION

The Service Provider is responsible for funding and staffing all aspects of the Transformation. During this stage the Service Provider will implement the changes in respect of this environment outlined in the Proposal and the Transformation Plan in respect of this environment.

(a)   The Province will:

(i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   The Service Provider will:

(i)   Prepare an implementation strategy for   S. 15

(ii)   Ensure all existing functionality is present in the new environment;

(iii)   Support and fund all aspects of application development, testing and implementation;

(iv)   Support and fund all infrastructure, including but not limited to network, server, desktop, and facilities, required to implement the new environment;

(v)   Meet or exceed all Service Levels; and

(vi)   Support Change Requests from the Province in accordance with Article 7 of this Agreement.

3.5   ONGOING SUPPORT

This stage starts when the Transformation activities in respect of this environment are complete. Changes will be driven by break fix work and new Change Requests.

(a)   The Province will:

(i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   The Service Provider will:

(i)   Provide all support and funding required to manage all aspects of the operational environment;

J3-4

(ii)   Meet or exceed the Service Levels; and

(iii)   Support Change Requests from the Province in accordance with Article 7 of this Agreement.

4.   EXISTING ENVIRONMENT SUMMARY

4.1   ONGOING REPORTS AND JOBS;

Job Name	Report Number	Report Name	Distribution	Frequency
Calculate	N/A	N/A	N/A	Ongoing: polls DB every 5 minutes
Eligibility Monitor	N/A	N/A	N/A	Runs every 5 minutes to check if Eligibility is running.
Load Addresses	N/A	N/A	N/A	02:00 on Tues, Wed, Thur, Fri and Sat.
Daily Stats	N/A	Daily Stats	Doug Rive (FP Proj. Mgr.)	Daily at 06:00
Active Families in Error	N/A	Active Families in Error Report	FP BA's Managed Ops Admin Review	Daily at 07:30
Inactive Families in Error	N/A	Inactive Families in Error Report	FP BA's Managed Ops Admin Review	Daily at 07:40
Families at Error code 29	N/A	Families at Error code 29 Report	FP BA's Managed Ops Admin Review	Daily at 07:45
RunConsentBatch	N/A	Plan I Consent Batch File Load Control Report	FP BA's Managed Ops Admin Review	Daily at 20:00
S. 15	N/A	N/A	N/A	S. 15
Correspondence Extract	N/A	N/A	N/A	Wed and Fri
Family_Pend_Cons_Upd	N/A	Plan I Accepted Families Consent Updated	FP BA's Managed Ops	Fridays at 07:00
Communication Reports	N/A	Communications Report	BA Management	Sundays at 07:00
		Correspondence Ageing Report		
		Correspondence Processed Report		

All times set out in the above table are Pacific Standard Time.

4.2   HARDWARE

The following hardware assets will transfer to the Service Provider pursuant to the terms of the Asset Conveyance Agreement:

J3-5

S. 15

Existing hardware supporting the front end applications (HNI infrastructure) is not transferring to the Service Provider. See HNI Information technology summary for more details.

4.3 APPLICATIONS

Application (Current Technical Environment)	Description

S. 15

J3-6

Application (Current Technical Environment)	Description

S. 15

J3-7

Application (Current Technical Environment)	Description

S. 15

J3-8

Application **(Current Technical Environment)**	**Description**

S. 15

Application (Current Technical Environment)	Description

S. 15

4.4 PUBLIC WEB SITE COMPONENTS

S. 15

4.5 SOFTWARE

N/A

4.6 TOOLS

S. 15

J3-10

S. 15

4.7 DATABASES

S. 15

4.8 WORK IN PROGRESS PLAN

S. 15

J3-11

4.9   INTERFACES

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volume
BC Public	component	External	Online transaction vi a phone	Registration system for general public	Phone	Real Time	Approx. 300 calls, resulting in about 20 successful registrations daily.
Client Registry	component	Internal	Batch File - Client Registry Load	To synchronize Fair Pharmacare registration database patient demographic information with the most recent data in the Client Registry System.	FTP	Daily 5 of 7	Approx. 4000 records per run.
Health Registry	component	Internal	Real Time - transaction	E45 transaction, reads Health Registry to check for Beneficiary Coverage	Transaction	Real Time	< 5000 daily
Registration & Premium Billing	component	Internal	Real Time - transaction	R49 transaction, coverage party inquiry	Transaction	Real Time	< 5000 daily
Client Registry	component	Internal	Real Time - transaction	R03 - Get person demographics, R07 transaction - Update person address	Transaction	Real Time	< 5000 daily
PharmaNet	component	Internal	Eligibility Module	Runs continuously, determines income band on most recent adjusted income and submits records to Java Real Time Interface	Program	Real Time	Approx. 1000 daily.
Registration Database	component	Internal	Calculate Adjustments	Runs continuously, calculated adjusted income for family	Program	Real Time	Approx. 1000 daily.
HNI	component	Internal	Real Time - transaction	The Public and Registration Desk Web Applications will process various transactions before updating the Registration database, these transactions are processed through HNI.	Web Application	Real Time	See E45, R49, R03 & R07 above.

J3-12

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volume
Registration Database	component	Internal	Syncro	Annual Renewal Process - Synchronize next year's status with previous year.	Runs continuously during Annual Renewal	Real Time	Initial loads of approx 200,000 for 7 - 8 runs during annual renewal income verification. Ongoing approx. 2000 daily during annual renewal.
General Public	component	Internal	Correspondence regular	Production of correspondence to registered families I.e. CRA Filing status, CRA data mismatch, Confirmation of Benefits etc.	Batch process	Daily 4 of 7	Approx. 20K correspondence items monthly. Occasional special mailings of about 500K.
Client Registry	component	Internal	Batch	Queries the Registration Database for pending correspondence and obtains mailing address via FTP from Client Registry, updates the address and correspondence status on the Registration Database	Batch process	Daily 3 of 7	Approx. 20K correspondence items monthly. Occasional special mailings of about 500K.

J3-13

4.10 EXTERNAL USER

1.   The general population of British Columbia accesses the Fair PharmaCare database via the IVR and Public Web Registration Application user interfaces to:

   a.   Register for Fair PharmaCare

   b.   Check the status of their registration

   c.   Request Confirmation of Benefits and Consent Form reprints.

2.   Pacific Blue Cross call center staff access the Fair PharmaCare database via the Registration Desk Application user interface to:

   a.   Input telephone and paper form Fair PharmaCare registrations

   b.   Check the status of registrations

   c.   Apply family structure changes and demographic information updates.

5.   ASSUMPTIONS

5.1   WORK STATEMENT ASSUMPTIONS

None

5.2   HARDWARE CONFIGURATION ASSUMPTIONS

None

5.3   SOFTWARE/APPLICATION ASSUMPTIONS

None

5.4   THE SERVICE PROVIDER ASSUMPTIONS

None

5.5   MINISTRY OF HEALTH SERVICES ASSUMPTIONS

None

5.6   MINISTRY OF PROVINCIAL REVENUE ASSUMPTIONS

None

14

5.7   OTHER ASSUMPTIONS

An index of available documentation is available at:

\\Coral/pharmcare/Plan Review/Project Repository/PR Index of documents.doc

A project repository of documentation is maintained by the project analyst.

APPENDIX A – HARDWARE CONFIGURATION DIAGRAMS

The following diagram depicts the Fair Pharmacare server configuration at the 4000 Seymour Place data centre.
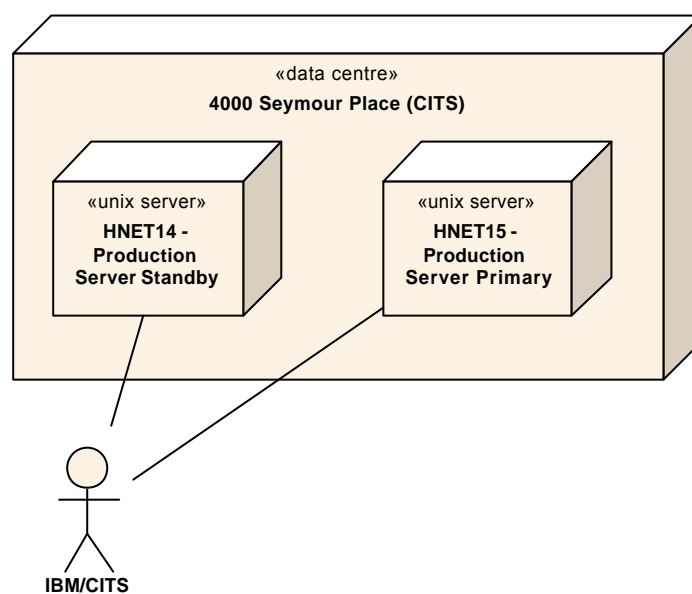

Exhibit 1.   Fair PharmaCare Configuration

The following diagram depicts the platform software currently installed on HNET14.

15

Pages 143 through 146 redacted for the following reasons:
- -
s. 15

APPENDIX 4

INTERACTIVE VOICE RESPONSE

INFORMATION TECHNOLOGY SUMMARY

1.   OVERVIEW

As a part of the Services, the Service Provider shall provide, set-up, implement, operate, maintain and upgrade reliable and continuous hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services. This Appendix summarizes the existing Interactive Voice Response technology environment and support roles in connection therewith required of the Service Provider, including hardware, software, applications and interfaces, and is divided into the following sections:

      (a)   <u>Background</u> – describes what the functions performed in this environment.

      (b)   <u>Stages </u>– outlines the Transition, Hand-Over, Transformation and Ongoing responsibilities.

      (c)   <u>Existing Environment Summary</u>- outlines infrastructure, applications, interfaces and programs which deliver business services.

      (d)   <u>Assumptions</u>- includes all assumption relating to this environment.

2.   BACKGROUND

The IVR (Interactive Voice Response) system enables Ministry of Health Stakeholders with touch tone phones to interact with our computer systems to obtain information and process requests.

The Province ha S. 15 production IVR system units and S. 15 for testing and backup. They are located at   S. 15   and supported by   S. 15
                        S. 15   hardware and software licenses in these systems provide a total capacity of   S. 15   lines. The IVR business applications provide services for MSP, Pharmacare, and Ambulance Billing clients.

The BC Ambulance Service (BCAS) IVR transaction is used to confirm account status, accept and process requests for receipts, and cancel billing for veterans.   The BCAS application processes approximately 6,500 calls per month and uses. 15 of th   S. 15 telephone lines.

Each IVR box if accessing the S. 15 mainframe can only operat S. 15 nes because of the   limitations. Some of the boxes though do have   S. 15
          S. 15   card if one was to access anothe   S. 15

J4-1

3. STAGES

Both parties will strive to minimize impacts to Province Customers and Stakeholders throughout these phases.

3.1 SCHEDULE

Milestone Description	Start Date	Completion Date
Transition	Effective Date	Hand-Over Date
Hand-Over – (this is a one day event)	Hand-Over Date	Hand-Over Date
Transformation -Installation of Voice Select Call Steering	Effective Date	Hand-Over Date
Transformation -Replacement of Existing IVRs	Handover Date	seven (7) months after Hand-Over Date
On Going Support	Hand-Over Date	The later of the Termination Date or the end of the Termination Assistance Period

3.2 TRANSITION

(a) During this stage the Service Provider will plan for the handover of services and collect the relevant code repositories operational manuals and related technical documentation required to assume control of the server environment. the Service Provider has the responsibility to ensure that it obtains the information it requires to support this environment. The Province will, upon request by the Service Provider, provide such information as reasonably required to fulfill the Service Provider' requests.

(b) The Province will:

    (i) Provide all support required to manage the existing operational environment; and

    (ii) Provide a Transition Manager who will, in accordance with Schedule O of this Agreement:

        A. Act as a focal point for communications between the Service Provider and the Province;

        B. Have authority to make decisions and provide approvals;

J4-2

C. Ensure information requested by the Service Provider is made available;

D. Ensure the availability, cooperation and performance of assigned Province and contracted personnel; and

E. Provide regular feedback

Notwithstanding the foregoing, the Service Provider acknowledges and agrees that it has ultimate responsibility to complete the Transition Services in accordance with and pursuant to the terms of the Agreement including those terms set forth in Article 3 of this Agreement.

(c) The Service Provider will:

(i) Provide a Project Manager who will:

A. Be responsible for planning, managing and coordinating all activities during the Transition;

B. Establish and maintain a transition work plan in respect of this technology environment;

C. Prepare status reports;

D. Ensure applications, servers and related components represent a fully functional environment. When components, including but not limited to storage or backup systems, are missing develop plans to provide them on the Hand-Over Date; and

E. Work with the Province's Transition Manager to coordinate timing for the Transformation.

3.3 HAND-OVER

On the Hand-Over Date the Service Provider will take responsibility for all aspects of this environment. After the Hand-Over Date the Service Provider will have all operational responsibilities, including but not limited to, all funding, staffing and technical infrastructure required to enable this environment to meet the stated business outcomes and Services Levels. This includes but is not limited to servers, software, applications, software, licence maintenance, new software licences, telephone connections, network connections, related components, and support resources to enable the operation of the applications and interfaces listed in Section 4.

(a) The Province will:

(i) Provide the required documentation, hardware and copies of software licenses in the manner set forth in the Asset Conveyance Agreement.

(b) The Service Provider will:

(i) Take custody and control of the existing environment;

(ii) Support the existing environment;

(iii) Meet or exceed all Service Levels; and

(iv) Support changes requested by the Province in accordance with Article 7 of this Agreement.

3.4 TRANSFORMATION

The Service Provider is responsible for funding and staffing all aspects of the Transformation. During this stage the Service Provider will implement the changes in respect of this environment outlined in the Proposal and the Transformation Plan.

(a) The Province will:

(i) Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b) the Service Provider will:

(i) Prepare an implementation strategy for Voice Select;

(ii) Ensure all existing functionality is present in the new environment;

(iii) Support and fund all aspects of application development, testing and implementation;

(iv) Support and fund all infrastructure, including but not limited to network, server, desktop, and facilities, required to implement the new environment;

(v) Meet or exceed all Service Levels; and

(vi) Support Change Requests from the Province in accordance with Article 7 of this Agreement.

3.5 ONGOING SUPPORT

This stage starts when Transformation activities in respect of this environment are complete. Changes will be driven by break fix work and new Change Requests.

J4-4

(a) The Province will:

    (i) Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b) The Service Provider will:

    (i) Provide all support and funding required to manage all aspects of the operational environment;

    (ii) Meet or exceed all Service Levels; and

    (iii) Support Change Requests from the Province in accordance with Article 7 of this Agreement.

4. EXISTING ENVIRONMENT SUMMARY

4.1 ONGOING REPORTS AND JOBS

- Software upgrades and patches should be noted as IBM sends these in and TIPS have a mutual sharing / arrangements with IBM aside from Microsoft upgrades on operating systems.

4.2 HARDWARE

S. 15

J4-5

S. 15

Note 1: Above applications are not exclusively reserved for each IVR unit, depends on line load allocation.

Note 2: As of July 6, 2004, a request was made to TIPS to retire th   S. 15
units including instructions to release the   S. 15
The   S. 15 units are to be retained for emergency use but software is not supported and the analog lines would need to be activated. Once the Service Provider assumes responsibility, it would be more practical to release thes   S. 15 nits back to the Province for disposal. The old hardware was replaced wit   S. 15
solution, comprised of   S. 15 production servers and   S. 15 evelopment   S. 15
S. 15 phone lines

S. 15

4.3   APPLICATIONS

Applications	Call Volume	Calls Handled by IVR	Functions	Application Complexity	Application Priority	Future I.V.R. Enhancements
Providers - Practitioner Information Line	1,590,174	1,372,526	Confirmation of patient coverage information; locum assignments; transfer to Info by Fax	Medium	1	Current business tasks as and when identified; voice recognition

J4-6

Applications	Call Volume	Calls Handled by IVR	Functions	Application Complexity	Application Priority	Future I.V.R. Enhancements
Travel Assistance	85,587	11,771	Process request for travel assistance, provide authorization number for same	High	1	Voice recognition
Beneficiaries - Pay-direct No Staff Used to "*provide general info, coverage information, change of bill cycle and requesting CareCards*"	686,580	686,580	Provide general information; confirm date of last payment, account information, process CareCard requests & bill cycle changes.	Medium	1	Current business tasks as and when identified; voice recognition
Providers - Auto Attendant	118,041	33,065	Skill based routing to Provider Branch staff	Low	2	Integration with ACD phone system for screen pops etc.
Beneficiaries - Pay-direct Yes Staff	289,008	66,792	Skill based routing to Beneficiaries Branch staff	Low	3	Integration with ACD phone system for screen pops etc.

J4-7

Applications	Call Volume	Calls Handled by IVR	Functions	Application Complexity	Application Priority	Future I.V.R. Enhancements
Beneficiaries – Group Used to " *provide payment info, employee cov info, request carecards, routing of calls'"*	82,138	3903	Order Care Cards; request forms; confirm payments; confirm employee's MSP coverage; general information	High	3	Current business tasks as and when identified; voice recognition; integration with ACD phone system for screen pops etc.
Pharmacare	276,662	33,109	Obtain prescriber id; confirm client benefit plans; confirm special authority; confirm blood glucose certificate	Medium	4	Current business tasks as and when identified; voice recognition; integration with ACD phone system for screen pops etc.
Ambulance Billing	53,089	6,500	Skill based routing; confirm account status; accept/process request for receipts	Medium	5	Current business tasks as and when identified; voice recognition; integration with ACD phone system for screen pops etc.

4.4 SOFTWARE

These are specialized units using   S. 15
licensed software   S. 15
    S. 15   software.

J4-8

VDO_DOCS #1341959 v. 5

S. 15

4.5   LICENSES

S. 15

4.6   DATABASES

Each application is supported by either an   S. 15   interface and/or,
                    S. 15

4.7   INTERFACES

S. 15

J4-9

Pages 156 through 157 redacted for the following reasons:
- -
s. 15

S. 15

5. ASSUMPTIONS

5.1 WORK STATEMENT ASSUM PTIONS

None

5.2 HARDWARE CONFIGURATION ASSUMPTIONS

The Service Provider will provide phone lines.

5.3 SOFTWARE/APPLICATION ASSUMPTIONS

There will be no improvement on the   S. 15   software which limits the
          S. 15   able hardware card server to   S. 15

J4-12

5.4 THE SERVICE PROVIDER ASSUMPTIONS

None

5.5 MINISTRY OF HEALTH SERVICES ASSUMPTIONS

That application knowledge rests with HBO staff that are being transitioned, not with KMT staff.

Note: Above statement applies to the IVR code structure and voicing itself but not to the code or transaction that produces the results to present the IVR code from the MVS databases or MSP servers.

The Service Provider will continue to host, support and manage the BCAS application.

5.6 OTHER ASSUMPTIONS

None

APPENDIX A – HARDWARE CONFIGURATION DIAGRAMS

S. 15

J4-14

Other Notes:

S. 15

APPENDIX 5

OFFICE COMPUTING

INFORMATION TECHNOLOGY SUMMARY

1. OVERVIEW

As a part of the Services, the Service Provider shall provide, set-up, implement, operate, maintain and upgrade reliable and continuous hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services. This Appendix summarizes the existing Office Computing technology environment and support roles in connection therewith required of the Service Provider, including hardware, software, applications and interfaces, and is divided into the following sections:

(a)   Background – describes what the functions performed in this environment.

(b)   Stages – outlines the Transition, Hand-Over, Transformation and Ongoing responsibilities.

(c)   Existing Environment Summary- outlines infrastructure, applications, interfaces and programs which deliver business services.

(d)   Assumptions- includes all assumption relating to this environment.

2. BACKGROUND

Office Computing consists of several computer related components, which will be required by Personnel to deliver the Services. The list below represents the type of components that are included in Office Computing. The list is not exhaustive and is provided to show the types of Services that are included in Office Computing.

(a)   Local Area Networks (LAN) The local area network is the connections required to attach desktops, printers and other network ready peripherals to the Router.

(b)   Wide area networks (WAN) the network connection into the building (e.g. SPAN/BC or private carries), including the router.

(c)   Firewalls

(d)   Intrusion detection devices

(e)   Virus scanning, updating and cleansing

(f)   Network switches

(g)   PCs / Laptops / Notebooks

(h)   PC software / applications / custom code

> (i)   Backup / restore
>
> (j)   Inventory management
>
> (k)   Printers
>
> (l)   Print servers
>
> (m)   File Servers
>
> (n)   Fax machines
>
> (o)   Telephones
>
> (p)   Cell Phones
>
> (q)   Blackberries
>
> (r)   Palms
>
> (s)   Other related hardware and software

The Province will not be transitioning any of the items listed above. The Service Provider is responsible for funding and coordinating the acquisition, installation, configuration, troubleshooting, break fix, technical support, warranty service, licensing, asset inventory management, refresh, backup, disaster recovery plans, remote access and similar services required to support the office computing equipment required by the Service Provider Personnel.

3.   STAGES

Both Parties will strive to minimize impacts to Province Customers and Stakeholders throughout these phases.

3.1   SCHEDULE

Milestone Description	Start Date	Completion Date
Transition	Effective Date	Hand-Over Date
Hand-Over – (this is a one day event)	Hand-Over Date	Hand-Over Date
Transformation	No transformation planned	N/A
Ongoing Support		The later of the Termination Date or the end of the Termination Assistance Period

J5-2

3.2 TRANSITION

(a) During this stage the Service Provider will plan for the handover and collect the relevant code repositories operational manuals and related technical documentation required to assume control of the server environment. The Service Provider has the responsibility to ensure that it obtains the information it requires to support this environment. The Province will provide, upon request by the Service Provider, such information as reasonably required to fulfill the Service Provider's requests.

(b) The Province will:

    (i) Provide the support required to manage the existing operational environment during the Transition; and

    (ii) Provide a Transition Manager who will, in accordance with Schedule O of this Agreement:

        A. Act as a focal point for communications between the Service Provider and the Province;

        B. Have authority to make decisions and provide approvals;

        C. Ensure information requested by the Service Provider is made available;

        D. Ensure the availability, cooperation and performance of assigned Province and contracted personnel; and

        E. Provide regular feedback.

Notwithstanding the foregoing, the Service Provider acknowledges and agrees that it has ultimate responsibility to complete the Transition Services in accordance with and pursuant to the terms of the Agreement including those terms set forth in Article 3 of this Agreement

(c) The Service Provider will provide:

    (i) A Project Manager who will:

        A. Be responsible for planning, managing and coordinating all activities during the Transition;

        B. Establish and maintain a transition work plan in respect of this environment;

        C. Prepare status report;

        D. Ensure applications, servers and related components represent a fully functional environment and when components, including but not limited to storage or backup systems, are missing develop plans to provide them on the Hand-Over Date;

J5-3

E.   Ensure a fully functional Office Computing Environment exists for the Service Provider staff at the Hand-Over Date; and

F.   Negotiate a Service level agreement with CITS for services.

3.3   HAND OVER

On the Hand-Over Date the Service Provider will take responsibility for all aspects of this environment. After the Hand-Over Date the Service Provider will have all operational responsibilities, including but not limited to, all funding, staffing and technical infrastructure required to enable this environment to meet the stated business outcomes and Services Levels. This includes but is not limited to servers, software, applications, software, licence maintenance, new software licences, telephone connections, network connections, related components, and support resources to enable the operation of the applications and interfaces listed in Section 4.

(a)   The Province will:

(i)   Provide the required documentation, hardware and copies of software licenses in the manner set forth in the Asset Conveyance Agreement.

(b)   The Service Provider will:

(i)   Take custody and control of the existing environment;

(ii)   Support the existing environment;

(iii)   Meet or exceed all Service Levels; and

(iv)   Support changes requested by the Province in accordance with Article 7 of this Agreement.

3.4   TRANSFORMATION

There are no planned transformational activities in respect of the Office Computing technology environment.

3.5   ONGOING SUPPORT

This stage starts when the Transformation activities in respect of this environment are complete. At this time the environment is in its desired "steady state" changes will be driven by break fix work and new change requests.

(a)   The Province will:

(i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   The Service Provider will:

(i)   Provide all support and funding required to manage all aspects of the operational environment;

J5-4

(ii)　　Meet or exceed the Service Levels; and

(iii)　　Support Change Requests from the Province in accordance with Article 7 of this Agreement.

4. EXISTING ENVIRONMENT SUMMARY

The existing environment consists of:

(a)　　Router with a GB connection to SPAN/BC (note GB connection is required for the computer room at 1515 Blanshard not the HBO staff);

(b)　　Nortel and or Cisco 100 meg Ethernet switches;

(c)　　CheckPoint firewall which blocks all inbound access to HBO PCs and separates HBO staff from the server;

(d)　　Desktops a variety of desktop computers and printers are used by HBO staff;

(e)　　HBO staff use File and print services from CITS ;

(f)　　FAX machines and Telephones are connected to the governments Provnet phone network ; and

(g)　　Select staff have cell phone, blackberry or palm devices.

4.2 HARDWARE

None of the hardware components listed above will transition to the Service Provider.

4.3 APPLICATIONS

PharmaNet staff use the "Pills" application this may need to be loaded on the Service Provider desktops.

4.4 SOFTWARE

Several software packages used by HBO staff will need to be loaded on the Service Provider's desktops.

4.5 DATABASES

N/A

4.6 INTERFACES

N/A

J5-5

5. ASSUMPTIONS

5.1 WORK STATEMENT ASSUMPTIONS

The Service Provider will provide and fund an Office Computing environment for Personnel. The Province will not be supplying any hardware.

5.2 HARDWARE CONFIGURATION ASSUMPTIONS

None

5.3 SOFTWARE/APPLICATION ASSUMPTIONS

None

5.4 THE SERVICE PROVIDER ASSUMPTIONS

None

5.5 MINISTRY OF HEALTH SERVICES ASSUMPTIONS

The Service Provider will connect its Office and Data Centers to the SPAN/BC network. Networked devices in these environment will us government issued IP addresses.

5.6 MINISTRY OF PROVINCIAL REVENUE ASSUMPTIONS

None

5.7 MINISTRY OF FINANCE ASSUMPTIONS

None

5.8 OTHER ASSUMPTIONS

None

APPENDIX A – HARDWARE CONFIGURATION DIAGRAMS

N/A

APPENDIX B – INTERFACES

N/A

VDO_DOCS #1341967 v. 4

APPENDIX 6

PHARMANET

INFORMATION TECHNOLOGY SUMMARY

1.   OVERVIEW

As a part of the Services, the Service Provider shall provide, set-up, implement, operate, maintain and upgrade reliable and continuous hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services. This Appendix summarizes the existing Pharma Net technology environment and support roles required of the Service Provider in connection therewith, including hardware, software, applications and interfaces, and is divided into the following sections:

(a)   Background – describes what the functions performed in this environment.

(b)   Stages – outlines the Transition, Hand-Over, Transformation and Ongoing responsibilities.

(c)   Existing Environment Summary - outlines infrastructure, applications, interfaces and programs which deliver business services.

(d)   Assumptions - includes all assumption relating to this environment.

2.   BACKGROUND

PharmaNet is a province wide network that connects approximately 900 BC Pharmacies to a central set of data systems that provide claims processing, drug dispensing and prescription monitoring services. It is a critical system with 24/7 availability. Additional clients/users of the system are hospital emergency and admitting departments, medical practice offices and clinics, College of Pharmacists of BC and the College of Physicians and Surgeons of BC.

PharmaNet is utilized to:

(a)   Prevent inappropriate therapies by drug interaction checking and dosage range checking by reviewing patient profiles;

(b)   Prevent over-consumption of prescription drugs by unintended duplication or fraud;

(c)   Promote cost effective usage of drugs and other therapeutic alternatives;

(d)   Improve standards of practice by offering comprehensive drug information and complete patient information; and

(e)   Streamline claims payments by offering immediate adjudication for pharmacies and the public.

J6-1

Twenty eight million claims are processed through PharmaNet annually, with a financial impact in excess of $690 million. There are 6.56 million PHNs stored on PharmaNet as of March 31, 2004.

3. STAGES

Both parties will strive to minimize impacts to Province Customers and Stakeholders throughout these stages.

3.1 SCHEDULE

Milestone Description	Start Date	Completion Date
Transition	Effective Date	Hand-Over Date
Hand-Over – (this is a one day event)	Hand-Over Date	Hand-Over Date
Transformation	No planned Transformation	N/A
Ongoing Support	Hand-Over Date	The later of the Termination Date or the end of the Termination Assistance Period

3.2 TRANSITION

(a) During this stage the Service Provider will plan for the hand over of Services and collect the relevant code repositories operational manuals and related technical documentation required to assume control of the server environment. The Service Provider has the responsibility to ensure that it obtains the information it requires to support this environment. The Province will, upon request by the Service Provider, provide such information as reasonably required to fulfill the Service Provider' requests.

(b) The Province will provide:

    (i) Support required to manage the existing operational environment during the Transition.

    (ii) A Transition Manager who will, in accordance with Schedule O of this Agreement:

        A. Act as a focal point for communications between the Service Provider and the Province;

        B. Have authority to make decisions and provide approvals;

        C. Ensure information requested by the Service Provider is made available;

D.   Ensure the availability, cooperation and performance of assigned Province and contracted personnel; and

E.   Provide regular feedback.

Notwithstanding the foregoing, the Service Provider acknowledges and agrees that it has ultimate responsibility to complete the Transition Services in accordance with and pursuant to the terms of the Agreement including those terms set forth in Article 3 of this Agreement.

(iii)   A Project Manager who will:

A.   Be responsible for planning, managing and coordinating all activities during the Transition;

B.   Establish and maintain a transition work plan in respect of this environment;

C.   Prepare status reports;

D.   Ensure applications, servers and related components represent a fully functional environment and when components, including but not limited to storage or backup systems, are missing develop plans to provide them on the Hand-Over Date;

E.   Negotiate a service level agreement with S. 15 for servers; and

F.   Negotiate terms for FDB and SXC software licensing.

3.3   HAND OVER

On the Hand-Over Date the Service Provider will take responsibility for all aspects of this environment. After the Hand-Over Date the Service Provider will have all operational responsibilities, including but not limited to, all funding, staffing and technical infrastructure required to enable this environment to meet the stated business outcomes and Services Levels. This includes but is not limited to servers, software, applications, software, licence maintenance, new software licences, telephone connections, network connections, related components, and support resources to enable the operation of the applications and interfaces listed in Section 4 of this Schedule.

(a)   The Province will:

(i)   Provide the required documentation, hardware and copies of software licenses in the manner set forth in the Asset Conveyance Agreement.

(b)   The Service Provider will:

(i)   Take custody and control of the existing environment;

(ii)   Support the existing environment;

(iii)   Meet or exceed all Service Levels;

J6-3

      (iv)   Support changes requested by the Province in accordance with Article 7 of this Agreement.

3.4 TRANSFORMATION

There are no planned transformational activities for this environment.

3.5 ONGOING SUPPORT

As of the Hand-Over Date the environment will be in its desired "steady state" changes will be driven by break fix work and new change requests.

    (a)   The Province will:

        (i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

    (b)   The Service Provider will:

        (i)   Provide all support and funding required to manage all aspects of the operational environment;

        (ii)   Meet or exceed the Service Levels;

        (iii)   Support Change Requests from the Province in accordance with Article 7 of this Agreement; and

        (iv)   Provide all support required to manage and maintain the existing operational environment.

Note: Pharmacare Program Review – currently in progress, impact to be determined.

4. EXISTING ENVIRONMENT SUMMARY

4.1 ONGOING REPORTS AND JOBS

N/A

4.2 HARDWARE

S. 15

J6-4

4.3   APPLICATIONS

Application (Current Technical Environment)	Description

S. 15	**plications. Databases and Processes**
	
	he PharmaNet Claims Application is comprised
	hree distinct components:
	  - PharmaCare Central Information System (PCIS;
	    Adjudication)
	  - Drug Information System (DIS)
	  - Coordination of Benefits Router (COB/Router)
	
	here are several processes which access and
	pdate the PharmaNet database:
	
	| Transaction Type
		Total

Online transactions	28
Loads and Extracts	21
Transaction Servers	22
Screens (GUI)	71

Interfaces	5 |
	
	ote:
	hree online transactions have an online link to the
	lient Registry system, these transactions are:
	
	  TPN (Patient Name Search)
	  TPA (Patient Address Search)
	  TPH (PHN assignment by the Pharmacy)

J6-5

Page 172
HTH-2012-00106 Schedule J

Application (Current Technical Environment)	Description
S. 15	S. 15 are used to store manufacturer information, generic drug groups and prices. The operator uses catalogues from drug manufacturers to determine the best available price and worst available price, and manually enters this information on the database to determine the maximum price PharmaCare will pay for benefits. A drug price file extracted from this database updates PharmaNet on a weekly basis as part of the S. 15 Load process. LCA booklets are generated approximately twice a year for distribution to the pharmacies. There is a project currently in progress to incorporate this function within PharmaNet. Please refer to the Work in Progress document. **Note:** the Best Available Price functionality is currently not utilized although the functionality exists.
	This component is executed as part o S. 15 ata management. The process receives and uploads a S. 15 file from S. 15 o PharmaNet, a total o S. 15 PharmaNet tables are updated with drug specific information such as; drug monographs, drug interaction, and manufacturer information. These files are uploaded to a S. 15 once editing and verification are complete the data is copied to production during th S. 15 S. 15 There ar S. 15 oad programs that are utilized during this process S. 15 S. 15 **Note:** A file generated by the access database S. 15

J6-6

Application (Current Technical Environment)	Description
S. 15	The Triplicate Prescription Program (TPP) System is used by the College of Physicians and Surgeons of BC to support two Province funded programs operated by its Drug Department: the Triplicate Prescription Program and the Prescription Review Program. The purpose of these programs is to monitor a selected group of drugs with potential for abuse. The TPP System is used to monitor the prescribing of these selected drugs and cases of multi-doctoring involving these drugs. The goal of the programs is to encourage appropriate prescribing practices and provide guidance to physicians of BC regarding the prescribing of these selected drugs. **Note:** Triplicate is a system separate from PharmaNet that extracts triplicate drug information from PharmaNet. There are no users at PharmaCare for this application, the users are at the College of Physicians and Surgeons of BC.
Payment Web Authorization S. 15	Web application for Spending Authority via Intranet S. 15 sed by PharmaCare management t S. 15 payments.

J6-7

Application (Current Technical Environment)	Description

S. 15	The Payments Process consists of a series of steps within a payment cycle. The payment cycle commence S. 15 nd concludes on the following S. 15
	
	 Steps:
	    a. generate payment file from PharmaNet
	    b. PharmaCare Management authorizes
	                      S. 15
	    c. S. 15
	
	      Ministry of Finance Corporate Accounting System (CAS).
	    d. CAS processes the payment request and generates a S. 15 hich is returned to PharmaCare.
	    e. Loaded feedback file to the PharmaNet system.
	    f. HelpDesk issues Cardholder and Pharmacy Remittance notices via the S. 15 Printer.
	    g. CAS sends file to the Ministry of Finance for electronic direct deposit and cheques.
	
	 The timing of each of these steps is S. 15 to ensure that payments are issued in a timely manner.

J6-8

Application (Current Technical Environment)	Description

S. 15	S. 15 is used for a number of purposes such as;
	
	a. cardholder remittance statements S. 15
	    S. 15
	b. pharmacy remittance statement S. 15
	c. payment reports S. 15
	b. Print client histories on reque S. 15
	    S. 15
	c. Client Registry exception reports S. 15 such as;
	a. patient cross reference reports
	b. patient address reject reports
	c. College letters
	
	Pharmacy claims exceeding PharmaCare's defined maximum ingredient cost and professional fee S. 15 report approximatel S. 15 laims reported, S. 15
	
	This process runs on S. 15

Application (Current Technical Environment)	Description

S. 15	Retroactive payments is a batch process that calculates retroactive payments for cardholders; claims for eac S. 15 the family are assessed at the family level. Families are eligible for retroactive payment under the following circumstances;
	
	    a. Registration late in the benefit year
	    b. Overstated income for interim coverage
	    c. Revised income after administrative review
	    d. Family structure changes resulting in higher accumulated expenditure
	
	The automated Retroactive Payments process is run after the benefit year is concluded. The run date for 2005 is to be confirmed but is expected to be during th S. 15 imeframe.
	
	The Administrative Review staff also review retroactive payments issued on request and process 'early' retroactive payments via a S. 15 ocess for families approved by Admini view staff for revised income S. 15
	
	Note:
	The first year of Fair PharmaCare was unique in that the plan structure was changed mid benefit year. The batch retroactive payments process was requested late in the first year of the program and at that time indications were that retroactive payments would only be issued for the first year of the program. For these reasons the batch process was written to address the unique issues of the first year of the program. However, there is now a requirement to process retroactive payments on an annual basis. As a result the existing batch process must be changed significantly to annualize the process. As part of the Annualization of Retroactive Payments release, th S. 15 retroactive payment review and calculation of 'early' retroactive payment processes that Administrative Review currently perform will be automated within PharmaNet to be consistent with the Province's System Security Standards.
	
	Refer to the Province's Work in Progress document.

J6-10

Application (Current Technical Environment)	Description
S. 15	For external use by Software Support Organizations to format S. 15
S. 15	The lanfax system is a process which is utilized to receive, process and respond to requests for Special Authorities by Physicians. A Special Authority is an exception process which approves a particular drug to be a benefit for a specific patient determined by predefined criteria. There are 'automated' mechanisms within PharmaNet to provide Special Authorities via Practitioner and Pharmacy, for specific drugs and categories of drugs. The lanfax system is used to process the S. 15 requests. S. 15 oftware applications are utilized to process these requests; i. S. 15 receive and return annotated files to the requestor ii. iii. S. 15

J6-11

Managed Operations Utilities and Accounts	
Application **(Current Technical Environment)**	**Description**
S. 15	Scripts, utilities and tools used to monitor the ongoing production operation (mostly batch job activity) of the PharmaNet system, as well as provide various support activities; includes: S. 15 S. 15
S. 15	Utility to update coverage records on PharmaNet for any records missed in the R&PB batch load, 'loadcoverageBS.exe' This utility allows the automated update of coverage records on PharmaNet on a S. 15 basis for individuals whose records were not included on th S. 15 oad file. These records are usually missing from the file due t S. 15 a issue (i.e. coverage was reinstated S. 15 nd will be loaded to PharmaNe S. 15 , however the individual may present in a pharmacy today, prior to the S. 15 oad and require a prescription. These updates are done at the request of the business and ar S. 15 less than S. 15
S. 15	Utility to update patient records for any records missed in the Client Registry batch load, LoadPatientBS.exe and LoadPatxrefBS.exe

S. 15	PharmaNe S. 15 Interfaces:
	    R&PB (batch)
	    Client Registry (batch)
	    MSS Interface (online, real time)
	        - BC Benefits
	        - Mental Health
	Runs on server S. 15 this server is out of scope.
	Note: Home Oxygen has been regionalized.

J6-12

Application (Current Technical Environment)	Description
S. 15	This program allows systems professionals to access PharmaNet test and production environments by means of submitting any of the available transactions. It also is a tool for Quality Assurance personnel to test software and database modifications
S. 15	This tool is used to assist testing in the QA area. It allows queries to be built, which then can be run multiple times against a table. The results of each query performed can be saved so that a comparison of results for the same query can be performed. A comparison of results allows a tester to observe what changes occurred to a table, before and after an operation from another system, program, etc. was performed.

J6-13

Other Technical Environments	
PharmaCare Business Continuation Plan	The PharmaCare Business Continuation Plan is a plan which addresses a local disaster a S. 15 s PharmaNet is a S. 15 application for the pharmacies throughout the province of BC it i S. 15 that PharmaCare is able to continue to provide S. 15 ervices should there be a disaster at the work site at S. 15 To address this eventuality the ministry developed and implemented a plan that would enable the PharmaNet S. 15 taff to resume business within a pre-defined period of time at a different site. Currently this site is located at S. 15 S. 15 and provides the required workstations, software and online access. This plan can be expanded to incorporate other S. 15 services provided by PharmaCare if the S. 15 staff is unable to return to the original worksite within a pre-defined period of time; S. 15

J6-14

Other Technical Environments (con't)	
PharmaNet Technical Disaster Recovery Plan	The PharmaCare Technical Disaster Recovery Plan addresses any disaster to the facilities complex at _S. 15_ that would render the PharmaNet system inoperable. The PharmaNet Technical Disaster Recovery Plan (DRP) describes the details of the environment, the steps that lead up to the declaration of a disaster, and the steps taken to recover the production system at the DRS. As PharmaNet is a _S. 15_ pplication for the pharmacies throughout the province of BC, it is critical that PharmaCare has the ability to continue to provide _S. 15_ services in the event of such a disaster. As a result, a disaster recovery environment, that provides full production capability (hardware / software / network), has been set up as a _S. 15_ _S. 15_ The DRS replicates the PharmaNet production software configuration on a smaller hardware platform. In the event of a disaster, the Managed Operations team an _S. 15_ Open Systems Group would transfer operations (within prescribed timelines) to th _S. 15_ o ensure continued operation of the PharmaNet system. The DRP consists of _S. 15_ ocuments: _S. 15_ _S. 15_ The plan is tested _S. 15_ and revised accordingly.

4.4   SOFTWARE

S. 15

S. 15

4.5   DATABASES

Schema	Total Tables	Descriptions

S. 15

J6-16

4.6   INTERFACES

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
Pharmacare	Actor	Internal	Data point system was retired in 1995, PharmaNet is used	Offline Claims	Paper	Daily	20 - 30 claims per week Commonly claims for prosthetics and allergy serums for offline pharmacies
Retroactive Payments	Compon ent	Internal	Batch File	Calculate and Load Fair PharmaCare retroactive payments for families who have understated their income or who were late registrants	Load	on request	34,400 retroactive payments were issued in first year of the Fair PharmaCare program, subsequent years should be significantly less, estimate for 2005 is scheduled in September 2004
LCA Calculations, load and LCA booklet	Compon ent	Internal	Batch File	Standalone access database which stores generic drug groups and prices and extracts information from PNet to determine best available price and worst available price. LCA booklets are generated approximately twice a year for distribution to pharmacies.	Batch	Daily and booklet is semi annually	Files received by these processes are part of the Extracts to Condor and DSS (See Figure 3). The files/tables sent to the MSAccess programs are: drugclinical, drugprice and rbpcateg. i.) The LCA Booklet is produced by the LCA maintenance application. (Semi-Annual) File: bbsload.txt - 18,930 records. ii.) The BAP/WAP Maxprice file is produced by the BAP/WAP Data Management System (Weekly) File: maxprice.txt - file size can vary greatly (0 to 140 records) - Average of last 10 loads (where record count > 0) is 60 records.
College of Optometrists	Actor	External	Batch File	Practitioner information	FTP	Monthly	Not implemented to date.

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
Mental Health	Actor	Internal	Batch File	PHN List with Plan G Data file that is sent to MVS.	FTP	Weekly	15,000 – 16,000 PHNs
Mental Health	Actor	Internal	Batch File	Mental Health PHNs on Plan C and under 65. Data file that is appended to a file on MVS.	FTP	Weekly	40 – 50 PHNs
UBC	Actor	External	Requests are submitted to the Ministry Data Steward or the PharmaNet Data Access Committee attended by the College of Pharmacists.depending on the type of data required.	PharmaNet data for resarch purposes	Compact Disk	adhoc	The number of requests vary. **Note:** Jan-Jul 2004, 18 report generation requests (original and re-run) were received from college co-ordinator Size of reports vary from a few thousand records (small, 100 Mbyte file size) to 11,000,000 records (large, 3-4 Gbyte file size)
BC Veterinary Medical Association	Actor	External	Batch File	Practitioner Information	FTP	monthly	Not implemented to date.
College of Dentists	Actor	External	Batch File	Practitioner Information	FTP	monthly	Address updates: 15 Practitioner updates: 2 Phone number updates: 15
Client Registry	Component	Internal	Batch File	Notify Client Registry of PHNS assigned by Pharmacies when CRS is down	FTP	Daily 5 of 7	0 unless Client Registry connection is down
College of Pharmacists BC	Actor	External	Batch File	Practitioner Information (multiple files)	FTP	Daily 5 of 7	Practitioner Base: 5 Practitioner Address: 3 Practitioner Phone: 3
College Physicians Surgeons BC	Actor	External	Batch File	Practitioner Information (multiple files)	FTP	Daily 5 of 7	Practitioner Base: 40 Practitioner Address: 39 Practitioner Phone: 20

18

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
Alberta College of Physicians and Surgeons	Actor	External	Batch File	Practitioner Information (multiple files)	Floppy Disk	annually	1500 records updated in 2003
First Data Bank	Actor	External	Batch File	Drug monograph and interaction update	FTP	weekly	The tables are replaced every week with data provided by FDB; - Drug monograph table (adimmono): 36057 records - Drug interaction (adimmaster): 1694 records
HNData	Component	Internal	Batch File	Update Hndata tables: medhist, clmhist, acctent, settlement	FTP	weekly	Refer to Figure 2 - Support Table Loads for Datamart
Decision Support System	Component	Internal	Batch File	Create SAS datasets for user and application queries Extracts to condor occur daily and weekly via a number of different processes.	FTP	weekly	Refer to Figure 3 - Extracts to Condor and DSS
HNData	Component	Internal	Batch File	Load shared dimension tables used by PharmaCare, MSP and medhist datamarts. MSP datamart loads were discontinued in April 2004	FTP	weekly	Refer to Figure 2 - Support Table Loads for Datamart
HNData	Component	Internal	Batch File	Hndata clmhist data feed	FTP	weekly	150,000 record updates (daily)
HNData	Component	Internal	Batch File	Update HNData medhist datamart	FTP	weekly	854,400 record updates
Ministry of Finance	Actor	External	Batch File	Pharmacy and cardholder payments	FTP	weekly	Cardholder Payments 20 - 30 / week Pharmacy Payments 50 / week
Ministry of Finance	Actor	External	Batch File	Direct deposit of Pharmacy payments and generation of Cardholder cheques	FTP	weekly	Direct Deposit Pharmacy Payments: approximately 80% of pharmacies, 720 of 900 pharmacies. Generation of Cardholder cheques: 20 - 30 / week.

19

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
Triplicate	Component	External	Batch File	Update drug information on Triplicate database	FTP	Daily 5 of 7	I: insert, U- update, D: delete GCN: 18 (I) + 281(U) Pataddr: 1588(I) + 4545 (U) Patient: 1595 (I) + 398 (U) Practaddr: 10(U) Rx: 20,022 (I) + 295 (U) + 81 (D)
BC Practitioners	Actor	External	Real Time - transaction	Patient drug information, TDU, TMU and other transactions In pilot phase only.	Interface	Real Time	Refer to Figure 1: PharmaNet Transactions by Transaction NOTE: there is no breakout by 'stakeholder type' in this report.
Client Registry	Component	Internal	Real Time - transaction	TPA - Patient address update	Interface	Real Time	Quarterly about 80,000
Client Registry	Component	Internal	Real Time - transaction	TPN - Patient name search	Interface	Real Time	Not available
Client Registry	Actor	Internal	Real Time - transaction	TPH - PHN assignment by pharmacies	Interface	Real Time	Quarterly about 70,000
Hospitals, Emergency Departments only	Actor	External	Real Time - transaction	Patient drug information, TDU, TMU and other transactions	Interface	Real Time	Refer to Figure 1 – PharmaNet Transactions by Transaction. NOTE: there is no breakout by 'stakeholder type' in this report.
Pharmacies	Actor	External	Real Time - transaction	Drug claims and Drug Interaction checking, transactions: TAC, TDU, TRP/TRR/TRS, TCP, TDR, TDT, TIP, TID, TPI, TPM, TPN, TPA, TPH	Interface	Real Time	Refer to Figure 1: PharmaNet Transactions by Transaction at end of this table.

20

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
							NOTE: there is no breakout by 'stakeholder type' in this report.
Fair PharmaCare Registration Database	Component	Internal	Real Time - online	Update family and eligibility information on PNet	Interface	Real Time	JRTI volumes – daily average: 618 updates, 609 new records
MHR - Ministry of Human Resources	Actor	External	Real Time - transaction	Provides recipients of BC Benefits with Plan C eligibility on PNet (otherwise known as the MSS interface)	Interface	Real Time	Plan C (MSS/C, MSS/T, IMM/R): 210 updates, 282 new records. Refer to Figure 4 – MHR / MSS Interface via IMS / MVS
MHD - Mental Health Division	Actor	External	Real Time - transaction	Updates PNet with patient records, updates Plan G eligibility, PNet applies edits to transmitted records	Interface	Real Time	Plan G (MHD/G): 23 updates, 58 new records
IVR Inquiry	Component	External - Pharmacists & Practitioners	Real Time - transaction	Retrieval of data from PNet and return via IVR; prescriber id, confirm drug benefits by din, special authority, blood glucose certificates. The PharmaNet IVR is separate from the Fair PharmaCare IVR. Patient plan information is NOT released to pharmacies.	IVR - Phone	Real Time	Calls: 250 - 300 / day Transactions: 300 - 350 / day Prescriber Id - 230 Confirm Drug Benefits - 40 Special Authority - 60 Blood Glucose Certificate - 1
Client Registry	Component	Internal	Batch File	Patload - Patient demographics PatXref - Merged PHNs	Load	Daily 5 of 7	Patient Base: 1142 Patient Address: 5594 PHN Merge: 191 Inactivated PHN: 402
Registration & Premium Billing	Component	Internal	Batch File	Synchronize PNet patient coverage information with R&PB	Load	Daily 5 of 7	2,976 records

21

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
BCMail Plus	Actor	External	Batch File	BCMail Plus prints cardholder cheques and delivers them to the Ministry of Finance who in turn delivers them to Pharmacare to be matched up with remittance notices. Cheques and notices are mailed out directly by the PharmaNet HelpDesk staff.	manual delivery	weekly	Cardholder Cheques - 20 - 30 / week
Ministry of Children & Familes	Actor	External	Batch	Establish Plan F external authorities	Online	Interface	Plan F (MSS/F): 16 updates, 35 new records.
College of Physicians and Surgeons BC	Actor	External	PNet screen access	Patient or drug information Practitioner updates; practicing vs non-practicing, entry of restrictions	Online	Real Time	5 users with access to specific screens and reports as required.
Continuing Care	Actor	Internal	Screens	Palliative Care external authorities	Online	Real Time via HelpDesk	Plan P (PAL/P): 1 update, 32 new records.
Cystic Fibrosis	Actor	External	Screens	CF clinics notify QA Info Support who will create Special Authorities and External Eligibility records for Plan D	Online	Daily 5 of 7	For Plan D (CFP/D): 1update, 0 new records
Pharmacare	Actor	Internal	AFP Printer	Generate remittance notices for cardholders and for pharmacies if adjustments are entered. Remittance notices and cardholder cheques are mailed out directly via the HelpDesk.	Online	Monthly	Remittance notices are only generated for pharmacies where PharmaCare has made a manual adjustment, for example Pharmacies that participate in the followig programs; ECP - Emergency Contraceptive Program (149) Methadone Program (415) Plan B (Long Term Care) Per diem entry (131) Total: 695 Remittance Notices per month
Agency Messaging Facility College of	Component	Internal	PharmaNet Screen	Fan out messaging	Online	on request	8 - 13 per year Daylight Savings - 2 Christmas - 1 PharmaNet Outages - 5 - 10

22

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
Pharmacists of BC							
Pharmacare	Actor	Internal	PNet data update	Processing queued transactions, after pharmacy connections are restored	Real Time	On submission	Occurs on an unpredictable frequency, when there is an issue with connection between pharmacy and PharmaNet. This problem could be due to network / router issue, PharmaNet problem, etc. These queued transactions are processed like any other batch file and have no impact on PharmaNet.

PharmaNet would be impacted if there was a prolonged PharmaNet outage affecting all pharmacies; i.e. greater than 2 hours during prime time. Recovery time may be estimated at 2 – 3 hours, during that time pharmacies may experience degraded performance.

A PharmaNet outage during prime time has not occurred during the past 5 years. |
| PharmaNet Disaster Recovery Plan | Component | Internal | Online | Update of PNet data to DRP site | Trickle feed | delayed by 2 hours | Sunday – 500 megabyte
Monday - 6.5 gigabyte (medhist/clmhist deletes Monday mornings)
Tuesday-Friday – 2 gigabyte / daily
Saturday – 1 gigabyte

On a weekly basis there is 16 gigabyte of Oracle log files that are transferred from hnet01 to hnet07. |

23

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
Pharmacare Mgt	Component	Internal	Web application	Web Payment Spending Authority via Intranet, Pharmacare Mgt approves Pharmacare payment	Web	weekly	CASFILE sent from payments to web page is on average 2700 records per week. Payment Web Page produces file sent to CAS mailbox average 2700 records per week.
College of Pharmacists of BC	Actor	External	PNet screen access	Drug information, patient and pharmacist records; monographs view and update, set DUE flags & tolerances at pharmacies level, update pt adverse reactions information, update pt clinical information and medication profile	Online		6 users with access to specific screens and reports as required.
Pharmacy System Vendors	Actor	External	HNSecure or SPAN BC	Applications used by the Pharmacies to submit transactions and query data on PharmaNet	Secure Internet		Medical Practitioner Access to PharmaNet and Emergency Departments = 15 5 use HNSecure 10 connect to PharmaNet via SPAN/BC Connected to PharmaNet: Emergency Departments – 45 Medical Practice sites – 100 Note: a recently compliant MPAP / ED software vendor has over 3000 physicians in BC using their lab software. This means there is considerable potential for increasing the number of Medical Practice sites in the future - probably to over 1000. These would all connect via HNSecure.
Pharmacare users	Actor	Internal	Screens	Helpdesk, info support, QA, Admin Review, Pharmacists etc.	Online		126 PharmaCare users in the following areas; Audit - 6 Policy - 8 Special Authority - 21 HealthNet Access - 1 Knowledge Mgt Tech / CITS - 6

24

Stakeholder	A / C	Type	Link	Description	Method	Frequency	Volumes
							Administrative Review - 15 Payments / Management – 19 PharmaNet HelpDesk - 36 Quality Assurance - 11 Reception - 3

25

Figure 1: PharmaNet Transactions by Transaction

TAC/TDU	2,099,478	58.6%
TAC/TDU/TRP	80,272	2.2%
TAC/TDU/TRR	349,303	9.8%
TAC/TDU/TRS	204,975	5.7%
TCP	30	0.0%
TDR	43,407	1.2%
TDT	54,429	1.5%
TDU	4,463	0.1%
TDU/TRP	372	0.0%
TDU/TRR	976	0.0%
TDU/TRS	881	0.0%
TID	90,790	2.5%
TIP	28,003	0.8%
TPA	2,886	0.1%
TPH	23,307	0.7%
TPI	5,831	0.2%
TPM	29	0.0%
TPN	81,131	2.3%
TRP	93,351	2.6%
TRR	347,726	9.7%
TRS	69,783	1.9%
Total	3,581,423	100.0%
Total TACS	2,734,028	
Total "TRPs"	1,147,639	

26

Figure 2: Support Table Loads for S. 15

Table Name	Records Updated
	10
	282342
	200
	89
	292
	54
	481
	481
	481
	472
	121
	51225
	8850
	103
	1606
	575
	6843
	1583
	3161
S. 15	723
	1609
	2685
	199
	41583
	51
	43218
	7
	16025
	9121
	581892
	168
	266
	9
	36
	5885
	90

27

Figure 3 - Extracts to Condor and DSS

i.) extract_daily.pl

Table	MVS File	Records

S. 15

ii.) xtract_weekly.pl

Table	MVS File	Records

S. 15

III.) STAT_DAY.PL

(Extracts plan P   S. 15

Average Records Per S. 15 = 805

        S. 15

Table   S. 15
Dest: S. 15
Records: Varies betwee   S. 15

Table   S. 15
Dest: S. 15
Records: Gradually increasing each   S. 15 (Last extract = 16131)

Table: practxref
Dest: S. 15
Records: S. 15

28

Figure 4 – MHR / MSS Interface via IMS / S. 15

Transaction volumes average per   S. 15   time period are as follows:

Transaction	Average
	2
	2
	3
	3
	3
	5
	8
	9
	16
S. 15	21
	39
	33
	53
	80
	67
	96
	190

29

4.7 EXTERNAL PARTIES

(a) Parties with Direct Access to HBO Databases

The parties listed in the table below access HBO databases either via their own or MSP supplied transactions. Ministry of Provincial Revenue will require direct access until their ASD Partners have implemented their own new systems. Beneficiary Services is aggressively working to remove direct access for other parties with current access but not listed in this table, e.g. PSERC. These parties will be transferred to MSP Direct during transition and prior to handover to the ASD Partner.

Party	Access Type	Data	Purpose
MOH[1] - MPS Policy & Audit Staff	Update[2]	All HBO Data	Data Owners
MOH - Continuing Care & Mental Health	Read	Coverage & Premium Assistance Levels	To determine assistance levels for their clients
MPR[3] - Collections & Loan Management Branch	Update	Account, Coverage & Address	To collect on overdue accounts
MPR – Revenue & Billing	Update	Account, Coverage & Address	To manage billing, revenue and accounts receivables
Government Agents	Update	Account, Coverage & Person Demographics	Process client accounts on behalf of MSP.
Ministry of Human Resources	Update	Coverage & their own Group Account	To manage coverage for their clients
Ministry of Children & Families	Update	Coverage & their own Group Account	To manage coverage for their clients
College of Physicians & Surgeons	Read	PharmaNet Medication Drug History	Monitoring and analysis of drug prescriptions.
College of Pharmacists	Update	All PharmaNet data	Custodian of PharmaNet database[4] Corrections to Medication History Producing Patient Profiles

(b) Indirect Access to HBO Databases

MSP Direct and PharmaNet provide on-line indirect access to view and update HBO databases.

MSP Direct
Employer groups and other registered MSP groups use MSP Direct to manage coverage, on behalf of their employees or group members. MSP Direct is also used by practitioners and hospitals to perform Coverage Eligibility inquiries on their patients. All parties accessing MSP Direct are required to sign a data access agreement. MSP Direct offers the following Coverage Maintenance processes

---

[1] Ministry of Health

[2] MOH MPS staff will require read access to all data but may only require update to some data. The details are still to be determined.

[3] Ministry of Provincial Revenue

[4] There is legislation underway to transfer the custodianship of PharmaNet to the Ministry of Health. However, this will probably not be enacted until spring of 2005 and the College of Pharmacists will still require some access.

30

- Enrollment & Re-enrollment in MSP (limited to certain groups based on the schedule in their data access agreement)
- Addition and Removal of MSP beneficiaries from the group account
- Update Name and Address of Beneficiaries
- Coverage Eligibility Enquiry

PharmaNet

Pharmacies are legislated to use PharmaNet in the dispensing of drugs in order to maintain a drug profile on all individuals dispensed medications in British Columbia. Community Pharmacies, Emergency Departments, , Hospital Out-Patient Pharmacies and Physicians participating in the Medical Practice Access to PharmaNet pilot all have update access to PharmaNet. Inpatient Hospital Pharmacies have read access. Pharmacies accessing PharmaNet are required to sign a Pharmacy Participation Agreement and are subject to auditing. PharmaNet offers the following services

- Drug Interaction Monitoring
- PharmaNet Claims Processing
- Update (via claims submitted) and/or View Patient Drug History

Other parties have indirect access to PharmaNet via system interfaces, as summarized in the table below.

Party	Access Type	Data	Purpose
Health Authorities Mental Health Centres	Update, via the MOH CPIM system	Patient eligibility for PharmaCare Plan G	Provide financial assistance to low income patients with psychiatric medication needs
Ministry of Human Resources	Update, via an interfacing mainframe system	Patient eligibility for PharmaCare Plan C	Provide full coverage to MHR clients for prescription drugs and medical supplies that are PharmaCare benefits
Ministry of Children & Families	Update, via an interfacing mainframe system	Patient eligibility for PharmaCare Plan F	Provide drug coverage under the Children at Home program
College of Physicians & Surgeons	Update, via a batch interface	Physician demographics and prescribing restrictions	Maintain current list of prescribers
College of Pharmacists	Update, vial a batch interface	Pharmacist demographics and dispensing restrictions	Maintain current list of dispensing pharmacists

5. ASSUMPTIONS

5.1 WORK STATEMENT ASSUMPTIONS

None

31

VDO_DOCS #1341968 v. 5

5.2 HARDWARE CONFIGURATION ASSUMPTIONS

The performance provided by the current servers constitutes an acceptable performance level.

5.3 SOFTWARE/APPLICATION ASSUMPTIONS

None

5.4 SERVICE PROVIDER ASSUMPTIONS

None

5.5 MINISTRY OF HEALTH SERVICES ASSUMPTIONS

None

5.6 MINISTRY OF PROVINCIAL REVENUE ASSUMPTIONS

There is not currently an active relationship with Provincial Revenue, payments are processed with the Ministry of Finance.

If the Recovery project is approved to recover funds paid to cardholders, a relationship will have to be established with Provincial Revenue.

5.7 MINISTRY OF FINANCE ASSUMPTIONS

Regarding Payments Cycle:

(a) PharmaCare Payments are ru   S. 15   Payment cycle starts on th   S. 15   and
S. 15   See schedule below;

  (i)

  (ii)   S. 15

32

VDO_DOCS #1341968 v. 5

Note:

(b)   Notification of Changes

PharmaCare does not advise CAS/CGI of system changes that do not impact the Ministry of Finance (CAS/CGI). Pharmacare is obligated to conform to the format CAS/CGI requires for the   S. 15   file.

The Ministry of Finance occasionally changes the CAS/CGI system, they provide several months notice of any upcoming change. This allows each ministry to test prior to implementation. It is not known if there is a written agreement re garding notification. CAS has a communication email system that provides appropriate notice regarding future changes and provides weekly status reports.

CASHELP MSER sends out regular email bulletins to all ministry CAS ORACLE Contacts in the Province. These emails advise updates from change windows, fiscal year end updates, accounting and financial changes.

(c)   Large Payment Runs:

When a larger than normal payment run is planned, the Provincial Treasury, Banking/Cash Management Branch and BC Mail Plus require a minimum o   S. 15 advance notice with status updates. This a new process commenced in 2004 due to the implementation of Retroactive Payments. The agreement was verbally negotiated and is required as additional staff need to be scheduled to address the extra volume and Provincial Treasury needs to ensure that the funds are available.

(d)   Payments Support:

Managed Operations are the first responder for payments. OSG responsibilities are server and PayAuth issues PharmaCare Info Support - assist with supplier   S. 15 S. 15   harmaCare Quality Assurance - assist with testing.

All times set out above are Pacific Standard Time.

33

5.8   OTHER ASSUMPTIONS

None

VDO_DOCS #1341968 v. 5

APPENDIX A – HARDWARE CONFIGURATION DIAGRAMS

The following diagram depicts the complete configuration of the PharmaNet complex which is comprised of servers at multiple locations.
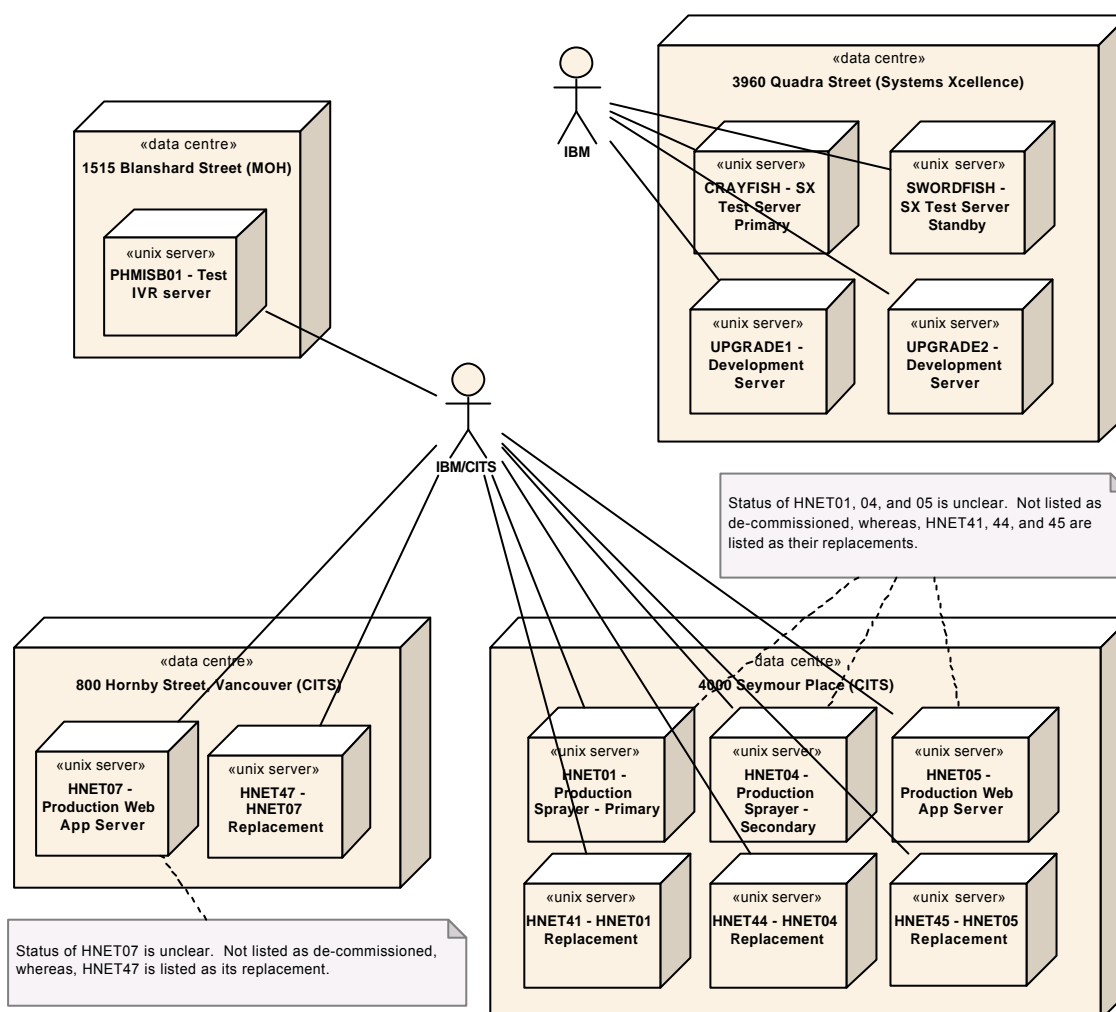
Exhibit 1.   PharmaNet Hardware Configuration

APPENDIX B – INTERFACE DIAGRAMS

The following diagram depicts the components that comprise the complete PharmaNet Application. The core processing component is the PharmaNet Claims Application, which is further described in its own sub package within this package.
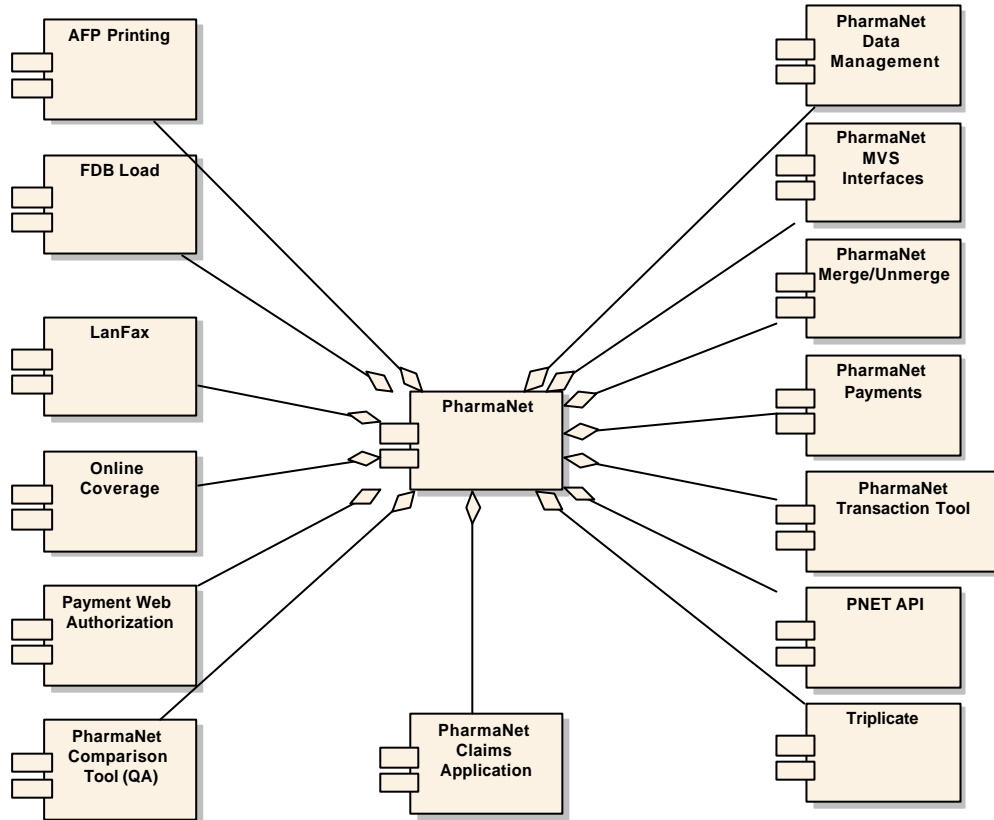

Exhibit 2.   PharmaNet Applications Composition

The following diagram depicts the external interfaces of the PharmaNet application.

36

The diagram shows PharmaNet at the center with the following connections:

- **BC Veterinary Medical Association** → Practitioner Updates → PharmaNet
- **BC Mail Plus** ← Print/Mail Data ← PharmaNet
- **University of British Columbia** ← PharmaNet Data ← PharmaNet
- **Ministry of Provincial Revenue (MPR)**: Payment Feedback, Payment Batches, Direct Deposit
- **College of Dental Surgeons** → Practitioner Updates → PharmaNet
- **College of Pharmacists of BC** → Practitioner Updates → PharmaNet
- **College of Physicians** → Practitioner Updates → PharmaNet
- **Pharmacies**: Drug Claims, Batch Drug Claims → PharmaNet
- **First DataBank**: Drug Updates → PharmaNet
- **BC Practitioners** ← Patient Drug History ← PharmaNet
- **Hospitals, Clinics and Other Health Care Providers** ← Patient Drug History ← PharmaNet
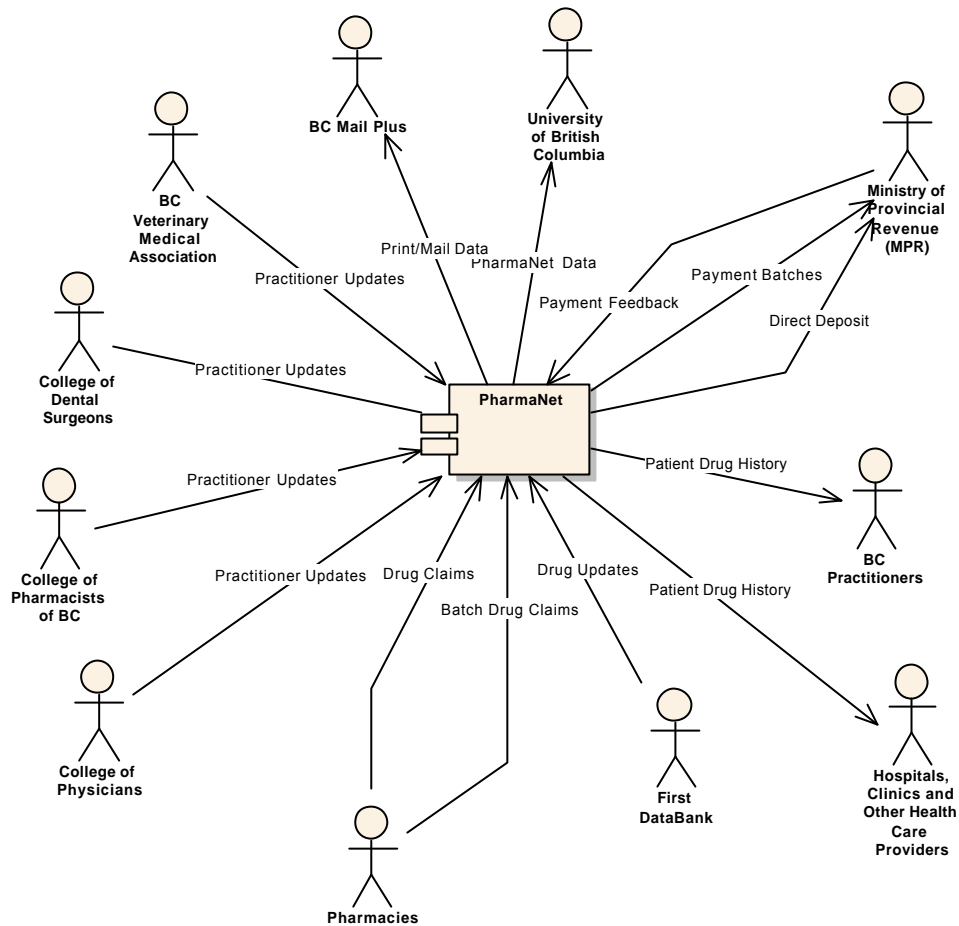
Exhibit 3.   PharmaNet External Interfaces

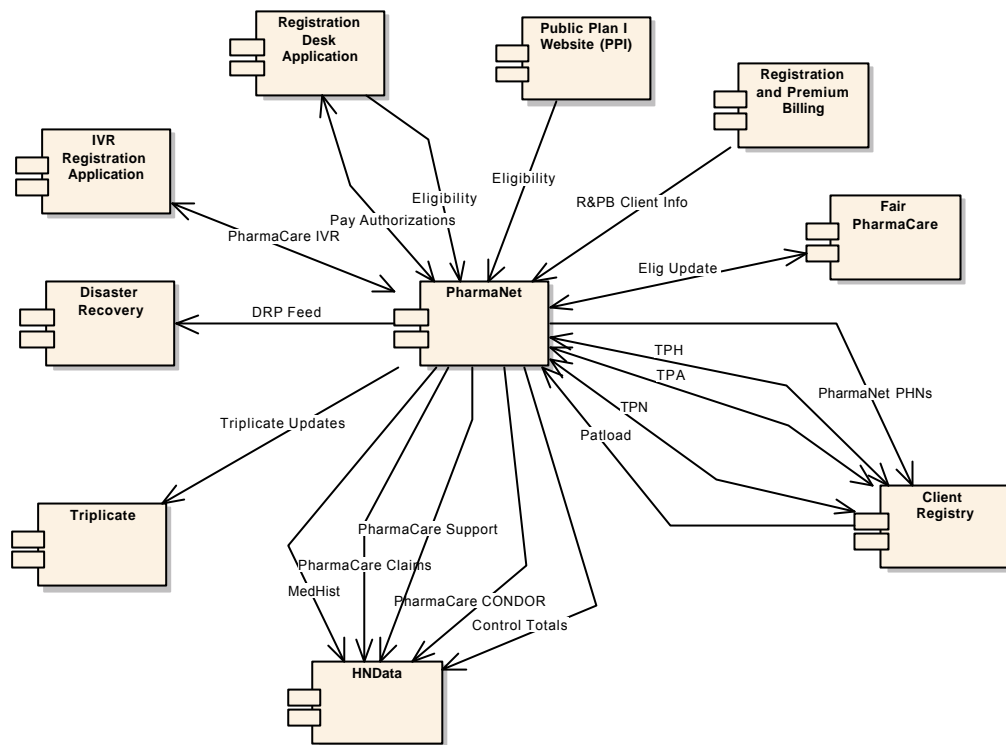The following diagram depicts the internal interfaces of the PharmaNet application.

37

Exhibit 4.   PharmaNet Internal Interfaces

APPENDIX C – PHARMACARE REPORT DISTRIBUTION

External Users

Job Name	Report Number	Report Name	Distribution	Frequency
due_rpt	query1b.sql	Top 30 Din_Pins With Due_Type DUPLINGR	BC College of Pharmacists	
due_rpt	query2.sql	Due Encounters Flagged by Due_Type	BC College of Pharmacists	
due_rpt	query3b.sql	Top 25 Din_Pin Pairs Causing DR/DR	BC College of Pharmacists	
due_rpt	query4.sql	DR/DR Where Two Rxs Filled at Different Pharmacies	BC College of Pharmacists	
meth_rpt	meth_rpt.sql	All Pharmacies that Dispensed DIN 999792, 66999990, 66999991	BC College of Pharmacists	S. 15
norx-2	norx.sql	Patient Profile Accesses with No Rx Filled for Pharmacy	BC College of Pharmacists	
reaction			PharmaNet Coordinator, College of Pharmacists	
reaction			PharmaNet Coordinator, College of Pharmacists	
rpb_compare			All	
kmenu (phmisb01)			PharmaNet HelpDesk, Cardholders	On Request
kmenu (phmisb01)		S. 15	PharmaNet HelpDesk, Cardholders	On Request
kmenu (phmisb01)			PharmaNet HelpDesk, Cardholders	On Request
kmenu (phmisb01)			PharmaNet HelpDesk, Cardholders	On Request
kmenu (phmisb01)			PharmaNet HelpDesk, Pharmacies	On Request

39

Job Name	Report Number	Report Name	Distribution	Frequency
		Pharmacy Remittance Advice Form for specific Pharmacy	PharmaNet HelpDesk, Pharmacies	On Request
		Cardholder Remittance Advice Notices for Plan E	PharmaNet HelpDesk, Cardholders	On Request
	S. 15	Cardholder Remittance Advice Notices for Plans ABCF	PharmaNet HelpDesk, Cardholders	On Request
		Pharmacy Remittance Advice Form	PharmaNet HelpDesk, Pharmacies	On Request

40

Internal Users

Job Name	Report Number	Report Name	Distribution	Frequency
allpxcount	allpxcount.sql	Daily prescription count	PharmaCare Business Analyst, Managed Operations, PharmaCare Mgt	
planicount	planicount.sql	DailyPlan I prescription count	PharmaCare Business Analyst, Managed Operations, PharmaCare Mgt	
planijcount	planijcount.sql	Plan I (Generic Plan I) / J (Senior Plan I) payments	PharmaCare Business Analyst, PharmaCare Budget Analyst, PharmaCare Budget Manager, PharmaCare Policy	
audit_recov-2	audit_recov.sql	Audit recovery records	PharmaCare Audit	
bgc_rpt-2.0	BGCcounts.sql	Blood Glucose Certificates	PharmaNet HelpDesk Mgt	
specauth-1.0	specauth_cr.sql	Daily Special Authorities Create Statistics	PharmaNet HelpDesk Mgt, PharmaCare Pharmacists, PharmaCare Mgt	
specauth-1.0	specauth_upd.sql	Daily Special Authorities Update Statistics	PharmaNet HelpDesk Mgt, PharmaCare Pharmacists, PharmaCare Mgt	
specauth_			PharmaNet HelpDesk Mgt, PharmaCare Pharmacists, PharmaCare Mgt, PharmaCare Policy	S. 15
specauth_			PharmaNet HelpDesk Mgt, PharmaCare Pharmacists, PharmaCare Mgt, PharmaCare Policy	
stockpiling		S. 15	PharmaCare Audit	
stockpiling			PharmaCare Audit	
fam_futur			PharmaCare Business Analyst	
mem_		S. 15	PharmaCare Quality Assurance	

41

Job Name	Report Number	Report Name	Distribution	Frequency
load_sa		Special Authority Load report - Number of SAs generated	PharmaCare Mgt, Pharmacist and Policy	
offline	offline.sql	Offline claims - Offline Pharmacies Report	PharmaNet HelpDesk	
txn_entry	txn_entry_dtl.sql	Daily transaction report - Network Transaction Entry Report	PharmaNet HelpDesk	
txn_entry	txn_entry_sum.sql	Daily transaction report - Network Transaction Entry Summary Report	PharmaNet HelpDesk	
patrest_mthly	patrest_mthly.sql	Patient restrictions - Monthly Counts of Patient Restrictions Report	Pharmacare Mgt	
pcare_rpt	age2.sql	Palliative Care Report - Monthly Registration Count by Age	Regional Programs, PharmaCare Policy and Pharmacist	
pcare_rpt	pcare2b.sql	Palliative Care Report - Patient Registration Statistics by Region	Regional Programs, PharmaCare Policy and Pharmacist	
pharm_remit	count_remit.sql	Pharmacy Remittance - Number of Special Services Fees Paid	Secretary - PharmaCare Operations	
planP_rpt-2.0		Plan P Payment Report	Regional Programs, PharmaCare Policy	S. 15
check		Check cost – Claims Pharmacy Claimed		
check				
check			S. 15	
check				
cfa				
rpb			S. 15	
patscracc			S. 15	

42

Job Name	Report Number	Report Name	Distribution	Frequency
patscracc		Administration Screen Accesses by User		
patscracc				
patscracc		S. 15		
stand_log				
check				
check				
check				
check				S. 15
check				
check		S. 15		
check				
check				
check				
check				
check				
check				

43

Job Name	Report Number	Report Name	Distribution	Frequency
check			PharmaNet HelpDesk, PharmaCare	
check			S. 15	
check				
patres				
			S. 15	
kmenu (phmisb01)	PAY300	OCG Control Report	PharmaNet HelpDesk	On Request
dmenu		PHN Record Archive	PharmaNet HelpDesk	On Request
				On Request
			Cardholders	On Request
			Cardholders	On Request
		S. 15	Cardholders	On Request
			Cardholders	On Request
			Pharmacies	On Request
			Pharmacies	On Request

Job Name	Report Number	Report Name	Distribution		Frequency
			Cardholders		On Request
		S. 15	Cardholders		On Request
			Pharmacies		On Request

45

APPENDIX 7

REGISTRATION AND PREMIUM BILLING

INFORMATION TECHNOLOGY SUMMARY

1.   OVERVIEW

As a part of the Services, the Service Provider shall provide, set-up, implement, operate, maintain and upgrade reliable and continuous hardware, software and information systems necessary to monitor, process, control and report for purposes of supporting and enhancing the delivery of the Services. This Appendix summarizes the existing registration and premium billing technology environment and support roles in connection therewith required of the Service Provider, including hardware, software, applications and interfaces, and is divided into the following sections:

(a)   <u>Background</u> – describes what the functions performed in this environment.

(b)   <u>Stages</u> – outlines the Transition, Hand-Over, Transformation and Ongoing responsibilities.

(c)   <u>Existing Environment Summary</u> - outlines infrastructure, applications, interfaces and programs which deliver business services.

(d)   <u>Assumptions</u> - includes all assumption relating to this environment.

2.   BACKGROUND

R & PB is a legacy system that manages all registration, coverage and premium account data for BC residents.

There are approximately 132 on line transactions and 25 batch subsystems associated with R & PB. Beneficiary Services is the business owner of R & PB and is responsible for confirming eligibility for MSP sponsored benefits and the administration of subscriber and contract information.

The major business functions of the system can be divided into three groups:

(a)   **Registration and Premium Administration**: This group of functions includes:

(i)   recording and registration of individuals receiving health benefits;

(ii)   administration of the health benefits coverage provided to individuals under the Medical Services Plan;

(iii)   administration of the contracts under which they are supplied benefits and pay premiums;

J7-1

        (iv)   administration of the premium rates which are due for the provision of health benefits; and

        (v)   issuance of CareCards.

(b)   **Billing:** This group of functions includes:

        (i)   calculation of charges due for periods of health benefits coverage, and issuance of CareCards;

        (ii)   calculation of resultant net owing amounts;

        (iii)   creation of bills, and dispatch of bills to subscribers and groups;

        (iv)   maintenance of balances owing and account status; and

        (v)   maintenance of accounts receivable.

(c)   **Cash and Collections:** This group of functions includes:

        (i)   allocation of received payments to the right contracts and accounts, and for the correct services;

        (ii)   maintenance of account balances; and

        (iii)   creation of refunds, where required.

The majority of the external interfaces to the R&PB application enable access to *Registration* Information (rather than financial information).

Recently all Government of British Columbia billing and revenue systems have been transferred to the Ministry of Provincial Revenue (MPR). Thus, MPR actually has responsibility for most of business processes for Billing and all of Cash & Collections. However, the responsibility for the information system currently remains with the Ministry of Health Services (MOHS). MPR is currently in the process of establishing their own information systems for Cash & Collections and Billing. During Transition the Service Provider, MPR, and MOHS will meet to discuss how the Service Provider' system will interface to MPR's new billing system.

3.   STAGES

Both parties will strive to minimize impacts to Province Customers and Stakeholders throughout these phases.

J7-2

3.1   SCHEDULE

Milestone Description	Start Date	Completion Date
Transition	Effective Date	Hand-Over Date
Hand-Over– (this is a one day event)	Hand-Over Date	Hand Over Date
Transformation	After handover as scheduled by the Service Provider	Seven (7) months after Hand-Over Date
Ongoing Support	Seven (7) months after Hand-Over Date	The later of the Termination Date or the end of the Termination Assistance Period

3.2   TRANSITION

(a)   During this stage the Service Provider will plan for the handover and collect the relevant code repositories operational manuals and related technical documentation required to assume control of the server environment. the Service Provider has the responsibility to ensure that they get the information they need to support this environment. The Province will provide such information as reasonably required to fulfill the Service Provider' requests.

(b)   The Service Provider will provide:

   (i)   The support required to manage the existing operational environment during the Transition; and

   (ii)   A Transition Manager who will, in accordance with Schedule O of this Agreement:

       A.   Act as a focal point for communications between the Service Provider and the Province;

       B.   Have authority to make decisions and provide approvals;

       C.   Ensure information requested by the Service Provider is made available;

       D.   Ensure the availability, cooperation and performance of assigned Province and contracted personnel; and

       E.   Provide regular feedback.

J7-3

Notwithstanding the foregoing, the Service Provider acknowledges and agrees that it has ultimate responsibility to complete the Transition Services in accordance with and pursuant to the terms of the Agreement including those terms set forth in Article 3 of this Agreement:

    (c)   the Service Provider will provide:

        (i)   A Project Manager who will:

            A.   Be responsible for planning, managing and coordinating all activities during the Transition;

            B.   Establish and maintain a transition work plan in respect of this technology environment;

            C.   Prepare status reports;

            D.   Ensure applications, servers and related components represent a fully functional environment. When components, including but not limited to storage or backup systems, are missing develop plans to provide them on the Hand-Over Date; and

            E.   Work with the Province to coordinate timing for the Transformation.

3.3   HAND OVER

On the Hand-Over Date the Service Provider will take responsibility for all aspects of this environment. After the Hand-Over Date the Service Provider will have all operational responsibilities, including but not limited to, all funding, staffing and technical infrastructure required to enable this environment to meet the stated business outcomes and Services Levels. This includes but is not limited to servers, software, applications, software, licence maintenance, new software licences, telephone connections, network connections, related components, and support resources to enable the operation of the applications and interfaces listed in Section 4.

    (a)   The Province will:

        (i)   Provide the required documentation, hardware and copies of software licenses.

    (b)   The Service Provider will:

        (i)   Take custody and control of the existing environment;

        (ii)   Support the existing environment;

        (iii)   Meet or exceed all Service Levels; and

J7-4

(iv)   Support changes requested by the Province in accordance with Article 7 of this Agreement.

3.4   TRANSFORMATION

the Service Provider is responsible for funding and staffing all aspects of the Transformation. During this stage the Service Provider will implement the changes in respect of the environment outlined in the Proposal and in the Transformation Plan.

(a)   The Province will:

(i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   The Service Provider will

(i)   Prepare implementation strategy fo   S. 15

(ii)   Ensure all existing functionality is present in the new environment;

(iii)   Support and fund all aspects of application development, testing and implementation;

(iv)   Support and fund all infrastructure, including but not limited to network, server, desktop, and facilities, required to implement the new environment;

(v)   Build the required routines to interface into the MPR billing system;

(vi)   Meet or exceed all Service Levels; and

(vii)   Support Change Requests from the Province in accordance with Article 7.

3.5   ONGOING SUPPORT & MAINTENANCE

This stage starts when Transformation activities are complete. Changes will be driven by break fix work and new Change Requests.

(a)   The Province will:

(i)   Assist with policy or governance decisions that may be required in the manner contemplated in the Agreement.

(b)   the Service Provider will:

(i)   Provide all support and funding required to manage all aspects of the operational environment;

(ii)   Meet or exceed the Service Levels; and

J7-5

(iii)   Support Change Requests from the Province in accordance with Article 7.

4.   EXISTING ENVIRONMENT SUMMARY

4.1   ONGOING REPORTS AND JOBS

MSP has a Production Data Control unit that schedules, monitors, balances, provides on call support to job failures and works with Technical staff in a dynamic environment.

Production Control is a main point of contact for systems information for programmers, business analysts, quality assurance analysts and management. The Production Control team provides a stable production environment through the control of system job schedules and the pro-active management of production problems.

See Appendix D – R&PB Reports and Appendix E – R&PB Job Schedule for details on reports and jobs.

4.2   HARDWARE

R & PB is on the BC Government S. 15 mainframe and is managed by   S. 15
 S. 15   or a fee.

Health Registry is on a   S. 15   This
server is shared with HNI applications.

4.3   APPLICATIONS

Application (Current Technical Environment)	Description
Registration and Premium Billing (RAPC)	R&PB's primary group of software. Approximately S. 15 ransactions for all online R&PB functions accessed directly by internal and external staff. All R&PB batch jobs including most external interfaces. Also uses external routines supplied by Client Registry
R&PB MSP Direct Interface (RPBS)	S. 15 transactions using S. 15 accessed by the and S. 15 S. 15 hese transactions are for registration and coverage maintenance of people under group payers. MSP eligibility inquiries and are accessed by Fair PharmaCare during their registration process.
R&PB Pharmacare "Black Box" (NBCP)	R&PB Claims and PharmaCare's interface with Ministry of Human Resources/Ministry of Children & Famalies. Also uses external routines supplied by Client Registry

J7-6

Application (Current Technical Environment)	Description
Health Registry	An S. 15 ased system receiving a live feed from the R&PB database and storing up-to-date copy of benefit agreements and exclusions of all S. 15 It also contains a subsystem for managing legal document S. 15
Data Dictionary Repository	A third-party software supported by Computer Associates residing on the mainframe which utilizes S. 15
Document Index (XRPB)	Document Indexing system used prior to the Document Imaging system (E-Correspondence). Currently only used by R&PB as a historical repository.
Preference	On-line Help system attached to some of the R&PB S. 15 transactions. Preference is user customizable consisting of multiple indexed and searchable volumes covering R&PB internal & external contacts , R&PB Codes, R&PB Procedures, as well as field level pop up help fo S. 15 ain transactions. Accessing the help is very user friendly but updating the help contents is very cumbersome. Consequently it is somewhat out of date. The R&PB Contacts Volume is extremely out of date, and the Procedure volume is no longer useful except for the section on immigration codes.
Task Management System (TMS)	A S. 15 mainframe application used for tracking maintenance tasks and releases, problem reports and developer and MOH staff time.

4.4   SOFTWARE

S. 15

J7-7

S. 15

4.5   DATABASES

S. 15

J7-8

Pages 221 through 222 redacted for the following reasons:
- -
s. 15

4.6   INTERFACES

Orgn:	Title:	Input / Output:	Type:	Medium	Frequency:	Purpose/ impact:	Volumes:	Criticality
Ambulance billing	Ambulance billing claim edit	Input then Output	Batch File	Disk	weekly	Determine if client is exempt from Ambulance billing charges. Impact of not running would be to ambulance billing if they are relying on this file to not bill MSS clients for ambulance services.	5,000	External TBD
Attorney General	Incarcerated Clients	Input	Batch File	Disk	daily	Records of clients incarcerated and released are provided to manage the incarcerated group. Impact of not running would be that incarcerated clients would not be set up on MSP coverage as an incarcerated person for doctor's billing.	200	High
Auditor General	Auditor General Extract	Output	Batch File	Disk	Yearly	To determine fiscal year end account receivable and deferred Revenue. Impact of not running would be to Auditors in that they would not have another source of data to verify financial data was correct.	7,000	External TBD
Billing Integrity Service Verification	Service Verification File access	Input then Output	Database Access	Disk	monthly and ad hoc	To obtain MSP names and addresses for mailing purposes. Impact would be inability to send out service verification letters.	2,500 to 5,000	Medium
Cancer Society	Childhood Leukemia	Output	Batch File	Other	every 6 months Last run in 1991	To obtain a file of children to use as a control group for studies on childhood cancers. Impact would be to Cancer society in that they would need to obtain their control group from another source.	1,300	External TBD
Client Registry	Data to Client Registry interface	Output	Batch File	Disk	Daily	To advise Client Registry of R&PB updates. Impact is to Client Registry as they would not get the most current data on shared clients.	6,000	External TBD
Client Registry	R&PB online transactions and batch processes use of CR routines	Input	Foreign DB Access	Other	Daily	to verify or obtain correct PHN and address for client. Impact would be that R&PB would create their own PHN for a person and use their own address data thus possibly creating another PHN a client who already has one. This increases the staff workload in client registry and potentially requires drug history and medical history of the multiple PHNs to be merged.	unable to determine	Medium

11

Client Registry	Client Registry updates to R&PB	Input	Batch File	Disk	Daily	To take person data updates and deceased information from Client Registry. Impact would be that R&PB data would not be updated unless client contacted them directly.	5,000	External TBD
CLMB	Create files of overdue accounts for collection and accounts that have been returned from collections status to regular billing	Output	Batch File	Disk	Monthly	To advise CLMB of accounts that require collection activity and accounts that no longer require collection activity. Impact would be to CLMB in that they may uneccessarily collect on some accounts and delay collecting on other accounts.	180,000	External TBD
CLMB	Create file of payments on accounts at CLMB where the payment did not originate at CLMB.	Output	Batch File	Disk	Daily	To advise CLMB of payments received by MSP or Govt. Agents. Impact would be that CLMB would not be advised of other payments received *and correspondence with clients would reflect incorrect totals. R&PB and CLMB could receive increased phone calls .*	300	External TBD
CLMB	Create files of refreshed account information for CLMB	Output	Batch File	Disk	Monthly	To provide CLMB with the most recent information (financial and demographic) for accounts previously sent to them for collection activity. Impact would be to CLMB in that they would not have up to date data.	170,000	External TBD
CLMB	Receive and process input file from CLMB of payments received for accounts at CLMB where the payment was received by CLMB.	Input	Batch File	Disk	Daily	To advise MSP of payments received on accounts currently at CLMB for collction of debt.Impact would be to R&PB as they would not update the account and may incorrectly calculate premiums owing.	400	High
CLMB	Receive and process input file from CLMB of account where orig. debt has been paid in full	Input	Batch File	Disk	weekly	To advise MSP that accounts should be returned to regular billing as the original debt has been paid.	4,500	Medium
CLMB	Receive and process input file from CLMB of account where account address has been changed.	Input	Batch File	Disk	weekly	To advise MSP of address changes for accounts in collections status. Impact would be that R&PB would need to obtain this information directly from the client.	800	Medium

12

CLMB	Debit Write Offs	Output then Input	Batch File	FTP	Monthly	Obtain permission to write off debit balances. Impact would be to the account balance on R&PB.	575	Medium
CRA	Income Verification	Output then Input	Batch File	FTP	Quarterly	To determine clients correct subsidy level. Impact would be to MSP in that they would not be able to determine a clients eligibility for the level of premium assistance they have applied for and this would result in loss of revenue for MPR as they would not be able to bill for the correct amount of premiums.	first run 530,000 second run 300,000 third run 45,000 fourth run 120,000	High
Government Agents	GA's daily payment input	Input	Batch File	Disk	daily	Record premium payments and CareCard payments paid in Government Agents offices.Impact would be that the premium balance would not be updated.	500	High
Groups	Dependent look up	Output	Batch File	Disk	On request	To obtain Dependent information for new MSP Direct Employers to load info on their data bases.To be replaced by an MSP direct transaction.	Varies	External TBD
Groups	PHN look up	Input then Output	Batch File	Disk	On request	To obtain PHN for clients and dependants in order to start using MSP Direct transactions and reconcile their records.Impact is to external group in that they would not be able to reconcile with our records.	Varies	Low
Groups	Monthly transmission to HNFTP server of Group Billing data; .	Output	Batch File	FTP	Monthly	Group Invoice are produced and distributed by FTP rather than Mail. Impact would be that the groups would have to have their invoice sent via paper or Cartridge.	92,000	Medium
GVHS	Eligibility Check	Input	Online Txn	Transaction	Daily	GVHS txn running on CITS mainframe calls an RPB IMS txn to check eligibility for the PHN. Impact is to external to do eligibility checks via another medium (eg MSP Direct)	70	External TBD
Health and Welfare Canada	Native Client file	Output	Batch File	FTP	Quarterly	To compare our data to their data. Impact would be to the external in that they would not be able to do their compare.	140,000	External TBD

13

Health Registry	Trickle Feed	Output	Transaction	Disk	continuous	Trickle feed of people's benefit period changes to Health Registry. Impact would be that the Health Registry would not have current elig bility data.	roughly 6,000 per cay	Medium
HNData	HNData feed	Output	Batch File	Disk	Monthly	Monthly files are uploaded to HNDATA. Impact would be that HNDATA would not have current data.	N/A as data is most of what is on R&PB database	External TBD
HNI	MSP Direct transactions	Input then Output	Online Txn	Background Transaction	Daily	HNI provides access to BS databases for MSP Direct Users and Blue Link users including Employer groups, doctors, and the Public via FairPharmacare. Impact would be increased workload for MSP staff.	>100,000 per month	High
IBM	CareCard details to produce cards	Output	Batch File	FTP	BI-Weekly	to create CareCard for elig ble residents. Impact would be to clients in that they would not receive their carecard.	2,500	High
MHR	Healthy Kids extract	Output	Batch File	Disk	Monthly	Provide MHR/MCFD info re children in low income families eligible for BC Benefits. MHR/MCFD pass to PBC. Imp act would be the need to obtain this data elsewhere.	860,303	External TBD
MHR/MCFD	Applications for MHR/MCFD sponsored coverage,	Input	Batch File	Disk	Daily	MHR/MCFD advise MSP of clients who they are now sponsoring and should now receive free MSP benefits. Impact would be that the external would have to submit this data via another medium.	150	External TBD
MHR/MCFD	Notifications to cancel MHR/MCFD sponsored coverage,	Input	Batch File	Disk	Daily	MHR/MCFD advise MSP of clients who they are no longer sponsoring. Impact would be increased staff workload	200	External TBD
MHR/MCFD	Notifications to add dependents to MHR/MCFD sponsored coverage	Input	Batch File	Disk	Daily	MHR/MCFD advise MSP of dependents to add to existing coverages. Impact would be increased staff workload	40	External
MHR/MCFD	Notifications of changes to MHR/MCFD sponsored coverage	Input	Batch File	Disk	Daily	MHR/MCFD advise MSP of changes to the coverage of clients they are sponsoring. Impact would be increased staff workload	15	External TBD
MHR/MCFD	Office address and department updates	Input	Batch File	Disk	On request	To globally change an MHR/MCFD's office addresses for all clients of that office and to move all clients in one office to another (when their ministries are reorganizing.). Impact would be increased staff workload	500	External TBD
MHR/MCFD	New Registration Daily Extract	Input then Output	Batch File	Disk	daily	Feedback file to advise MHR/MCFD of applications R&PB has received from them. Impact would be to MHR in that they would not get verification of MSP coverage created.	300	External TBD

14

MHR/MCFD	Online inquiry transaction	Input then Output	Background Txn	Transaction	daily	When applying for MSP coverage, an on-line MHR/MCFD IMS txn calls an R&PB IMS txn to do a Sin search in R&PB if name not found on Client Registry.Impact would be to MHR in that they would not be able to locate a client. A new second PHN could be created for client unecessarily. Drug history profile could be lost. Increased work to R&PB to fix account info later.	TBD	High
MHR/MCFD	Online inquiry transaction	Input then Output	Background Txn	Transaction	daily	On-line MHR/MCFD IMS txn calls an R&PB IMS txn to allow workers to view MSP coverages for MHR/MCFD clients. Impact would be that MHR would not be able to view existing MSP coverage for clients.	2,500 / month	External TBD
MPR	Remittance processor cash	Input	Batch File	Disk	twice a day	Record payment details for both paydirect and group premium payments. Impact would be that the premium balance in R&PB would not be updated.	5,000	High
MPR	Returned refund cheques	Output	Paper Report	Paper	weekly	Journal Voucher refund cheques back into MSP accounts when they have not been cashed.	2	MPR TBD
MPR	Post dates and returns	Input	Paper Report	Paper	weekly	To assist Client service reps in advising Clients what has happened to their payments	TBD	MPR TBD
MPR	data entry of cash adjustments/manual refunds	Input	Batch File	Other	daily /pd, weekly/grp	Data entry of paydirect and group cash adjustments. Impact would be that account balances in R&PB would not be updated.	130	High
MPR	Record NSF payments	Input then Output	Batch File	Paper	weekly	Record payments which have been returned NSF from the bank and issue letters.	150	MPR TBD
MPR	Account Activity Extract	Output	Batch File	Disk	Monthly	Data on all accounts that had financial activity during the month. Impact would be to MPR.	7,000	MPR TBD
MPR	Extinguishment Override	Input	Batch File	FTP	Monthly	Accounts eligible for extinguishment but refused by Senior Financial Advisor. Impact would be that the premium balance would be adjusted incorrectly.	15,000	High
MSP Decision Support	Annual Extracts	Output then Input	Batch File	Disk	Annual	provide data to UBC for developing patient health care 'trajectories'. Impact would be to externals using this data.	N/A as data is most of what is on R&PB database	External TBD

15

MSP Decision Support	Monthly extract	Output then Input	Batch File	Tape	Monthly	To obtain more up to date information than the annual extract as well as s ubsidy data. Impact would be to externals using this data.	N/A as data is most of what is on R&PB database	External TBD
OCG	Refund feedback file	Input	Batch File	Paper	weekly	Cheque register file to verify that all cheques have been printed.	1,000	
OCG	Refund cheque request	Output	Batch File	Disk	weekly	Produce refund cheques for clients. Impact would be that the client would not receive their refund.	1,000	High
Other Provinces	InterProvincial Transfers	Output then Input	Batch File	Disk	Monthly	To identify clients that have left BC or entered BC permanently. Impact would be increased staff workload	200	Medium
Pension Corporation	RPBS Trxs via CICS to CICS link supported by PBC.	Input then Output	Online Txns	Transaction	daily	To administer coverage for retired Public Service employees. Could switch to using MSP Direct but this is not integrated with their system. Users do not like PBC's Web system that is integrated with HNI.	TBD	External TBD
Pension Corporation	Premium Rate extract	Output	Batch File	Disk	quarterly	To correctly deduct MSP premiums from the pensioners pension cheques. Impact would be to external in that they would not deduct the appropriate premiums from their clients.	70,000	
Provider Serivces	Common Elig bility Module	Output	Database Access	Common module used by txns & batch	continuous	This mainframe module is owned by Claims systems and used by all the various benefits elig bility enquiry systems supported by Claims & MSP Direct. Impact would be inability of all automated MSP online systems to provide MSP eligibility of clients.	TBD	High
Provider Serivces	Practitioner payments	Output	Batch file	Disk	monthly	Provide a file of premiums owed by practitioners that will be used by the provider system to deduct the premiums from their remittance. Impact would be delayed revenue from participating practitoners. Alternative is for practitioners to receive a paper bill.	380	Low
Provincial Treasury Ministry of Finance	Preauthorized Electronic file transmission	Output	Batch File	FTP	Bi monthly	File of bank accounts to debit for MSP payments. Impact would be that revenue would not be received.	35,000	High
Provincial Treasury Ministry of Finance	PC Banking	Input	Batch File	FTP	Daily	Telephone/Internet banking: Daily pull of payment files from Bank of Montreal. Impact would be that the premium balance would not be updated and the account would be billed incorretly.	10,000	High

16

PSA/CHIPS	File from Chips	Input	Batch File	Disk	Daily	To advise MSP of prov. Govt employee's accounts to cancel as they are no longer employed by the Prov. Impact would be to have CHIPS provide this data via another meduim which could cause MSP a delay in receiving the information.	10	Medium
PSA/CHIPS	CHIPS Interface	Input	Batch File	Disk	Bl-Weekly	To advise MSP of changes of Paylist numbers, SIN numbers and address changes of Prov. Govt. employees. Impact is to CHIPS to provide this data via another medium.	50	External TBD
PSA/CHIPS	GPSD Monthly extract	Output then Input	Batch File	Disk	Monthly	to ensure GPSD and MSP records are in sync.	TBD	External TBD
PSA/CHIPS	RPBS Trxs via CICS to CICS link supported by PBC.	Input then Output	Online Txns	Transaction	daily	To administer coverage for Public Service employees. Could switch to using MSP Direct but this is not integrated with their system. Users do not l ke PBC's Web system that is integrated with HNI.	TBD	External TBD
Stats Canada	In-migrant data	Output	Paper Report	Paper	Monthly	To verify and reconcile Quarterly data that they get from Stats Can on people migrating into BC. Impact would be to external to verify their data with another source.	N/A	External TBD
Vital Statistics	Native file	Output	Batch File	Disk	quarterly	To determine Native Indians' birth and death records. Impact would be to external to obtain this information from another source.	140,000	External TBD

17

4.7 EXTERNAL USER OF RP&B

(a) Parties with Direct Access to Beneficiary Services

Party	Access Type	Data	Purpose
Ministry of Health Services (MoHS)– Medical and Pharmaceutical Services (MPS)1,	Update[1]	All HBO Data	Data Owners
MOHS – Finance & Decision Support	Read	All HBO Data	Financial Monitoring, Benefit and Provided Services Auditing
MoHS- Continuing Care & Mental Health staff	Read	Coverage & Premium Assistance Levels	To determine assistance levels for their clients
Ministry of Provincial Revenue (MPR)- Collections & Loan Management Branch	Update	Account, Coverage & Address	To collect on overdue accounts
MPR – Revenue & Billing Branch	Update	Account, Coverage & Address	To manage billing, revenue and accounts receivables
Government Agents	Update	Account, Coverage & Person Demographics	Process select client requests on behalf of MSP.
Ministry of Human Resources	Update	Coverage & their own Group Account	To manage coverage for their clients
Ministry of Children & Family Development	Update	Coverage & their own Group Account	To manage coverage for their clients

(b) Parties with Indirect Access to Beneficiary Services via Interfaces

Party	Access Type	Data	Purpose
Employer Groups including Pacific Blue Cross	Update via MSP Direct, Read via batch	Coverage and Group Accounts	Employer groups and other registered MSP groups use MSP Direct to manage coverage, on behalf of their employees or group members.

---

[1] MoHS MPS staff will require read access to all data but may only require update to some data. The details are still to be determined.

18

Party	Access Type	Data	Purpose
Pension Corporation Public Service Agency	Update via CICS to CICS link	Coverage and Group Accounts	Manage coverage, on behalf of their employees or group members.
Health Care Practitioners and Hospitals	Read via MSP Direct	Coverage	Perform coverage/eligibility inquiries on their patients
GVHS (Victoria Hospitals)	Read via background IMS txn	Coverage	Perform coverage/eligibility inquiries on their patients
Ambulance Billing	Read via integrated HNI txn	Coverage	Determine MSP eligibility
Ambulance Billing	Read via batch	Group Account	Determine if client is covered by a Social Services Group
Attorney General	Update via batch	Coverage and Group Account	Manage coverage for incarcerated persons
Auditor General	Read via batch	Billing & Accounts Receivables	Annual financial audit
Cancer Society	Read via batch	Person Info	Retrieve list of children for research studies
Public Service Agency / CHIPS	Update via batch	Coverage and Group Account	Manage coverage for government employees
Client Registry	Update via batch	Person Info	Exchange updated person demographics
Government Agents	Update via batch	Payment Info	Record premium and carecard payments made at GA offices
Health & Welfare Canada	Read via batch	Coverage & Group Account	Obtain list of group members
Ministry of Human Resources	Update via batch	Coverage & Group Account	Manage coverage for clients
Ministry of Children & Families	Update via batch	Coverage & Group Account	Manage coverage for clients
MPR – Collections & Loans Management Branch	Update via batch	Account Info & Person Info	Manage overdue accounts
MPR – Revenue & Billing	Update via batch	Account Info	Manage account billing and revenue
Other Provinces	Update via batch & paper	Coverage	Exchange list of persons moving between provinces
Pension Corporation	Read via batch	Premium Rate	Obtain premium amount to deduct from pensioners' cheques

19

Party	Access Type	Data	Purpose
Stats Canada	Read via paper	Resident Statistics	Verify statistics on people moving to BC
Vital Statistics	Read via batch	Person Info	Obtain list of native births and deaths

4.8   SOFTWARE LICENSES / CONTRACTS

R&PB directly manages the following software licenses
- **Group 1** Software for Postal Code sorting
- **Entrust** Encryption and Authentication Software (license supplied free by CRA)

Preference License has expired as the Ministry decided not to incur the expense of rene wing it and upgrading to the latest version of the software.

LASON (**Microfiche**) /*Contract*
MSP has a contract with LASON to provide microfiche on a regular basis from Claims and RPB files including some work for other areas in MoH. The contract is in its 2nd of 3 years to provide this service before one would normally provide an open bid for services. The approximate dollar amount is estimated to be about $60,000. We are not committed to pay this if no conversion services are requested by MSP.

5.   ASSUMPTIONS

5.1   WORK STATEMENT ASSUMPTIONS

None

5.2   HARDWARE CONFIGURATION ASSUMPTIONS

None

5.3   SOFTWARE/APPLICATION ASSUMPTIONS

None

5.4   SERVICE PROVIDER ASSUMPTIONS

None

5.5   MINISTRY OF HEALTH SERVICES ASSUMPTIONS

Note: Victoria Hospitals have an on-line transaction that calls an R&PB IMS transaction to do an eligibility check.

20

5.6 MINISTRY OF PROVINCIAL REVENUE ASSUMPTIONS

Long term assumptions need to be defined with MPR and the details of interfacing with their new billing and collections systems are still to be determined. In the short term MPR owns the Billing, Cash & Collections business processes but MOHS maintains the application systems, which are part of the R&PB S. 15 online and batch systems. These applications must continue to be maintained on behalf of MPR until MPR's new systems are in place. The details of this maintenance still need to be worked out.

Collections and Loan Management Branch of MPR exchang S. 15 files with MSP containing data on address changes, payments made, accounts moving in or out of overdue status, debt accruing, etc.

MAXe2 will interface to the MPR System using a message broker. MPR will work with the Service Provider to define requirements.

5.7 MINISTRY OF FINANCE ASSUMPTIONS

Provincial Treasury receives a S. 15 file of bank accounts to debit for MSP payments and sends a S. 15 file of payments made via Telephone/Internet banking. Once MPR's.

Office of the Comptroller General receives a S. 15 file of refund cheques to produce for for clients and send S. 15 paper copy of the printed cheque register.

These interfaces must be maintained on behalf of MPR until MPR's new systems are in place.

5.8 MINISTRY OF HUMAN RESOURCES AND MINISTRY OF CHILDREN & FAMILIES ASSUMPTIONS

MHR/MCFD has online transactions that have direct access to the R&PB S. 15 txns to look up SINs and coverage information on clients.

MHR/MCFD send and receive S. 15 iles regarding clients to add or remove from MHR sponsored coverage, address changes, information on children from low income families who may be eligible for BC benefits, etc.

5.9 MINISTRY OF ATTORNEY GENERAL ASSUMPTIONS

MAG sends a S. 15 file of clients incarcerated or released who are to be added or removed from MAG sponsored coverage.

5.10 AUDITOR GENERAL

Attorney General of British Columbia receives a couple of S. 15 files used to determine fiscal year end account receivables and deferred Revenue. This interface must be maintained on behalf of MPR until MPR's new systems are in place.

21

5.11   OTHER ASSUMPTIONS

Existing file and paper report interfaces with the Cancer Society, Canada Revenue Agency, Public Service Agency, Government Agents, Health & Welfare Canada, Ministries of Health in other Provinces, Stats Canada, BC Superannuation need to be maintained.

Note: Still to be determined if th   S. 15   on-line link between Pacific Blue Cross on behalf of Superannuation and the   till operational. I was under the impression they were supposed to migrate to connect through HNI but I have received conflicting information on whether or not this migration happened.

An index of supporting documentation is available at: ●

A project repository of documentation is maintained by the project analyst.

22

APPENDIX A – HARDWARE CONFIGURATION DIAGRAMS

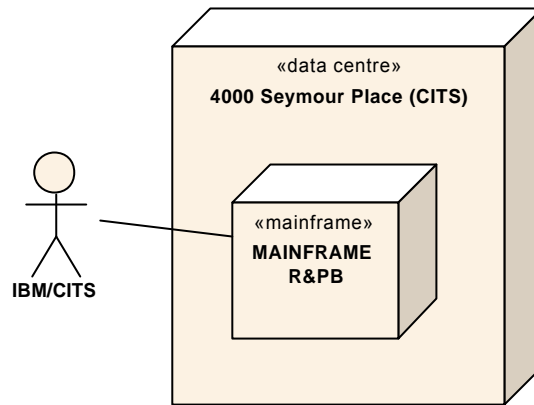The following diagram depicts the R&PB server configuration at the 4000 Seymour Place data centre.

Exhibit 1.   R&PB Configuration

APPENDIX B – INTERFACE DIAGRAMS

The following diagram depicts the components that comprise the Registration and Premium Billing application.
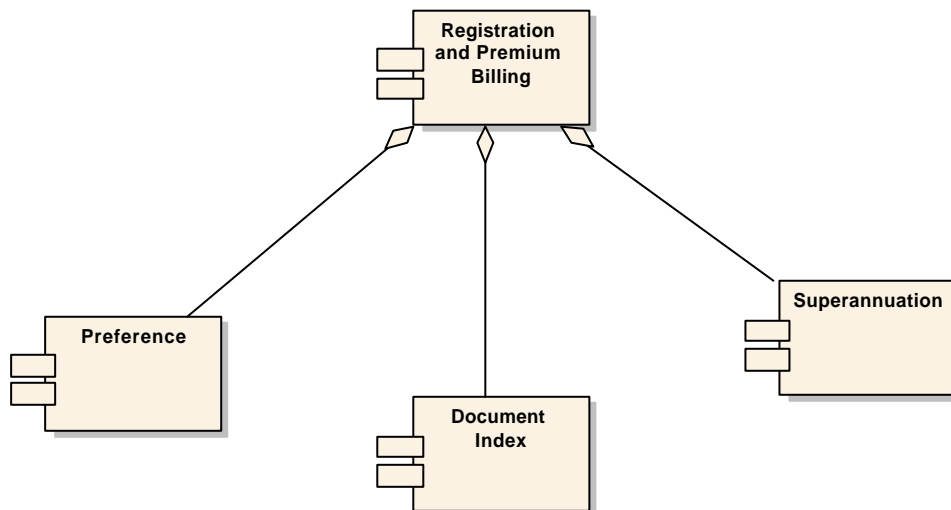

Exhibit 2.   Registration and Premium Billing Composition

The following diagram is the first in a series of five diagrams depicting the external interfaces of the Registration and Premium Billing application.

23

Exhibit 3.   Registration and Premium Billing External 1

The following diagram is the second in a series of five diagrams depicting the external interfaces of the Registration and Premium Billing application.
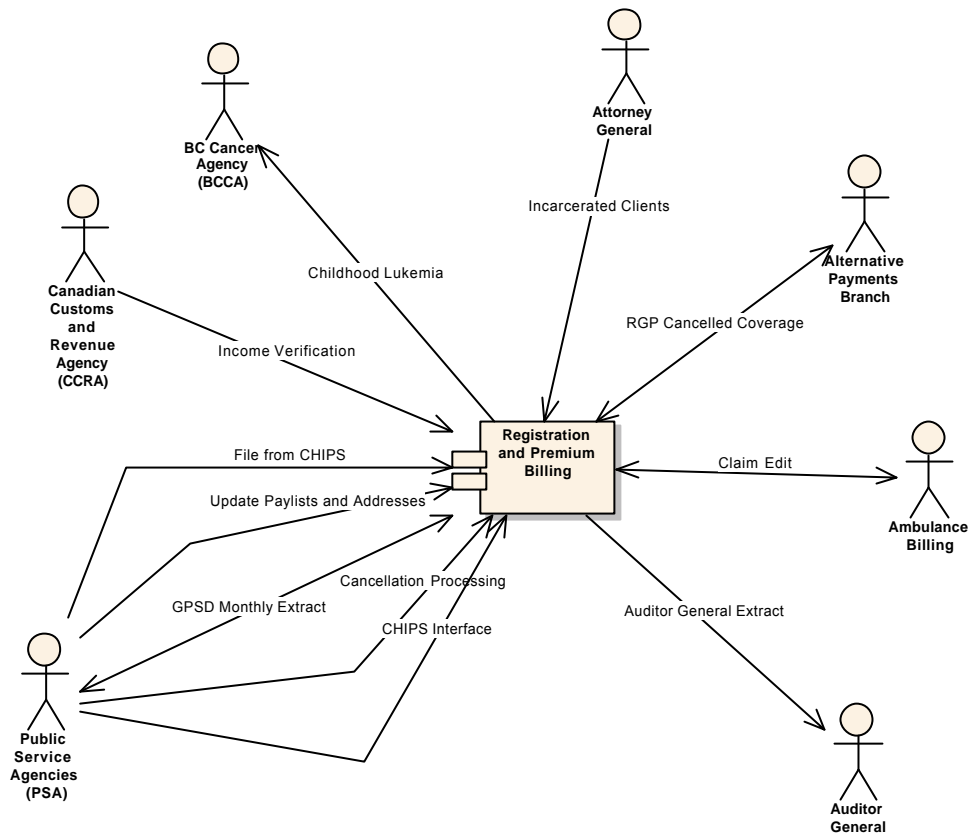
Exhibit 4.   Registration and Premium Billing External 2

The following diagram is the third in a series of five diagrams depicting the external interfaces of the Registration and Premium Billing application.

Exhibit 5.   Registration and Premium Billing External 3

The following diagram is the fourth in a series of five diagrams depicting the external interfaces of the Registration and Premium Billing application.
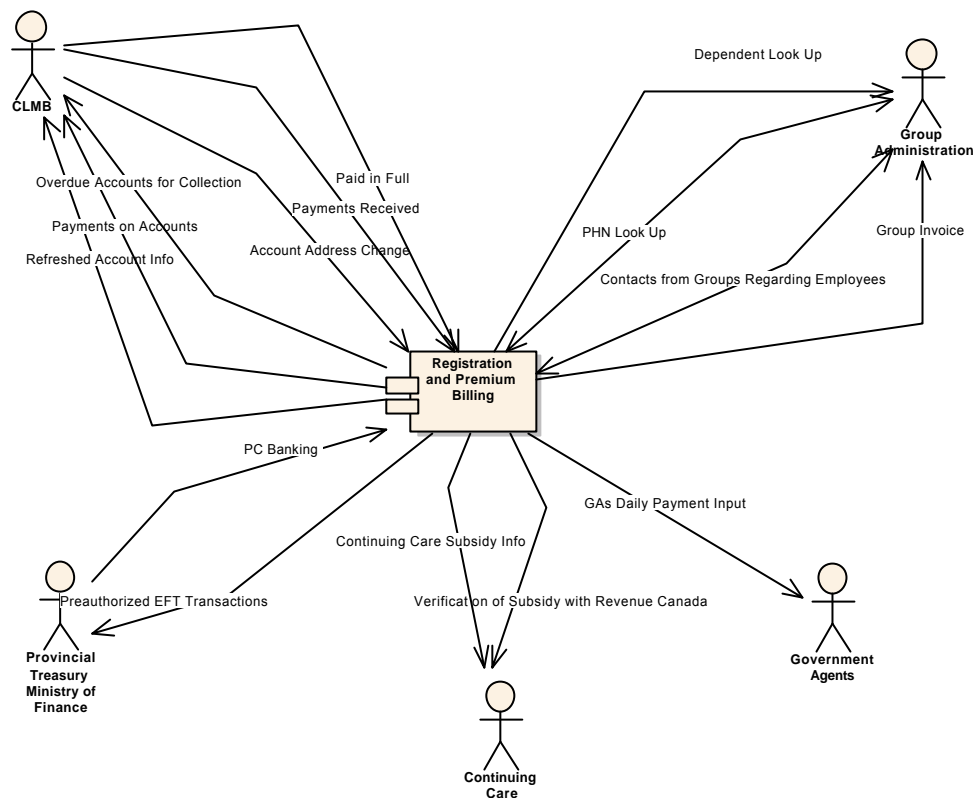
26
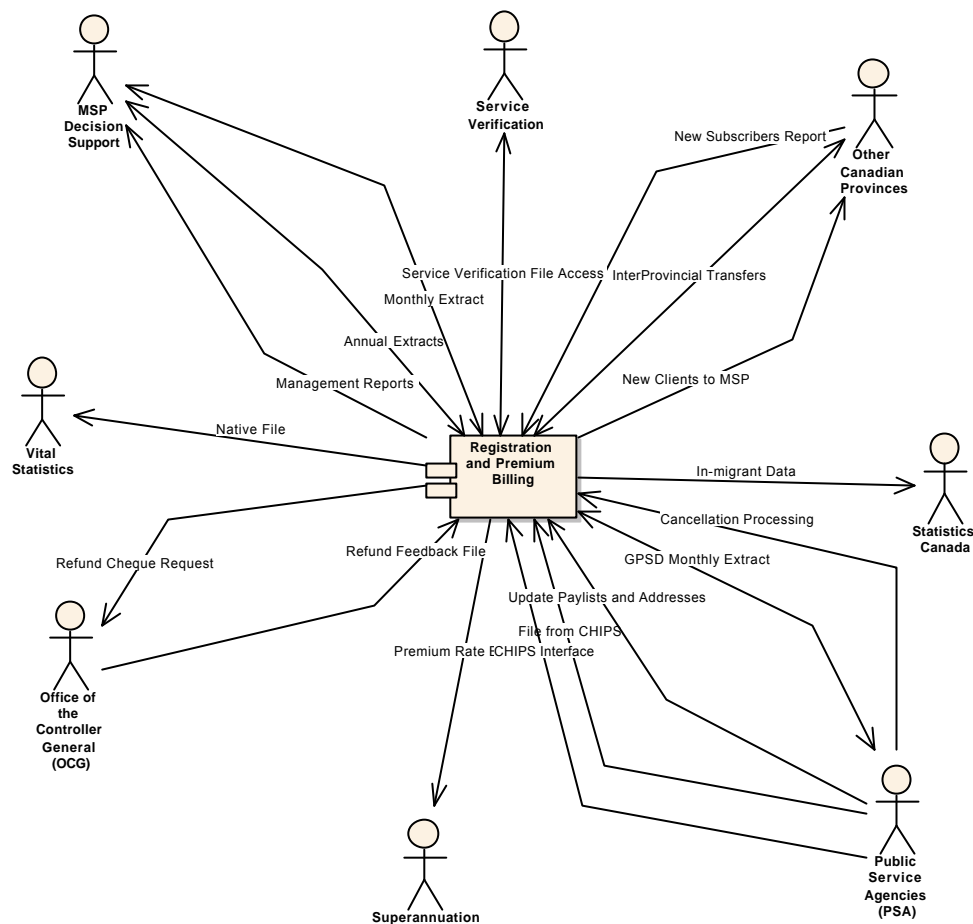
Exhibit 6.   Registration and Premium Billing External 4

The following diagram is the fifth in a series of five diagrams depicting the external interfaces of the Registration and Premium Billing application.
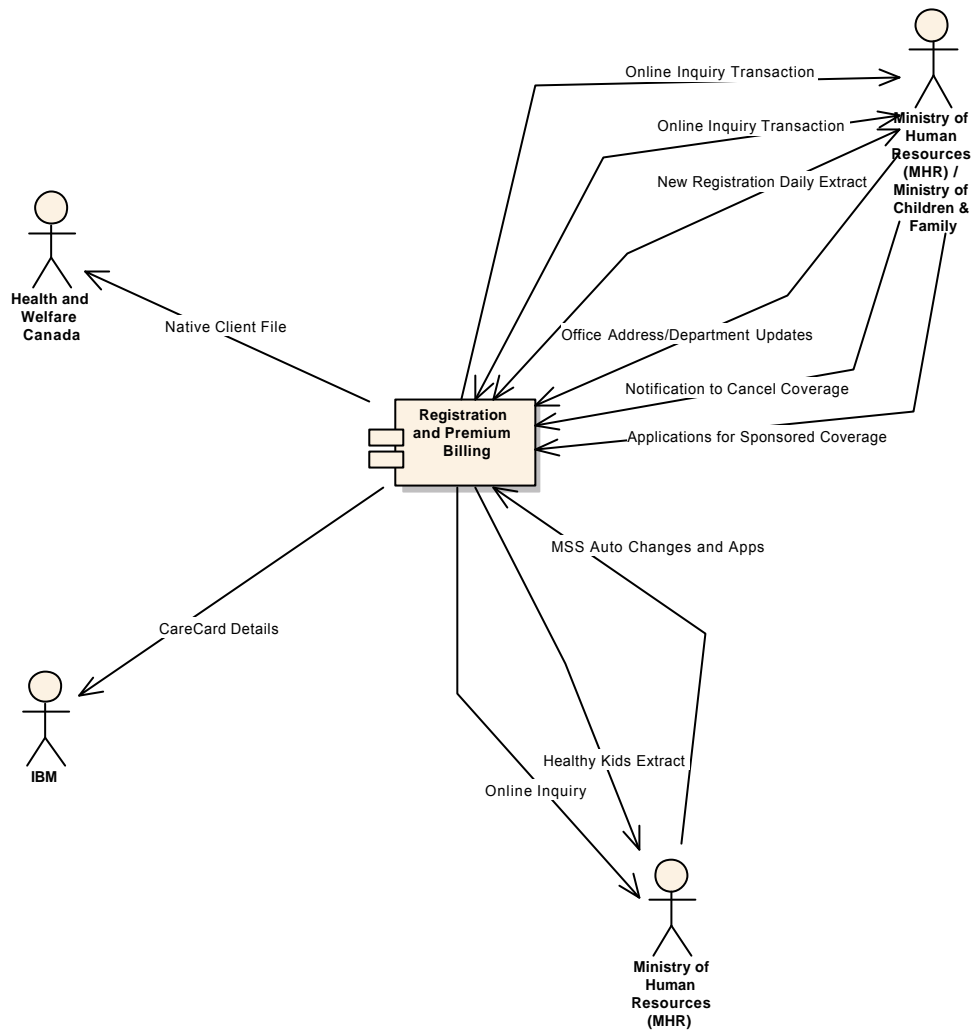
27

Exhibit 7. **Registration and Premium Billing External MPR**

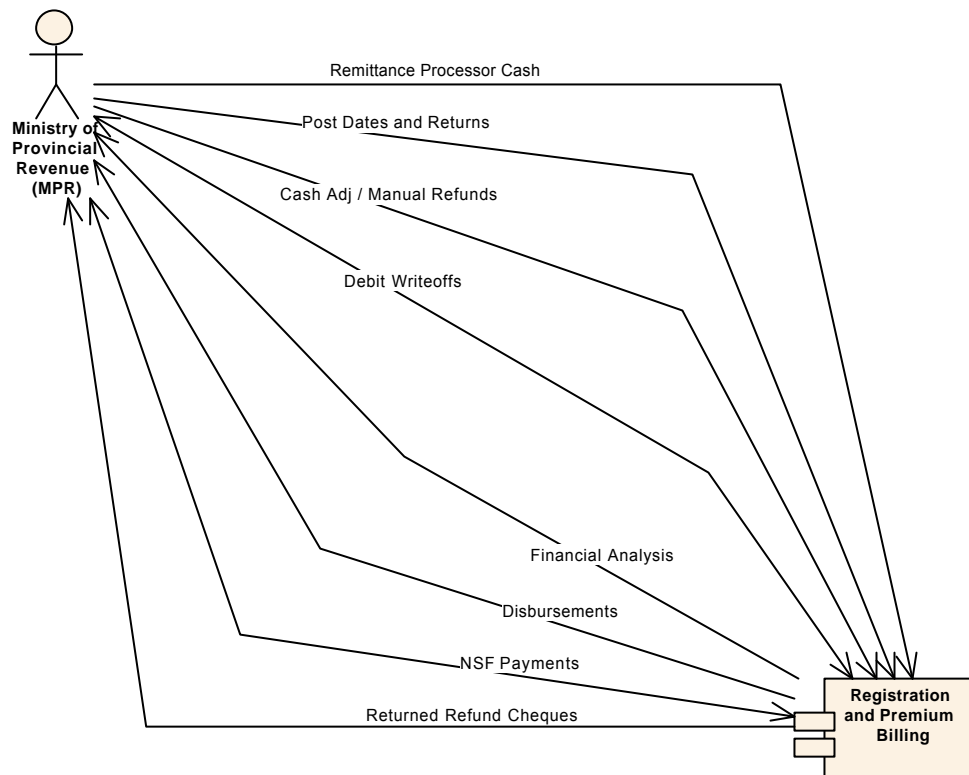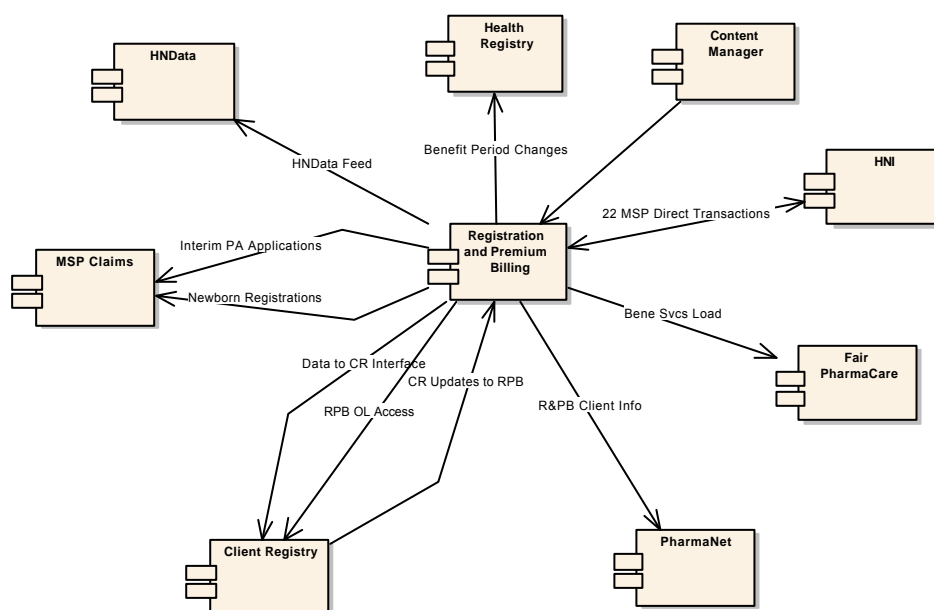The following diagram depicts the internal interfaces of the Registration and Premium Billing application.

Exhibit 8. **Registration and Premium Billing Internal Interfaces**

28

APPENDIX C – SUPPORTING SOFTWARE PRODUCTS (IN-HOUSE)

CRA Translator

S. 15

APPENDIX D – R&PB REPORTS

This table lists a majority of the current R&PB Reports. Many of the reports have been around a long time and are no longer entirely adequate. In addition a number of the financial reports will become the responsibility of the MPR and the information will be generated from MPR's new accounts receivables system. Further analysis needs to be performed on reporting requirements.

Job Name	Report Number	Report Name	Distribution	Frequency
		REFUND CHEQUE REQUISITION LISTING ARCHIVE SEGMENT CONTROL TOTALS	MSP PRODUCTION CONTROL MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			System Programmers REFERENCE	
		CONTRACT DATABASE - ARCHIVE & UNLOAD	MSP PRODUCTION CONTROL	
			System Programmers REFERENCE	
			Beneficiary Services USS - PADDY SNEDDON	
		CONTRACT ARCHIVE - PD STATUS NOT ARCHIVED DUE TO PAID CODE	Beneficiary Services USS - PADDY SNEDDON	S. 15
			Beneficiary Services USS Beneficiary Services USS - TEST TEAM	
S. 15		CONTRACT ARCHIVE - ARCHIVED DUMMY STATUS SEGMENTS	Beneficiary Services USS REFERENCE	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services USS REFERENCE TEST TEAM	
		RV - PAYMENT PLAN DETAIL REPORT	Beneficiary Services USS	
			Beneficiary Services USS - PADDY SNEDDON Beneficiary Services - KAREN STOTHERS	
			BURNABY OFFICE	
			Beneficiary Services - SUPERVISOR - UNIT 1-8	
			Beneficiary Services - GROUP OPS - 1 - 3	
		JUNE 1996 BILL CODE 4 LETTERS	MSP PRODUCTION CONTROL	
		NEW APPS BILL CODES SET TO ZERO	MSP PRODUCTION CONTROL	

30

Job Name	Report Number	Report Name	Distribution	Frequency
		BILL CODE X WITHOUT PAYMENT PLAN	MSP PRODUCTION CONTROL	
		PAYMENT PLAN SUPERVISOR -	Beneficiary Services - KAREN STOTHERS	
		PAYMENT PLAN WITHOUT BILL CODE X BILL	MSP PRODUCTION CONTROL	
			Beneficiary Services - KAREN STOTHERS	
		PAYMENT PLAN INVESTIGATION REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - KAREN STOTHERS	
		PAYMENT PLAN CONTROL TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services - KAREN STOTHERS	
			Beneficiary Services Manager	
		MSP PRODUCTION CONTROL BALANCING	MSP PRODUCTION CONTROL	
		STATISTICAL REPORTING	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
			MPR	
			MOH Disbursements - JUDY BELL	
	S. 15	ERROR LIST	MSP PRODUCTION CONTROL	S. 15
		PERMANENT BILL SUPPRESSION (BILL CODE X)	MSP PRODUCTION CONTROL	
			Beneficiary Services -	
		MSP PRODUCTION CONTROL BALANCING	MSP PRODUCTION CONTROL	
		ERROR LISTING	MSP PRODUCTION CONTROL	
		MISSING APPLICATION CASH LIST	MSP PRODUCTION CONTROL	
			Beneficiary Services - PA Manager	
		PERMANENT BILL SUPPRESSION (BILL CODE X)	MSP PRODUCTION CONTROL	
			Beneficiary Services -	
		INITIAL BILL SUPPRESSED LIST	MSP PRODUCTION CONTROL	
		SELECT/SUPPRESS BILL TOTAL PAGE	MSP PRODUCTION CONTROL	
			MGR PAY DIRECT BILLING	
		SELECT/SUPPRESS BILL ERROR LIST	MSP PRODUCTION CONTROL	

31

Job Name	Report Number	Report Name	Distribution	Frequency
		ACCEPTED SELECT BILL LIST	MSP PRODUCTION CONTROL	
		SPLITTER PROGRAM TOTALS	MSP PRODUCTION CONTROL	
			MPR - CASH PROCESSING	
			MOH FINANCE	
			Beneficiary Services Manager	
		BILLING SPLITTER PAGE	MPR - CASH PROCESSING	
			MPR - UTE MCLEAN	
			Beneficiary Services Manager	
			MPR - ELAINE SMITH	
			Beneficiary Services Manager	
		BLANK POSTAL CODE LIST	Client Registry - ANITA MALOVEC	
		TO BE SORTED		
		MESSAGE FILE EDIT/ERROR LIST	MSP PRODUCTION CONTROL	
		MESSAGE COORDINATOR	Beneficiary Services - MANAGER	
		MESSAGE COORDINATOR	Beneficiary Services - TINA COLDWELL	
		MESSAGE CONTROL FILE ERROR LIST	MSP PRODUCTION CONTROL	
S. 15		MESSAGE COORDINATOR	Beneficiary Services - MANAGER	S. 15
		MESSAGE COORDINATOR	Beneficiary Services - TINA COLDWELL	
		EDIT MESSAGES - REGULAR AND FINAL	MSP PRODUCTION CONTROL	
		MESSAGE COORDINATOR	Beneficiary Services - MANAGER	
			MESSAGE FILE CLERK	
		EDIT MESSAGES - INITIAL	MSP PRODUCTION CONTROL	
		MESSAGE COORDINATOR	Beneficiary Services - MANAGER	
			MESSAGE FILE CLERK	
		PRINT PROGRAM TOTAL PAGE	MSP PRODUCTION CONTROL	
		PRINT PAY-DIRECT BILLS	MSP PRODUCTION CONTROL	
		REGULAR BILLS	MSP PRODUCTION CONTROL	
		FINAL BILLS	MSP PRODUCTION CONTROL	
		PRINT PROGRAM ERRORS	MSP PRODUCTION CONTROL	
		CONTROL TOTALS	MSP PRODUCTION CONTROL	

32

Job Name	Report Number	Report Name	Distribution	Frequency
		CREATE DEBIT CASH TRANSACTIONS - BALANCING REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services USS RESOURCE	
		STATUS AND COVERAGE	MSP PRODUCTION CONTROL	
		FINANCE	MSP Decision Support - MELANIE ROBINSON	
		PREPAID PREMIUMS	MSP PRODUCTION CONTROL	
		MSP ACCOUNTS	MOH Disbursements - JUDY BELL	
		STATISTICS BY SUBSIDY, BILLCODE, SIZE & CYCLE	MSP PRODUCTION CONTROL	
		AGED ACCOUNTS RECEIVABLE BY CYCLE ($)	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		AGED ACCOUNTS RECEIVABLE BY SUBSIDY ($)	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
	S. 15	AGED ACCOUNTS RECEIVABLE SUMMARY ($)	MSP PRODUCTION CONTROL	S. 15
			Beneficiary Services Manager	
			Beneficiary Services Manager	
			MOH Disbursements - JUDY BELL	
			MPR - TED BOOMER Rev Mgr	
		AGED ACCOUNTS RECEIVABLE BY CYCLE (CONTRACTS)	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		AGED ACCOUNTS RECEIVABLE BY SUBSIDY (CONTRACTS)	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		AGED ACCOUNTS RECEIVABLE SUMMARY (CONTRACTS)	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
			RESEACH OFFICER	
			MOH Disbursements - JUDY BELL	
			MPR - TED BOOMER	
		EARNINGS REPORT	MSP PRODUCTION CONTROL	
			MPR - B.HOWE	
			MOH Disbursements - JUDY	

33

Job Name	Report Number	Report Name	Distribution	Frequency
			BELL	
			MOH - INTERNAL AUDIT	
		CONTROL TOTALS REPORT	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		ERROR MESSAGES	MSP PRODUCTION CONTROL	
		GROUP BALANCING CONTROLS	MSP PRODUCTION CONTROL	
		SUBSCRIBERS & BILLED AMOUNT BY RATE	MSP PRODUCTION CONTROL	
			MPR - MPR - SHARON DALY	
			MOH Disbursements - JUDY BELL	
		GROUP MSP PRODUCTION CONTROL ERROR MSGS	MSP PRODUCTION CONTROL	
		MPR - GROUP BILLING STATUS & COVERAGE SMRY	MSP PRODUCTION CONTROL	
		FINANCE	MSP Decision Support - MELANIE ROBINSON	
		GROUP COMPANY MASTER ANALYSIS	MSP PRODUCTION CONTROL	
			RESEACH OFFICER	
	S. 15		MPR - TED BOOMER	S. 15
		GROUP FINANCIAL INFORMATION	MSP PRODUCTION CONTROL	
			RESEACH OFFICER	
			MPR - SHARON DALY	
			MOH Disbursements - JUDY BELL	
			MPR - TED BOOMER	
		GROUP AGED ACCOUNTS RECEIVABLE O/S	MSP PRODUCTION CONTROL	
			MOH Finance	
			RESEACH OFFICER	
		GROUP INVESTIGATION ERROR LIST	MSP PRODUCTION CONTROL	
		CLIENT SERVICES	Beneficiary Services - JANICE MCLEAN	
		GROUP BALANCING TOTALS	MSP PRODUCTION CONTROL	
		GROUP MSP PRODUCTION CONTROL ERROR MSGS	MSP PRODUCTION CONTROL	
		2222248 ACCTS WITH NON-A BILL RATE CODES	Beneficiary Services - SUE BONE	
		MPR - GROUP BILLING MSP PRODUCTION CONTROL ERROR MSGS	MSP PRODUCTION CONTROL	

34

Job Name	Report Number	Report Name	Distribution	Frequency
		MPR - GROUP BILLING INPUT PARAMETERS & SELECTED GROUPS	MSP PRODUCTION CONTROL	
		MPR - GROUP BILLING CONTROL CARD LISTING	MSP PRODUCTION CONTROL	
		CONTRACT RECORD TOTALS FOR GROUPS RECEIVING TAPES	MSP PRODUCTION CONTROL	
			GROUP WITH TAPE	
		MSP PRODUCTION CONTROL ERROR MESSAGES	MSP PRODUCTION CONTROL	
		PATTERNS OF PAYMENT CONTROL TOTALS	MSP PRODUCTION CONTROL	
		FINANCE IF OUT OF B49 PATTERNS OF PAYMENT REPORT	MPR - TED BOOMER Beneficiary Services - TINA COLDWELL	
		RECYCLE THE REPORTS WITH NO RCD FIT	Beneficiary Services - TINA COLDWELL	
		AGED ACCOUNTS RECEIVABLE REPORT	MSP PRODUCTION CONTROL	
			MPR - TED BOOMER	
		LIST OF INTEREST TRANSACTIONS	MSP PRODUCTION CONTROL	
	S. 15	CONTROL TOTALS	MSP PRODUCTION CONTROL	S. 15
		PRINT EXTRACTED GROUP BILL INFORMATION	MSP PRODUCTION CONTROL	
		TOTAL PAGE	MSP PRODUCTION CONTROL	
		PAY DIRECT ACTIVE BILL CODE 4 ACCOUNTS EXTRACT	MSP PRODUCTION CONTROL	
		SUMMARY REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		TOTAL BC4 ACCOUNTS REVIEWED FOR DEREGISTRATION	Beneficiary Services Manager MOH Finance MSP PRODUCTION CONTROL	
		DEREGISTRATION CONTROL TOTALS	Beneficiary Services Manager MOH Finance MSP PRODUCTION CONTROL	
		DEREGISTERED ACCOUNTS	Beneficiary Services Manager MOH Finance	
		SUBSTANTIVE CONTACT -	Beneficiary Services Manager	

35

Job Name	Report Number	Report Name	Distribution	Frequency
		CASH ADJS	MOH Finance	
		SUBSTANTIVE CONTACT - ADJUSTMENTS ONLY	Beneficiary Services Manager MSP PRODUCTION CONTROL	
		SUBSTANTIVE CONTACT - CASH ONLY	Beneficiary Services Manager MSP PRODUCTION CONTROL	
		SUBSTANTIVE CONTACT - CASH ONLY <7.20	Beneficiary Services Manager MSP PRODUCTION CONTROL	
		SUBSTANTIVE CONTACT - CLAIMS ONLY	MOH Finance MSP PRODUCTION CONTROL	
		DEREGISTRATION - ERROR REPORT	Beneficiary Services Manager MSP PRODUCTION CONTROL	
	S. 15	GR-01/BC4 WITH BILL HISTORY NOT BC3 OR8	Beneficiary Services Manager MSP PRODUCTION CONTROL	S. 15
		DEENROLLMENT CONTROL TOTALS REPORT	MSP PRODUCTION CONTROL Beneficiary Services Manager	
		SUBSTANTIVE CONTACT - ADJUSTMENTS ONLY	MSP PRODUCTION CONTROL Beneficiary Services Manager	
		CANCELLED CONTRACTS - CLAIMS ONLY REPORT	MSP PRODUCTION CONTROL MOH Finance	
		PERSONS NOT DE-ENROLLED	MSP PRODUCTION CONTROL Beneficiary Services Manager	
		DEREGISTRATION	Beneficiary Services Manager MOH Finance	
		SUBSTANTIVE CONTACT - CLAIMS ONLY	MOH Finance MSP PRODUCTION CONTROL	
		DEREGISTRATION - ACCUM	Beneficiary Services Manager Beneficiary Services Manager MOH Finance MSP PRODUCTION CONTROL	

36

VDO_DOCS #1341972 v. 5

Job Name	Report Number	Report Name	Distribution	Frequency
		PAY DIRECT ACTIVE BILL CODE 4 ACCOUNTS NO OVERLAPPING COVERAGE & ACCOUNT HOLDER => 19 YEARS OF AGE	MSP PRODUCTION CONTROL MSP PRODUCTION CONTROL Beneficiary Services Manager	
		PAY DIRECT ACTIVE BILL CODE 4 ACCOUNTS - NO OVERLAPPING COVERAGE & ACCOUNT HOLDER <= 18 YEARS OF AGE	MSP PRODUCTION CONTROL MSP PRODUCTION CONTROL Beneficiary Services Manager	
		PAY DIRECT ACTIVE BILL CODE 4 ACCOUNTS - WITH OVERLAPPING COVERAGE & ACCOUNT HOLDER => 19 YEARS OF AGE	MSP PRODUCTION CONTROL Beneficiary Services Manager MSP PRODUCTION CONTROL Beneficiary Services Manager	
	S. 15	PAY DIRECT ACTIVE BILL CODE 4 ACCOUNTS - WITH OVERLAPPING COVERAGE & ACCOUNT HOLDER <= 18 YEARS OF AGE	MSP PRODUCTION CONTROL MSP PRODUCTION CONTROL Beneficiary Services Manager	
		PAY DIRECT ACTIVE BILL CODE 4 ACCOUNTS - SUMMARY REPORT	MSP PRODUCTION CONTROL Beneficiary Services Manager	On Request
		CANCELLED ACCOUNTS WITH A PAY CLAIMS CANCEL REASON CODE CANCEL DATE >1996-06-30 & ACCOUNT HOLDER IS >19 YRS OF AGE	Beneficiary Services Manager	On Request
		CANCELLED ACCOUNTS WITH A PAY CLAIMS CANCEL REASON CODE CANCEL DATE >1996-06-30 & ACCOUNT HOLDER IS < 18 YRS OF AGE	Beneficiary Services Manager	On Request

37

Job Name	Report Number	Report Name	Distribution	Frequency
		CANCELLED ACCOUNTS - WITH A PAY CLAIMS CLAIMS CANCEL REASON CODE - NO OVERLAPPING COVERAGE WHERE THE ACCOUNT HOLDER >19 YERS OF AGE HAS BEEN WITHOUT COVERAGE FOR ONE OR MORE MONTHS UNDER ANY ACCOUNT SINCE 06/30/1996	Beneficiary Services Manager	On Request
		CANCELLED ACCOUNTS - WITH A PAY CLAIMS CLAIMS CANCEL REASON CODE - NO OVERLAPPING COVERAGE WHERE THE ACCOUNT HOLDER <18YEARS OF AGE HAS BEEN WITHOUT COVERAGE FOR ONE OR MORE MONTHS UNDER ANY ACCOUNT SINCE 06/30/1996	Beneficiary Services Manager	On Request
	S. 15	SUBSTANTIVE CONTACT - CLAIMS ONLY	MOH Finance	
		DOLLAR RANGE BREAKDOWN FOR CLAIMS ONLY	MOH Finance	
		Beneficiary Services - MANAGER	Beneficiary Services Manager	
		DAILY CONTROL TOTALS FOR IMS LOG ANALYSIS	MSP PRODUCTION CONTROL 5 YEARS	
		Beneficiary Services USS REFERENCE 5 YEAR	Beneficiary Services USS - PADDY SNEDDON	
		OVERALL CONTROL TLS FOR IMS LOG ANALYSIS	MSP PRODUCTION CONTROL 5 YEARS	
		Beneficiary Services USS REFERENCE 5 YEAR	Beneficiary Services USS - PADDY SNEDDON	
		TOTAL NUMBER OF ERRORS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - TRICIA MORRISON	
			MANAGER - Beneficiary Services USS	
		SYSTEM CONTROL TOTALS	MSP PRODUCTION CONTROL	
		BILL RUN CONTROL TOTALS FOR MONTH-NOT YET BILLED	MSP PRODUCTION CONTROL	
		BILL RUN SEGMENT CONTROL TOTALS	MSP PRODUCTION CONTROL	
		BILL RUN CONTROL	MSP PRODUCTION	

38

Job Name	Report Number	Report Name	Distribution	Frequency
		HISTORY TOTALS	CONTROL	
		BILL MONTH PAY-DIRECT SUMMARY TOTALS	MSP PRODUCTION CONTROL	
		BILL MONTH GROUP SUMMARY TOTALS	MSP PRODUCTION CONTROL	
		MPR - GROUP BILLING	MSP PRODUCTION CONTROL	
		GROUP BILL RUN HISTORY TOTALS	MSP PRODUCTION CONTROL	
		SYSTEM SEGMENT CONTROL TOTALS	MSP PRODUCTION CONTROL	On Request
		CALENDAR MONTH PAY-DIRECT SUMMARY	MSP PRODUCTION CONTROL	
		CALENDAR MONTH PAY-DIRECT SMRY ERRORS	MSP PRODUCTION CONTROL	
		CALENDAR MONTH GROUP SUMMARY	MSP PRODUCTION CONTROL	
		CALENDAR MONTH GROUP SUMMARY ERRORS	MSP PRODUCTION CONTROL	
		PROGRAM CONTROL	MSP PRODUCTION CONTROL	
		BATCH CONTROL	MSP PRODUCTION CONTROL	
S. 15		R&PB S. 15 STATUS REPORT ID# SORT	Beneficiary Services USS - PADDY SNEDDON	
		R&PB S. 15 STATUS REPORT - ACTIVE ONLY	Beneficiary Services USS - PADDY SNEDDON	
		R&PB S. 15 STATUS REPORT - FUNCTIONAL UNIT	Beneficiary Services USS - PADDY SNEDDON	
		R&PB SECURITY PIN STATUS REPORT - BUNDLE # SORT	Beneficiary Services USS - PADDY SNEDDON	
		RECERT CONTROL TOTALS - PERMANENT MASS MAILING RUN	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT CONTROL TOTALS - REGULAR MASS MAILING RUN	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	S. 15
		RECERT CONTROL TOTALS - PERMANENT WEEKLY GROUP MAIL RUN	MSP PRODUCTION CONTROL	
		RECERT CONTROL TOTALS - REGULAR WEEKLY GROUP MAIL RUN	MSP PRODUCTION CONTROL	
		SPLIT PERMANENT RECERT FORMS INTO 10 FILES	MSP PRODUCTION CONTROL	

39

Job Name	Report Number	Report Name	Distribution	Frequency
		CONTROL REPORT		
		SPLIT REGULAR RECERT FORMS INTO 10 FILES	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	
		SELECT A RANGE OF RECERT FORMS TO PRINT	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	On Request
		BATCH RECERT REQUESTS - CONTROL TOTALS	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	On Request On Request
		BATCH RECERT REQUESTS - ERROR REPORT	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	On Request On Request
		RECERT VERIFICATION CONTROL TOTALS - COLLECT CONTRACT INFOMATION	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	On Request On Request
	S. 15	RECERT VERIFICATION CONTROL TOTALS - MERG OTTAWA AND MSP FILES	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	
		NO MATCH ON THE ELIGIBLE RATE SECONDARYINDES FILE FOR THE OTTAWA RECORD	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	
		PAY-DIRECT ACCOUNT RECORDS WITH DEBIT BALANCE FOR WRITE OFF	MSP RECERT DEPARTMENT MSP PRODUCTION CONTROL	
		PAY-DIRECT ACCOUNTS WITH DEBIT BALANCES FOR WRITE OFF	MOH FINANCE - MSP ACCOUNTS MPR MSP PRODUCTION CONTROL	S. 15
		PAY-DIRECT ACCOUNTS WITH DEBIT BALANCES FOR INVESTIGATION	MSP PRODUCTION CONTROL	
		REFUND CHEQUE REGISTER	FINANCE - MSP ACCNTS MPR MSP PRODUCTION CONTROL	
		REFUND CHEQUE REGISTER - CONTROL TOTALS	MPR MSP PRODUCTION CONTROL	

40

Job Name	Report Number	Report Name	Distribution	Frequency
			MPR	
		REFUND CHEQUE REGISTER - ERROR REPORT	MSP PRODUCTION CONTROL	
			MPR	
		TOTALS FOR SPINOFF CHEQUES & CHEQUE REGISTER	MSP PRODUCTION CONTROL	
			MPR	
			MSP PRODUCTION CONTROL	
		ERROR MESSAGES	Beneficiary Services - CHERYL MISKO	
			MSP PRODUCTION CONTROL	
		TEST LISTING OF CHEQUES	MSP PRODUCTION CONTROL	
		REFUND CHEQUE REQUISITION LISTING	MSP PRODUCTION CONTROL	
		EBANK PAYDIRECT CASH - CONVERT AMOUNTS OVER 999.99	MPR - CASH PROCESSING	
			MSP PRODUCTION CONTROL	
		GROUPS WITH DEBIT BALANCES	MSP PRODUCTION CONTROL	
		GROUPS WITH DEBIT BALANCES FOR WRITEOFF	MSP PRODUCTION CONTROL	
	S. 15		MOH FINANCE - MSP ACCOUNTS	S. 15
		R & PB INFORMATION:	MPR - MPR - GROUP BILLING Manager	
		GROUPS WITH DEBIT BALANCES FOR WRITEOFF	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY INTERFACE EDIT/UPDATE CONTROL TOTALS	MSP PRODUCTION CONTROL	
		SYNCSORT REPORT - SEE RAPCP.DATALIB(SERTAK01	MSP PRODUCTION CONTROL	
		SYNCSORT REPORT - SEE	MSP PRODUCTION CONTROL	
			MSP PRODUCTION CONTROL	
		S. 15	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY ACTIVITY LOG EXTRACT - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY CLIENT LOG EXTRACT - EXTRACT TOTALS	MSP PRODUCTION CONTROL	

41

Job Name	Report Number	Report Name	Distribution	Frequency
		CLIENT REGISTRY PERSON DB EXTRACT - CONTROLS TOTALS	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY PERSON DB EXTRACT - CONTROLS TOTALS	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY CONTRACT DB EXTRACT - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY NAME & ADDRESS EXTRACT - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY ERROR TTLS FOR RUNDATE	MSP PRODUCTION CONTROL	
		GENERATE TRANSACTIONS FOR THE CLIENT REGISTRY	MSP PRODUCTION CONTROL	
		CLIENT REGISTRY ACTIVITY LOG NEWBORN EXTRACT CONTROL TOTALS	KEEP AND FILE TOGETHER WITH JCL	
		CLIENT REGISTRY INTERFACE NEWBORN - CONTROL TOTALS	KEEP AND FILE TOGETHER WITH JCL	
		CLIENT REGISTRY INTERFACE LETTERS - CONT	MSP PRODUCTION CONTROL	
	S. 15	PREMIUM SUSPENSE 'X' REPORT	MSP PRODUCTION CONTROL	S. 15
		LEVEL 2 - REFUND CHEQUES J CLASS F025 PRINTED AT MOH RJE.CC=F025.FORMS BURSTED AND SIGNED	Beneficiary Services MOH FINANCE	
		REFUND REGISTER ERROR MESSAGES REFUND CHEQUE REGISTER CONTROL TOTALS	KEEP WITH JCL MSP PRODUCTION CONTROL MPR	
		REFUND CHEQUE REGISTER	MSP PRODUCTION CONTROL MPR	
		REFUND CHEQUE REGISTER MANUAL LEGENDS	MPR	
		MODIFIED PREMIUM SUSPENSE 9S (OLD KBMSF023)	MSP PRODUCTION CONTROL RECYCLE	
		PREMIUM SUSPENSE 9S NOT MEETING CRITERIA	MSP PRODUCTION CONTROL	

42

Job Name	Report Number	Report Name	Distribution	Frequency
		LEVEL 2 - MODIFIED PREMIUM SUSPENSE AFTER BILLING	Beneficiary Services MSP PRODUCTION CONTROL RECYCLE	
		MODIFIED PREMIUM SUSPENSE AFTER BILLING	MSP PRODUCTION CONTROL RECYCLE	
		PREMIUM SUSPENSE RECORDS NOT MEETING CRITERIA	MSP PRODUCTION CONTROL RECYCLE	
		PREMIUM SUSPENSE RECORDS NOT MEETING CRITERIA	MSP PRODUCTION CONTROL	
		PREMIUM SUSPENSE RECORDS NOT MEETING CRITERIA	Beneficiary Services MSP PRODUCTION CONTROL RECYCLE	
		PREMIUM SUSPENSE RECORDS NOT MEETING CRITERIA	MSP PRODUCTION CONTROL	
	S. 15	MODIFIED PREMIUM SUSPENSE 9S (OLD KBMSF01)	Beneficiary Services MSP PRODUCTION CONTROL RECYCLE	
		GOVERNMENT AGENT PAY DIRECT CASH TRANSACTIONS APPLIED THIS RUN	MSP PRODUCTION CONTROL	
		CASH TRANSFER RECORDS CREATED DO NOT SEND TO Beneficiary Services - PA Manager	Beneficiary Services - PA Manager MSP PRODUCTION CONTROL	
		DAILY NON-CASH TRANSFERS - THESE WILL BE TRACKED DO NOT SEND TO Beneficiary Services - PA Manager	MSP PRODUCTION CONTROL	
		DAILY NON-CASH TRANSFERS - THESE WILL NOT BE TRACKED	MSP PRODUCTION CONTROL Beneficiary Services - PA Manager	

43

Job Name	Report Number	Report Name	Distribution	Frequency
		RECORDS REMOVED FROM TRACKING - MANUALLY ACTIONED DO NOT SEND TO Beneficiary Services - PA Manager	MSP PRODUCTION CONTROL	
		CUMULATIVE GOVERNMENT AGENTS ACCOUNTS TRACKED	MSP PRODUCTION CONTROL	
			Beneficiary Services - PA Manager	
		TRACKED GOVERNMENT AGENT PAY DIRECT TRANSACTIONS WITH NEWAPPS DO NOT SEND TO Beneficiary Services - PA Manager	MSP PRODUCTION CONTROL	
		TRACKED NEWAPP CASH TRANSFER RECORDS CREATED DO NOT SEND TO Beneficiary Services - PA Manager	MSP PRODUCTION CONTROL	
	S. 15	NEWAPP NON-CASH TRANSFERS CREATED-THESE WILL STILL BE TRACKED DO NOT SEND TO Beneficiary Services - PA Manager	MSP PRODUCTION CONTROL	
		ACCOUNTS TRACKED FOR MORE THAT 45 DAYS - NEED MANUAL ACTION	MSP PRODUCTION CONTROL	
			Beneficiary Services - PA Manager	
		NEWAPPS DELETED FROM TRACKING FILE DO NOT SEND TO Beneficiary Services - PA Manager	MSP PRODUCTION CONTROL	
		DAILY CASH EDIT ADJ'S NSFS E-BANK CLMB DAILY/WEEKLY/MONTHLY AS REQUIRED	MPR - CASH PROCESSING COLLECTIONS MOH Disbursements - JUDY BELL MPR - UTE MCLEAN MSP PRODUCTION CONTROL	S. 15

44

Job Name	Report Number	Report Name	Distribution	Frequency
		CASH ADJUSTMENTS DEBIT CORRECTIONS LISTING	MOH FINANCE	
		MSP PRODUCTION CONTROL	MSP PRODUCTION CONTROL	
		SUMMARY OF DAILY CASH & CASH ADJUSTMENT TOTALS	MSP PRODUCTION CONTROL	
		DAILY CASH & CASH ADJUSTMENT TOTALS BY BILL RUN	MSP PRODUCTION CONTROL	
		CASH & CASH ADJUSTMENT OUT OF BALANCE REPORT	MPR - CASH PROCESSING	S. 15
			MSP PRODUCTION CONTROL	
		CASH ADJUSTMENT ERROR LIST - REFUNDS	MSP PRODUCTION CONTROL	
		Beneficiary Services -	SANDRA BUSTARD MOH FINANCE	
		CASH ADJUSTMENT ERROR LIST - TRANSFERS	Beneficiary Services - PA Manager	
			MSP PRODUCTION CONTROL RECYCLE	
	S. 15	CASH ADJUSTMENT ERROR LIST - RETURNED ITEMS	MPR - UTE MCLEAN	
			MSP PRODUCTION CONTROL RECYCLE	
		CASH ADJUSTMENT ERROR LIST-CORRECTION CREDITS & DEBITS	MSP PRODUCTION CONTROL	
			Beneficiary Services - PA Manager MOH FINANCE	
		CASH RECEIVED ON CANCELLED ACCOUNTS LIST	MSP PRODUCTION CONTROL	
		CANCELLED OVER-AGE BY CASH TRANSACTION L	IST	
		IF OUT OF RAPCJF10	MPR - CINDY JONES MSP PRODUCTION CONTROL	
		SUSPENSE PAY-DIRECT CASH TRANSACTIONS - ALPHA SEQUENCE	MOH FINANCE	S. 15
			MSP PRODUCTION CONTROL	
			Beneficiary Services - PA Manager	

45

Job Name	Report Number	Report Name	Distribution	Frequency
			Beneficiary Services - WENDY KEMPSTER	
		SUSPENSE PAY-DIRECT CASH TRANSACTIONS APPPLIED THIS RUN	MOH FINANCE	
		COLLECTIONS	CLMB - BARBARA JAY	
			Beneficiary Services - PA Manager	
			MSP PRODUCTION CONTROL	
		CREATE REFUND FILE - CONTROL REPORT	KEEP WITH JCL	
		REFUND REQUEST LIST FOR APPROVAL	Beneficiary Services Manager	
		AFTER APPROVAL	MSP PRODUCTION CONTROL	
		BATCH CASH TOTALS REPORT A	MPR - CASH PROCESSING	
			MSP PRODUCTION CONTROL	
			MOH Disbursements - JUDY BELL	
		FOR EBANK PROCESSING		
		ERROR CASH LIST REPORT B	MSP PRODUCTION CONTROL	
S. 15		REPORT C	MPR - CASH PROCESSING	S. 15
			MSP PRODUCTION CONTROL	
		GROUP DAILY CASH & CASH ADJUSTMENT TOTALS SUMMARY	MSP PRODUCTION CONTROL	
		GROUP CASH ADJUSTMENT ERROR LIST	MPR - CASH PROCESSING	
		UNIT 1	Beneficiary Services - SUSAN LEE	
			MSP PRODUCTION CONTROL	
		GROUP CASH ADJUSTMENT ERROR LIST - RETURNED ITEMS	MOH FINANCE	
			MSP PRODUCTION CONTROL	
		GROUP SUSPENSE LIST MPR - CASH PROCESSING(INFO COPY)	MPR - CASH PROCESSING	
			Beneficiary Services - SUSAN LEE	
			MSP PRODUCTION CONTROL	
		CASH RECEIVED FOR CANCELLED GROUPS RPRT	MSP PRODUCTION CONTROL	
			Beneficiary Services - SHAWN	

46

Job Name	Report Number	Report Name	Distribution	Frequency
			STRAW	
		UNACCEPTED GROUP BATCHES REPORT GROUP SUSPENSE NINES LIST	MSP PRODUCTION CONTROL	
		MPR - CASH PROCESSING(INFO COPY)	MPR - CASH PROCESSING	
			Beneficiary Services - SUSAN LEE MSP PRODUCTION CONTROL	
		GROUP SEGMENTS EXAMINED TOTALS		
			Beneficiary Services - MSP PRODUCTION CONTROL	
		GROUP CONTACT < 1000 FAX TELEPHONE NMBRS		
			Beneficiary Services - MSP PRODUCTION CONTROL	
		GROUP CONTACT > 999 FAX TELEPHONE NUMBERS	Beneficiary Services -	
	S. 15		MSP PRODUCTION CONTROL	S. 15
		VITAL STATS BC DEATHS LIST	Beneficiary Services Manager	
		CANCEL/REINSTATE/REENR OL GROUP ACCOUNTS LIST	MSP PRODUCTION CONTROL	
		GROUP BALANCING CONTROL REPORT	MSP PRODUCTION CONTROL RECYCLE	
		GROUP LABEL TOTALS 1 UP LABELS F026 PRINTED AT MOH RJE.CC=F026.FORMS NOT TRIMMED OR BURSTED	DO NOT DISTRIBUTE MPR - GROUP BILLING	
		MONTHLY/ON REQUEST 3 UP LABELS STOCK HAS NEVER BEEN ORDERED	MPR - GROUP BILLING	
		MONTHLY/ON REQUEST GROUP APP FORMS F027 PRINTED AT MOH RJE,CC=F027,FORMS TRIMMED & BURSTED	MPR - GROUP BILLING	
		WEEKLY GROUP CHANGE FORMS		

47

Job Name	Report Number	Report Name	Distribution	Frequency
		PREPRINT CHANGE/APPS FORMS TOTAL PAGES	ADMIN SUPPORT	
	F	F012 PRINTED AT MOH RJE,CC=F027,FORMS TRIMMED + BURSTED		
	D	WEEKLY		
	D	WEEKLY		
		GROUP NAME AND ADDRESS - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		GROUP NAME AND ADDRESS LISTING	PHARMACARE	
		CONTROL BALANCING REPORT	MSP PRODUCTION CONTROL	
			RECYCLE	
		RECYCLE OUT OF ANY OTHER JOB		
		TRANSACTION ACCEPTANCE REPORT	MSP PRODUCTION CONTROL	
		TRANSACTIONS NOT PROCESSED REPORT	MSP PRODUCTION CONTROL	
		CONTROL FILE RECORDS LIST	MSP PRODUCTION CONTROL	
	S. 15	TRANSACTION ERROR REPORT	MSP PRODUCTION CONTROL	
		IF OUT OF RAPCJG31OR G32	Beneficiary Services - SHAWN STRAW	S. 15
		CANC.07/20/00(WHO CARES? NOT DEBBI.BIGHAM		
		NOT WANTED IN Beneficiary Services - GROUP OPERATIONS IF OUT OF	X24 OR X25	
		FEDERAL CASH AND CONVERT FORMAT	MPR - SHARON DALY	
		FEDERAL DETAIL AND EDIT ERRORS	MPR - SHARON DALY	
		CONVERTED FEDERAL CASH BATCH TOTALS	MSP PRODUCTION CONTROL	
		REVENUE SUPERVISOR - MPR - CASH PROCESSING	MPR - SHARON DALY	
		CONVERTED FEDERAL CASH FILE TOTALS	MSP PRODUCTION CONTROL	
		CONSOLIDATE FEDERAL CASH ERROR MSGS	MSP PRODUCTION CONTROL	
		CONTROL TOTALS AND MESSAGES	MSP PRODUCTION CONTROL	
		FEDERAL CASH ERROR MESSAGES	MSP PRODUCTION CONTROL	

48

Job Name	Report Number	Report Name	Distribution	Frequency
		RECONCILE FEDERAL CASH CONTROL TOTALS	MPR - GROUP BILLING	
		FEDERAL RECONCILIATION LISTING	MSP PRODUCTION CONTROL	
			MPR - GROUP BILLING	
			MSP PRODUCTION CONTROL	
		RECONCILE FEDERAL CASH ERROR MSGS	MSP PRODUCTION CONTROL	
		HEALTH NET REGISTRY AGREEMENTS INTERFACE	MSP PRODUCTION CONTROL	
		HEALTH NET REGISTRY AGREEMENTS INTERFACE	Beneficiary Services - JILL DAWE	
		HEALTH NET REGISTRY AGREEMENTS INTERFACE REPLY PROCESSOR	MSP PRODUCTION CONTROL	
		HEALTH NET REGISTRY AGREEMENTS INTERFACE REPLY PROCESSOR	MSP PRODUCTION CONTROL	
			Beneficiary Services - JILL DAWE	
		REPLACEMENT CARECARD PAYMENT BATCHES	MSP PRODUCTION CONTROL	
S. 15		CARECARD REQUEST FOR REFUNDS/SUSPENDED CHARGE TRANSFERRED	MSP PRODUCTION CONTROL	S. 15
		CHARGE FOR CARECARD CORRECTIONS REPORT	MSP PRODUCTION CONTROL	
		AUTO ENROLL CANCELLED ACCOUNTS - CONTROL	MSP PRODUCTION CONTROL	
		AUTO ENROLL CANCELLED ACCOUNTS - BILL CODEX ACCOUNTS	Beneficiary Services - KAREN STOTHERS	
		AUTO ENROLL CANCELLED ACCOUNTS - EXCEPTION REPORT	Beneficiary Services - KAREN STOTHERS	
		AUTO ENROLL BACKLOG CANCELLED ACCOUNTS - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		AUTO ENROLL BACKLOG CANCELLED ACCOUNTS - BILL CODE X ACCOUNTS	MSP PRODUCTION CONTROL	
		AUTO ENROLL BACKLOG CANCELLED ACCOUNTS - EXECPTION REPORT	MSP PRODUCTION CONTROL	
		ACCOUNT CARD COUNT - BALANCING REPORT	MSP PRODUCTION CONTROL	
		CONVERSION CONTROL REPORT	MSP PRODUCTION CONTROL	

49

Job Name	Report Number	Report Name	Distribution	Frequency
		CARECARD ISSUES - BALANCING REPORT	MSP PRODUCTION CONTROL	
		CARECARD ISSUES - EXCEPTIONS REPORT	MSP PRODUCTION CONTROL	
			MPR - ELAINE SMITH	
		SCAN FOR EXPIRING CARECARDS CONTROL TOTAL REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - TRICIA MORRISON	
		EMPLOYER RECORD CARD REQUEST TOTALS	MPR - GROUP BILLING	
			MSP PRODUCTION CONTROL	
		EMPLOYER RECORD CARD TOTALS	MSP PRODUCTION CONTROL	
		CARECARD TAPE BALANCING REPORT	MSP PRODUCTION CONTROL	
		CARECARD TOTALS BY GROUP	MSP PRODUCTION CONTROL	
		UNDELIVERABLE MAIL CONTROL TOTALS	MSP PRODUCTION CONTROL	
		UNDELIVERABLE MAIL - NO ACTIVE COVERAGE	MSP PRODUCTION CONTROL	
	S. 15	GROUP BATCH UPDATE	MSP PRODUCTION CONTROL	S. 15
			Beneficiary Services - SHAWN STRAW	
		GROUP BATCH UPDATE	MSP PRODUCTION CONTROL	
			Beneficiary Services - SHAWN STRAW	
		ADD NEW GROUP COVERAGE - ERROR REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - SHAWN STRAW	
		NUMBER OF ACCOUNTS ON "D" DURING THE LAST 2 YEARS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		TPA SUPERVISOR	MPR - TPA Supervisor RESEACH OFFICER	
			Beneficiary Services Research Officer	
		MANAGEMENT REPORTING - NUMBER OF CONSECUTIVE MONTH ON "D"	MSP PRODUCTION CONTROL	

50

Job Name	Report Number	Report Name	Distribution	Frequency
			Beneficiary Services USS - PADDY SNEDDON	
			MPR - TPA Supervisor	
			RESEACH OFFICER	
			Beneficiary Services Research Officer	
		MANAGEMENT REPORTING - VARIOUS COUNTS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		PERSONS 65 OR OLDER - ACTIVE SUBSCRIBER/SPOUSE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			RESEACH OFFICER	
			Beneficiary Services Research Officer	
		MANAGEMENT REPORTING - EFFECTIVE DATE AFTER CANCEL DATE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
	S. 15	MANAGEMENT REP. - COVERAGE AND ADJUSTED SIZE DO NOT AGREE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		MANAGEMENT REP. - ACCOUNTS WITH INCORRECT OLDEST UNPAID DATE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	S. 15
		MANAGEMENT REPORTING - PREMIUM BALANCE OR EQUALIZER ERROR	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		MANAGEMENT REPORTING - DATA ERRORS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		MANAGEMENT REPORTING - GAP IN STATUS SEGMENTS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	

51

Job Name	Report Number	Report Name	Distribution	Frequency
		MANAGEMENT REP. - SUBSCRIBER WITH MID-MONTH EFFECTIVE DATE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		MANAGEMENT REPORTING - ACCOUNT RECORDS MISSING	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		MANAGEMENT REPORTING - COVERAGE RECORDS MISSING	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		ACCOUNTS MARKED "P" FOR PAID, BUT ADJ.SIZE=0	MSP PRODUCTION CONTROL	
		MANAGEMENT REP - SUB. IS CANCELLED, DEPENDENT(S) REMAIN ACTIVE	MSP PRODUCTION CONTROL	
	S. 15		Beneficiary Services USS - PADDY SNEDDON	S. 15
		MANAGEMENT REPORTING - INCORRECT ELIGIBLE INFORMATION	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services - KAREN STOTHERS	
		MANAGEMENT REP. - MID-MONTH EFFECTIVE DATE, NO PAID MONTHS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		ELIGIBLE RATE CODE AND STATUS RATE CODE DIFFER	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services - KAREN STOTHERS	
		MANAGEMENT REPORTING - DIFFERENT PEOPLE, SAME DEP#	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	

52

Job Name	Report Number	Report Name	Distribution	Frequency
		P.D. ACCOUNTS FOR LAST BILLED MONTH - ADJ RATE/BILL CYCLE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		MANAGEMENT REPORTING - ACCOUNTS WITH INCONSISTENT AGE CODE 3	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services - KAREN STOTHERS	
		MANAGEMENT REPORTING - INCORRECT DEFAULT RATE	MSP PRODUCTION CONTROL	
			Beneficiary Services - KAREN STOTHERS	
		TOTAL PERSONS COVERED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
	S. 15		MSP Decision Support - MELANIE ROBINSON	S. 15
			MOH Information Analysis - MARTIN TOWNSON	
			MOH Information Analysis - BOB HART	
			MHR - MARY MORGAN-PICK	
		STATUS ABORIGINAL PERSONS COVERED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			RESEACH OFFICER	
			Beneficiary Services Research Officer	
			MSP Decision Support - MELANIE ROBINSON	
			MOH Information Analysis - MARTIN TOWNSON	
			MOH Information Analysis - BOB HART	
			MHR - MARY MORGAN-PICK	
		NON-STATUS ABORIGINAL PERSONS COVERED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	

53

Job Name	Report Number	Report Name	Distribution	Frequency
	S. 15	HR PERSONS COVERED GR 2000008)	Beneficiary Services Research Officer	S. 15
			MSP Decision Support - MELANIE ROBINSON	
			MOH Information Analysis - MARTIN TOWNSON	
			MOH Information Analysis - BOB HART	
			MHR - MARY MORGAN-PICK	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		HR EMPLOYABLE ERSONS COVERED (GR 222248)	Beneficiary Services Research Officer	
			MSP Decision Support - MELANIE ROBINSON	
			MOH Information Analysis - MARTIN TOWNSON	
			MOH Information Analysis - BOB HART	
			MHR - MARY MORGAN-PICK	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		REE MSP PERSONS OVERED AFTER MHR (GR 22297)	Beneficiary Services Research Officer	
			MSP Decision Support - MELANIE ROBINSON	
			MOH Information Analysis - MARTIN TOWNSON	
			MOH Information Analysis - BOB HART	
			MHR - MARY MORGAN-PICK	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
			MSP Decision Support - MELANIE ROBINSON	
			MOH Information Analysis - MARTIN TOWNSON	
			MOH Information Analysis - BOB HART	

Job Name	Report Number	Report Name	Distribution	Frequency
		PAY-DIRECT PERSONS COVERED	MHR - MARY MORGAN-PICK	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
			MSP Decision Support - MELANIE ROBINSON	
			MOH Information Analysis - MARTIN TOWNSON	
			MOH Information Analysis - BOB HART	
		REMAINING GROUP PERSONS COVERED	MHR - MARY MORGAN-PICK	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
			MSP Decision Support - MELANIE ROBINSON	
			MOH Information Analysis - MARTIN TOWNSON	
S. 15			MOH Information Analysis - BOB HART	S. 15
		MULTIPLE COVERAGES REPORT	MHR - MARY MORGAN-PICK	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		FAMILY STRUCTURE FOR ACTIVE CONTRACTS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		FAMILY STRUCTURE - STATUS ABORIGINAL	Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		FAMILY STRUCTURE - NON-STATUS ABORIGINAL	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research	

55

Job Name	Report Number	Report Name	Distribution	Frequency
			Officer	
		FAMILY STRUCTURE - MHR GR (2000008)	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		FAMILY STRUCTURE - MHR EMPLOYABLE (GR 222248)	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		FAMILY STRUCTURE - FREE MSP AFTER MHR (G2222297)	MSP PRODUCTION CONTROL	
			RESEACH OFFICER	
			Beneficiary Services Research Officer	
		FAMILY STRUCTURE - PAY-DIRECT CONTRACTS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
S. 15			Beneficiary Services Research Officer	S. 15
		FAMILY STRUCTURE - REMAINING GROUP CONTRACTS	MSP PRODUCTION CONTROL	
			Beneficiary Services Research Officer	
		SAME SEX COUPLES WITH COVERAGE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		TOTAL PERSONS CANCELLED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		MSS PERSONS CANCELLED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		GROUP PERSONS CANCELLED	MSP PRODUCTION CONTROL	

56

Job Name	Report Number	Report Name	Distribution	Frequency
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		NATIVE PERSONS CANCELLED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		PAY-DIRECT PERSONS CANCELLED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	S. 15
		EMPLOYABLE PERSONS CANCELLED	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
	S. 15	FREE MSP AFTER MSS (2222297)	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Research Officer	
		CANCELLED PERSONS (NO FUTURE COVERAGE) BY CANCEL DATE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		CANCELLED PERSONS WITH FUTURE COVERAGE BY CANCEL DATE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		CANCELLED PERSONS CONTROL REPORT	MSP PRODUCTION CONTROL	
		TPA - PAY DIRECT ACCOUNTS BY NUMBER OF TPA PERIODS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		TPA - PAY DIRECT ACCOUNTS BY LENGTH OF MOST RECENT TPA PERIOD	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	

57

Job Name	Report Number	Report Name	Distribution	Frequency
		TPA - PAY DIRECT ACCOUNTS WITH FUTURE TPA MONTHS	TPA SUPERVISOR MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		TPA - PAY DIRECT ACCOUNTS WITH MORE THAN 17 TPA MONTHS	TPA SUPERVISOR MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		CARECARDS -SORTED BY CARD SIZE	TPA SUPERVISOR MSP PRODUCTION CONTROL	
		TOTAL BILLING UNITS ACTIVE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
	S. 15		Beneficiary Services Beneficiary Services Research Officer Beneficiary Services Beneficiary Services Research Officer MSP Decision Support - MELANIE ROBINSON	
		MSS BILLING UNITS ACTIVE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Beneficiary Services Research Officer Beneficiary Services Beneficiary Services Research Officer MOH FINANCIAL ANALYSIS	S. 15
		MPR - GROUP BILLING UNITS ACTIVE	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Beneficiary Services Research Officer Beneficiary Services Beneficiary Services Research Officer	

58

Job Name	Report Number	Report Name	Distribution	Frequency
		NATIVE BILLING UNITS ACTIVE	MOH FINANCIAL ANALYSIS	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Beneficiary Services Research Officer	
			Beneficiary Services Beneficiary Services Research Officer	
		PAY-DIRECT BILLING UNITS ACTIVE	MOH FINANCIAL ANALYSIS	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Beneficiary Services Research Officer	
			Beneficiary Services Beneficiary Services Research Officer	
	S. 15	MSS BILLING UNITS ACTIVE	MOH FINANCIAL ANALYSIS	S. 15
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Beneficiary Services Research Officer	
			Beneficiary Services Beneficiary Services Research Officer	
		MSS BILLING UNITS ACTIVE	MOH FINANCIAL ANALYSIS	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			Beneficiary Services Beneficiary Services Research Officer	
			Beneficiary Services Beneficiary Services Research Officer	
		PREMIUM SUSPENSE LIST: PAY-DIRECT	MOH FINANCIAL ANALYSIS	
			CLMB - OVERDUE ACCOUNTS	
		CARE CARD SUMMARY	MSP PRODUCTION CONTROL	

59

Job Name	Report Number	Report Name	Distribution	Frequency
		CARE CARDS ISSUED BY ID EXCLUDING RCMP,CONSOLIDATED	MSP PRODUCTION CONTROL	
		CARE CARDS ISSUED BY REASON EXCLUDING RCMP, CONSOLIDATED	MSP PRODUCTION CONTROL	
		REQUEST CARECARDS ISSUED SINCE:	MSP PRODUCTION CONTROL	
		PERSON INFO CARECARDS ISSUED SINCE:	MSP PRODUCTION CONTROL	
		MOST RECENT CARECARD BY SELECTIVE EXPIRY DATE	MSP PRODUCTION CONTROL	
		CARECARD TOTALS BY UNIT CODE	MSP PRODUCTION CONTROL	
		CARECARD CASH EDIT - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		CARECARD CASH POST - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		CARECARD CASH POST - SUSPENSE APPLIED	MSP PRODUCTION CONTROL	
	S. 15	CARECARD CASH POST - ERROR REPORT	MSP PRODUCTION CONTROL / Beneficiary Services - Unit 4 E BRANT	
		CARECARD CASH POST - UNDERPAID REQUESTS	MSP PRODUCTION CONTROL / Beneficiary Services - Unit 4	
		CARECARD CASH POST - OVERPAID REQUESTS	MSP PRODUCTION CONTROL / Beneficiary Services - Unit 4	S. 15
		CARECARD CASH POST - REFUNDS CREATED	MSP PRODUCTION CONTROL / Beneficiary Services - ELIZABETH BRANDT	
		CARECARD CASH POST - BATCHES OUT OF BALANCE / Beneficiary Services - Unit 4	MSP PRODUCTION CONTROL / Beneficiary Services - Unit 4	
		CARECARD CASH POST - REFUND CHEQUE REGISTER	MSP PRODUCTION CONTROL / Beneficiary Services - Unit 4	
		CARECARD SYSTEM CONTROL TOTALS	MSP PRODUCTION CONTROL	
		R&PB - PHOTOCOPY FIRST RUN OF MONTH ONLY	MPR - ELAINE SMITH	
		CARECARD SYSTEM CONTROL TOTALS	MSP PRODUCTION CONTROL	
		CARECARD SYSTEM	MSP PRODUCTION	

60

Job Name	Report Number	Report Name	Distribution	Frequency
		CONTROL TOTALS	CONTROL	
		CARECARD OVERPAID REQUESTS	MSP PRODUCTION CONTROL CARECARD CONTROL	
		CARECARD PARTIALY PAID REQUESTS	MSP PRODUCTION CONTROL CARECARD CONTROL	
		(TOTAL PAGE STANDARD AT BCSC CENTRAL PRINTER OR SYSOUT=Q HEALTH RJE R26)	MSP PRODUCTION CONTROL	
		COVERAGE 19-24 LETTERS "F018" AT BCSC CENTRAL PRINTER	R&PB DEPARTMENT FOR MAILING	
		COVERAGE 25 LETTERS "F018" AT BCSC CENTRAL PRINTER	R&PB DEPARTMENT FOR MAILING	
		COVERAGE ERROR LIST LEVEL 2	Beneficiary Services MPR - CINDY JONES MSP PRODUCTION CONTROL	
	S. 15	STANDARD AT BCSC CENTRAL PRINTER OR SYSOUT=Q HEALTH RJE R26)		S. 15
		COVERAGE SUMMARY REPORT	MPR - CINDY JONES MSP PRODUCTION CONTROL	
		STANDARD AT BCSC CENTRAL PRINTER OR SYSOUT=Q HEALTH RJE R26)		
		PHARMACARE TOTALS REPORT	MSP PRODUCTION CONTROL	
		STANDARD AT BCSC CENTRAL PRINTER OR SYSOUT=Q HEALTH RJE R26)		
		COVERAGE SUPPRESS LETTER LIST	MSP PRODUCTION CONTROL MPR - CINDY JONES	
		MEDICAL COVERAGE REMINDERS CANCEL SELECT	MSP PRODUCTION CONTROL	
		MCR CANCEL RECORDS - FILE CONTROL TOTALS	MSP PRODUCTION CONTROL	

61

Job Name	Report Number	Report Name	Distribution	Frequency
		MCR LETTERS - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		MCR FOLLOW UP TOTALS	MSP PRODUCTION CONTROL	
		PERSONS WITH MISMATCHED SEX CODES	MOH Physician Compensation - JUNE ALLEWELL	
		RECERT VERIFICATION - OTTAWA RECORDS DROPPED	MSP PRODUCTION CONTROL	
		(PHOTOCOPY)	Beneficiary Services - KAREN STOTHERS	
		PRINT RECERT LETTER CONTROL TOTAL - EARLY	MSP RECERT DEPARTMENT	
			MSP PRODUCTION CONTROL	
		PRINT RECERT LETTER - LETTERS NOT PRINTED - EARLY	MSP RECERT DEPARTMENT	
			MSP PRODUCTION CONTROL	
S. 15		RECERT STATISTICS - ANNUAL ISSUANCE	MSP PRODUCTION CONTROL	S. 15
			MSP PRODUCTION CONTROL	
		MSP RECERT DEPARTMENT	MSP PRODUCTION CONTROL	
		RECERT CONTROL TOTALS - ANNUAL ISSUANCE	MSP PRODUCTION CONTROL	
			MSP PRODUCTION CONTROL	
		MSP RECERT DEPARTMENT	MSP PRODUCTION CONTROL	
		RECERT CONTROL TOTALS - WEEKLY	MSP PRODUCTION CONTROL	
		RECERT	Beneficiary Services - KAREN STOTHERS	
		RECERT CONTROL TOTALS - REMINDERS	MSP PRODUCTION CONTROL	
			MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		BATCH RECERT REQUESTS IGNORED	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		TPA LIST - ACCOUNTS ADJUSTED	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT CONTROL TOTALS - INITIAL MASS MAILING RUN	MSP PRODUCTION CONTROL	
			MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	

62

Job Name	Report Number	Report Name	Distribution	Frequency
		RECERT CONTROL TOTALS - INITIAL GROUP MAILING RUN	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT CONTROL TOTALS - WEEKLY MAIL DIRECT RUN	MSP PRODUCTION CONTROL	
		MSP PRODUCTION CONTROL	MSP PRODUCTION CONTROL	
		RECERT CONTROL TOTALS - WEEKLY GROUP DISTRIBUTION RUN	MSP PRODUCTION CONTROL	
			MSP PRODUCTION CONTROL	
		RECERT CONTROL TOTALS - REMINDER NOTICE RUN	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERTS SENT BY GROUP NUMBER - ANNUAL GROUP MAILING RUN	MSP PRODUCTION CONTROL	
			GRP BLLNG RECERT CLRK	
		RECERTS SENT TOTALS BY GROUP NUMBER - INITIAL MASS MAILING RUN	MSP PRODUCTION CONTROL	
	S. 15		GRP BLLNG RECERT CLRK	S. 15
		RECERTS SENT TOTALS BY GROUP NUMBER - WEEKLY GROUP DISTRIBUTION	MSP PRODUCTION CONTROL	
		RECERTS SENT TOTALS BY GROUP NUMBER - WEEKLY MAIL DIRECT	MSP PRODUCTION CONTROL	
		RECERTS WITH BLANK ADDRESSES	MSP RECERT DEPARTMENT	
			MSP PRODUCTION CONTROL	
		MASS MAILING REPORT - CONTROL TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - RECERT	
		RECERT ISSUANCE - CONTROL TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services -	
		ANNUAL RUN - TPA ADJUSTMENTS LIST	MSP PRODUCTION CONTROL	
			Beneficiary Services -	
		RECERT ISSUANCE - BLANK ADDRESS LIST	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - RECERT	

63

Job Name	Report Number	Report Name	Distribution	Frequency
		MASS MAILING REPORT - CONTROL TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - RECERT	
		RECERT ISSUANCE - CONTROL TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - RECERT	
		DAILY RUN - TPA ADJUSTMENTS LIST	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - RECERT	
		RECERT ISSUANCE - BLANK ADDRESS LIST	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - RECERT	
		DETAIL OF REJECTED AND OUT OF BALANCE BATCHES	MSP RECERT DEPARTMENT	
		CONTROL TOTALS - SUMMARY OF BATCHED RETURNDED RECERTS	MSP RECERT DEPARTMENT	
		CONTROL TOTALS - BATCHED RETURNED RECERTS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
	S. 15	REJECTED DUPLICATE RECERTS - MISMATCHING RATES	MSP PRODUCTION CONTROL	S. 15
			MSP RECERT DEPARTMENT	
		REJECTED RECERTS (DISALLOWED GROUP TYPE CODE)	MSP PRODUCTION CONTROL	
			MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		TPA WARNING LIST	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		PIP WARNING LIST	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		Beneficiary Services USS - RECYCLE	MSP PRODUCTION CONTROL	
		RECERTS APPLIED TO CANCELLED ACCOUNTS LIST	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT CODES & RATE CHANGES	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	

64

Job Name	Report Number	Report Name	Distribution	Frequency
		RECERT RATE CHANGE SUMMARY	MSP PRODUCTION CONTROL	
		MANAGER IN CHARGE OF PA	MSP PRODUCTION CONTROL	
		MSP PRODUCTION CONTROL	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT TAX TAPE TOTALS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT TAX TAPE TOTALS BY RECERT TYPE	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT TOTALS BY AGE & FAMILY SIZE	MSP PRODUCTION CONTROL	
			MANAGER OF PA	
			MSP RECERT DEPARTMENT	
		SUBSIDY EFFECTIVE DATES OF ACCOUNTS	MANAGER OF PA	
			MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
	S. 15	PERMANENT RECERTS STILL BASED ON TAXABLE INCOME	MSP PRODUCTION CONTROL	S. 15
			MSP RECERT DEPARTMENT	
		RECERT TAX-CHECKING	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT TAX RECORDS WRITTEN BY RECERT TYP	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT DUPLICATE SIN RECORDS BY RECERT TYPE	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		WARNING LIST OF CONTRACT DISCREPANCIES - ANNUAL ISSUANCE	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		WARNING LIST OF CONTRACT DISCREPANCIES - WEEKLY ISSUANCE	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		WARNING LIST - REMINDER	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	

65

Job Name	Report Number	Report Name	Distribution	Frequency
		CONVERTED OTTAWA TAPE - CONTROL TOTALS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		CONVERTED OTTAWA TAPE - RECORD VERIFICATION	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		CONVERTED OTTAWA TAPE - MATCH CODE 1 RECORDS	MSP PRODUCTION CONTROL	
		CONTROL TOTALS - UPDATE TAX CHECK CODE	Beneficiary Services - MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT VERIFICATION CONTROL TOTALS - CALULATE SUBSIDY TOTALS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT VERIFICATION - NET AMOUNT RECOVERABLE AND NET CREDIT AMOUNT	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT VERIFICATION - MATCH CODES 0 OR	MSP PRODUCTION CONTROL	
	S. 15		MSP RECERT DEPARTMENT	
		RECERT VERIFICATION - AUTOMATICALLY APPLIED MISMATCHING RATES LIST	MSP RECERT DEPARTMENT	S. 15
		RECERT VERIFICATION - MANUAL INVESTIGATIONS ON MISTMATCHING RATES LIST ERROR TOTALS	MSP RECERT DEPARTMENT	
		RECERT VERIFICATION - MANUAL INVESTIGATION ON MISMATCHING RATES LIST	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		ERROR TOTALS RECERT VERIFICATION - MANUAL INVESTIGATION ON MISMATCHING RATES LIST	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERTS RECEIVED BY GROUP NUMBER	MANAGER OF PA	
			MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	

66

Job Name	Report Number	Report Name	Distribution	Frequency
		SUBSIDY CHANGE - CONTROL TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS	
		RECERT VERIFICATION PRINT LETTERS TOTALS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT VERIFICATION - NO LETTER SENT	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		CONTROL TOTALS - CALCULATE ELIGIBLE RATE	MSP RECERT DEPARTMENT	
		MSP RECERT DEPARTMENT	MSP RECERT DEPARTMENT	
			MSP PRODUCTION CONTROL	
		RECERT VERIFICATION NET AMOUNT RECOVERABLE & NET CREDIT AMOUNT	MSP RECERT DEPARTMENT	
			MSP PRODUCTION CONTROL	
		NET AMOUNT RECOVERABLE LIST	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		MULTI-YEAR TAX CHECKED LIST	MSP PRODUCTION CONTROL	
	S. 15		MSP RECERT DEPARTMENT	S. 15
		CONTROL TOTALS FOR CREDIT TAX CHECK CODES	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		CREDIT TAX CHECK CODE ANALYSIS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		MISSING DATA BASE INFORMATION	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT - DELETE OLD ELIGIBLE RATES - CONTROL TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - RECERT	
		RECERT VERIFICATION CONTROL TOTALS - EXTRACT ELIGIBLE RATE RECORD	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT TAX TAPE RESIDENCE & IMMG REPORT	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	

67

Job Name	Report Number	Report Name	Distribution	Frequency
		RECERT TA X TAPE RESIDENCE & IMMG REPORT	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT TAX TAPE MISSING SIN REPORT	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT VERIFICATION CONTROL TOTALS - CHECK PERSON RECORD KEYS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT VERIFICATION MISSING SIN - ERROR LIST	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		RECERT VERIFICATION DIFFERENT PERSONAL RECORD KEYS	MSP PRODUCTION CONTROL	
			MSP RECERT DEPARTMENT	
		DELETE RECERT REMINDER INDEX	MSP PRODUCTION CONTROL	
		NATIVE INDIAN CLIENT SELECT	MSP PRODUCTION CONTROL	S. 15
			Beneficiary Services USS - Beneficiary Services USS - TRICIA MORRISON	
	S. 15	NATIVE INDIAN CLIENT SELECT	MSP PRODUCTION CONTROL	
		NATIVE INDIAN CLIENT FILE CREATE	MSP PRODUCTION CONTROL	
		CANCEL REASONS CHANGED REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - MGR	
		CONTRACT RATES HISTORY MERGE	MSP PRODUCTION CONTROL	
		CONTRA CT RATES HISTORY MERGE	MSP PRODUCTION CONTROL	
		HEART HEALTH SURVEY - FIND GEOGRAPHICAL LOCATION	MSP PRODUCTION CONTROL	
		HEART HEALTH SURVEY - SAMPLING	MSP PRODUCTION CONTROL	
		PERSONS CANCELLED - ELIGIBLE/NOT ELIGIBLE FOR DEENROLLMENT	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			REGISTRY INTEGRITY SUPERVISOR	
			REGISTRY INTEGRITY RESEARCH	

68

Job Name	Report Number	Report Name	Distribution	Frequency
		CANCELLED PERSONS - ELIGIBLE/NOT ELIGIBLE FOR DEENROLLMENT	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
			REGISTRY INTEGRITY SUPERVISOR	
			REGISTRY INTEGRITY RESEARCH	
			Beneficiary Services	
			Beneficiary Services Research Officer	
		CANCELLED PERSONS CONTROL REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		TRANSACTIONS PROCESSED REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
		EXCEPTION REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services USS - PADDY SNEDDON	
	S. 15	CONFIRMATION LETTERS CONTROL TOTALS	MSP PRODUCTION CONTROL	
		CONFIRMATION LETTERS EXCEPTION REPORT	MSP PRODUCTION CONTROL	S. 15
		TRANSACTIONS PROCESSED REPORT	MSP PRODUCTION CONTROL	
		TRANSACTIONS PROCESSED REPORT	MSP PRODUCTION CONTROL	
		TRANSACTIONS PROCESSED REPORT	MSP PRODUCTION CONTROL	
		TRANSACTIONS PROCESSED REPORT	MSP PRODUCTION CONTROL	
		TRANSACTIONS PROCESSED REPORT	MSP PRODUCTION CONTROL	
		HEALTH - REGISTRATION TOTALS	MSP PRODUCTION CONTROL	
			Beneficiary Services Research Officer	
		MEDICAL SERVICES PLAN - REGISTRATION	CENTRAL STATISTICS BRANCH PO BOX 9410 STN PROV GOVT	
			MSP PRODUCTION CONTROL	
			STATISTICS CANADA	
			Beneficiary Services Manager	
		MSP - NEW SUBSCRIBERS	OTHER PROVINCIAL	

69

Job Name	Report Number	Report Name	Distribution	Frequency
			MEDICAL PLANS	
		MSP - NEW SUBSCRIBERS CONTROL TOTALS FOR ALPHA LISTINGS ON MICROFICHE	MSP PRODUCTION CONTROL System Programmers REFERENCE	
			MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE	
		PURGE CANCELLED COVERAGES EXTRACT - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		DATABASE PURGE CONTROL TOTALS FOR NAMEX PURGE	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE	
		GROUP DATABASE PURGE CONTROL TOTALS AND DATES	System Programmers REFERENCE	
	S. 15		MANAGER-MPR - GROUP BILLING MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE	
		GRP DB PURGE-CNTL TOTALS FOR ALPHA LSTINGS ON MICROFICHE	System Programmers REFERENCE	S. 15
			MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE	
		GRP DB PURGE-CNTL TOTALS FOR ALPHA LSTINGS ON MICROFICHE	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE	
		DATABASE PURGE PURGED GROUP RECORDS WITH CREDIT BALANCES	MOH FINANCIAL SERVICES	
			MANAGER MPR - GROUP BILLING MSP PRODUCTION CONTROL Beneficiary Services USS	

70

Job Name	Report Number	Report Name	Distribution	Frequency
			REFERENCE	
		DATABASE PURGE PURGED GROUP RECORDS WITH DEBIT BALANCES	Beneficiary Services Manager	
			FOR SIGNATURE THEN TO MOH FINANCIAL SERVICES	
			MPR - GROUP BILLING MGR MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		R&PB PURGED RECORDS CNTL TOTALS FOR SELECTED GROUP NUMBERS	MSP PRODUCTION CONTROL	
		SELECTED GROUP NUMBERS NOT ON PURGE FILE	MSP PRODUCTION CONTROL	
		R&PB PURGED SEGMENTS PRINT FOR SELECTED GROUP NUMBERS	MSP PRODUCTION CONTROL	
		SUSPENSE GROUP CASH DATABASE PURGE CONTROL TOTALS	System Programmers REFERENCE	
	S. 15		MSP PRODUCTION CONTROL MPR - GROUP BILLING MGR	S. 15
			Beneficiary Services USS REFERENCE	
		SUSPENSE GROUP CASH DATABASE PURGE-PURGE DATE	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL MPR - GROUP BILLING MGR	
			Beneficiary Services USS REFERENCE	
		SUSPENSE GROUP CASH DATABASE PURGE-WARNINGS	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		LIST OF MATCHED PURGED GRP SUSPENSE RCDS IN ALPHA SEQUENCE	System Programmers REFERENCE	
			MOH FINANCIAL SERVICES MPR - GROUP BILLING MGR MSP PRODUCTION CONTROL	

71

Job Name	Report Number	Report Name	Distribution	Frequency
			Beneficiary Services USS REFERENCE	
		LIST OF UNMATCHED PURGED GRP SUSPENSE RCDS IN ALPHA SEQUENCE	MOH FINANCIAL SERVICES	
			MPR - GROUP BILLING MGR	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		PURGE CORRESPONDENCE - GROUP NUMBERS	FILING UNIT SUPERVISOR	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		GROUP REORG - CREATE GROUP NAMEX SEGMENT	System Programmers REFERENCE	On
			MSP PRODUCTION CONTROL	On
		PURGE SELECTED SEGMENTS FROM CONTROL DB	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
	S. 15		Beneficiary Services USS REFERENCE	S. 15
		PURGE SELECTED SEGMENTS FROM CONTROL DB	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		PURGE CANCELLED COVERAGES - SUMMARY REPORT	MSP PRODUCTION CONTROL	
		DEPS CANCELLED COVERAGES NOT PURGED/REJECTED REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services	
		VALIDATE PURGE CONTROLS	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		VALIDATE KEEP GROUPS - BALANCING	System Programmers REFERENCE	
			MSP PRODUCTION	

72

Job Name	Report Number	Report Name	Distribution	Frequency
			CONTROL	
		VALIDATE KEEP GROUPS - ERRORS & WARNINGS	Beneficiary Services USS REFERENCE	
			System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
		GROUP DATABASE PURGE - VALIDATE PURGE DATES	Beneficiary Services USS REFERENCE	
			System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
		EIGHT DIGIT ID NUMBER - TOTAL PAGE	Beneficiary Services USS REFERENCE	
			System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
		LIST OF MATCHED PURGED RECORDS IN ALPHA SEQUNCE	Beneficiary Services USS REFERENCE	
	S. 15		System Programmers REFERENCE	S. 15
			MOH FINANCIAL SERVICES	
			MSP PRODUCTION CONTROL	
			R&PB SUSPENSE CLERK	
		LIST OF UNMATCHED PURGED RECORDS IN ALPHA SEQUENCE	Beneficiary Services USS REFERENCE	
			System Programmers REFERENCE	
			MOH FINANCIAL SERVICES	
			MSP PRODUCTION CONTROL	
			R&PB SUSPENSE CLERK	
		CONTRACT DATABASE PURGE CONTROL TOTALS AND DATES	Beneficiary Services USS REFERENCE	
			System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
		R&PB DATABASE PURGE PURGE STATISTICS	Beneficiary Services USS REFERENCE	
			System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	

73

Job Name	Report Number	Report Name	Distribution	Frequency
			Beneficiary Services USS REFERENCE	
		PERSON DATABASE PURGE CONTROL TOTALS AND DATES	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		SUSPENSE PAY DIRECT CASH DATABASE PURGE CONTROL TOTALS	System Programmers REFERENCE	
			MOH FINANCIAL SERVICES	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		DATABASE PURGE CONTROL TOTALS FOR ALPHA LISTING	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
	S. 15	ID CARD PURGE CONTROL TOTALS REPORT	System Programmers REFERENCE	S. 15
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		ID CARD PURGE DELETED ID CARDS REPORT	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		R&PB PURGED RECORDS CONTROL TOTALS FOR SELECTED ID NUMBERS	System Programmers REFERENCE	
			MSP PRODUCTION CONTROL	
			Beneficiary Services USS REFERENCE	
		R&PB PURGED SEGMENTS PRINT OF SELECTED ID NUMBERS	MSP PRODUCTION CONTROL	
		DATABASE PURGE PURGED PAY DIRECT ACCOUNT RECORDS/CREDIT BALANCE	MSP PRODUCTION CONTROL	

74

Job Name	Report Number	Report Name	Distribution	Frequency
		DATABASE PURGE PURGED PAY DIRECT ACCOUNT RECORDS/DEBITT BALANCE	Beneficiary Services - MOH FINANCIAL SERVICES	
		PURGE CORRESPONDENCE - CONTRACT IDENTITY NUMBERS	Beneficiary Services - MSP PRODUCTION CONTROL FILING SUPERVISOR	
		R&PB CONVERSION - PERSON LOAD CONTROL TO	MSP PRODUCTION CONTROL System Programmers REFERENCE	
		R&PB CONVERSION - PERSON RECORDS WITH PROBLEMS	MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE System Programmers REFERENCE	
	S. 15	R&PB CONVERSION - CONTRACT LOAD CONTROL TOTALS	MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE System Programmers REFERENCE	S. 15
		R&PB CONVERSION - CONTRACT RECORDS WITH PROBLEMS	MSP PRODUCTION CONTROL Beneficiary Services USS REFERENCE System Programmers REFERENCE	
		PAY DIRECT ACCOUNTS WITH WRONG BILL RUN NUMBERS	MSP PRODUCTION CONTROL Beneficiary Services USS MSP PRODUCTION CONTROL	
		COMPARE/SELECT - CONTROL TOTALS	PHARMACARE GROUP Beneficiary Services USS	
		DELETED UPDATING ADDRESSES	PHARMACARE GROUP Beneficiary Services USS	
		PHNS WITH CONFILICTING INFORMATION FOR	MSP PRODUCTION CONTROL	

75

Job Name	Report Number	Report Name	Distribution	Frequency
		MANUAL CLEAN		
		CANCELLED SUBSCRIBERS BY CANCEL DATE	Beneficiary Services TERRY/DEBBI USE %SMTP TO SEND THIS REPORT ONLINE TO MSP PRODUCTION CONTROL	
		MISMATCHING CANCEL REASON FOUND FOR DECEASED PERSON	Beneficiary Services Manager MSP PRODUCTION CONTROL	
		CANCELLED SUBSCRIBERS BY CANCEL DATE	Beneficiary Services Manager MSP PRODUCTION CONTROL	
		PRELIMINARY EDITS - CONTROL TOTALS	Beneficiary Services Manager PHARMACARE GROUP	
		FORCED LOGOFF REPORT	Beneficiary Services USS Beneficiary Services USS - ENRICA SYMMERS Beneficiary Services USS - PADDY SNEDDON	
	S. 15	ADDRESS MATCH/COMPARE CONTROL TOTALS	GARY DANIELS VIA Beneficiary Services USS - PADDY SNEDDON PHARMACARE GROUP	S. 15
		NO MAILING ADDRESS LISTING	Beneficiary Services USS PHARMACARE GROUP	
		NON-MATCHING POSTAL CODES	Beneficiary Services USS PHARMACARE GROUP	
		AGE OF ADDRESS BEFORE COMPARE	Beneficiary Services USS PHARMACARE GROUP	
		AGE OF ADDRESS AFTER COMPARE	Beneficiary Services USS PHARMACARE GROUP	
		PREMIUM SUSPENSE LIST	Beneficiary Services USS MSP PRODUCTION CONTROL	
		MHR INTERFACE CONTROL TOTALS	MSP PRODUCTION CONTROL	
		MHR ERROR REPORT	MSP PRODUCTION CONTROL	

76

Job Name	Report Number	Report Name	Distribution	Frequency
			Beneficiary Services - GROUP OPERATIONS - Beneficiary Services - MSS SUPERVISOR	
		EHSC INTERFACE PGM	WENDY CROUCHER ACCTS RECEIVABLE	
			MSP PRODUCTION CONTROL	
		MOF EXTRACT OF ACTIVE PUBLIC SERVICE MEDICAL CONTRACTS	MINISTRY OF FINANCE	
			MSP PRODUCTION CONTROL	
		CONTROL TOTALS REPORT	MSP PRODUCTION CONTROL	
		MONTHLY MSS PERSON INFORMATION REPORT	MSP PRODUCTION CONTROL	
			SUPERVISOR - MSS UNIT	
		WEEKLY MSS TRANSACTION REPORT	MSP PRODUCTION CONTROL	
		WEEKLY MSS VERIFICATION REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - GROUP OPERATIONS - Beneficiary Services - MSS SUPERVISOR	
	S. 15	UNACCEPTABLE MSS TRANSACTION REPORT	MSP PRODUCTION CONTROL	S. 15
			Beneficiary Services - GROUP OPERATIONS - MSS SUPERISOR	
		WEEKLY CONTROL TOTALS	MSP PRODUCTION CONTROL	
		BILL CODE 4 BACKLOG REPORTS	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		BILL CODE 4 BACKLOG EXCEPTION REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		BILL CODE 4 BACKLOG CHANGED ACCOUNTS REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		PAYMENT PLAN BATCH ENROLLMENT REPORTS	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		PAYMENT PLAN BATCH ENROLLMENT EXCEPTION REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	

77

Job Name	Report Number	Report Name	Distribution	Frequency
		PAYMENT PLAN BATCH ENROLLMENT CHANGED ACCOUNTS REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		COLLECTIONS EXTRACT REFRESH CONTROL TOTALS	MSP PRODUCTION CONTROL	
			MPR - UTE MCLEAN FINANCE	
			Beneficiary Services Manager	
			CLMB VIA SMTP	
			WORKFLOW SUPERVISOR	
		COLLECTIONS EXTRACT REFRESH - EXCEPTION REPORT	MSP PRODUCTION CONTROL	
			MPR - UTE MCLEAN	
			Beneficiary Services Manager	
			WORKFLOW SUPERVISOR	
		PAYMENT PLAN BATCH ENROLLMENT REPORTS	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
		PAYMENT PLAN BATCH ENROLLMENT EXCEPTION REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services Manager	
	S. 15	PAYMENT PLAN BATCH ENROLLMENT CHANGED ACCOUNTS REPORT	MSP PRODUCTION CONTROL	S. 15
			Beneficiary Services Manager	
		HEALTHY KIDS PERSON EXTRACT REPORT		
		NON-CLMB PAY DIRECT CASH ACTIVITY	MSP PRODUCTION CONTROL	
		HEALTHY KIDS PA/TPA EXTRACT REPORT	MSP PRODUCTION CONTROL	
		CLMB - OVERDUE ACCOUNTS EXTRACT CONTROL TOTALS	MSP PRODUCTION CONTROL	
			MPR - UTE MCLEAN	
			Beneficiary Services Manager	
			CLMB VIA SMTP	
		CLMB - OVERDUE ACCOUNTS EXTRACT - EXCEPTION REPORT	MOH Finance	
			MSP PRODUCTION CONTROL	
		CLMB - OVERDUE ACCOUNTS EXTRACT - NOTE CODE EXCEPTION REPPORT	MSP PRODUCTION CONTROL	

78

Job Name	Report Number	Report Name	Distribution	Frequency
		CLMB - OVERDUE ACCOUNTS EXTRACT - COD EXTRACT DETAIL REPORT	CLMB - OVERDUE ACCOUNTS	
		CLMB - OVERDUE ACCOUNTS EXTRACT - PCA EXTRACT D	CLMB - OVERDUE ACCOUNTS	
		CLMB - OVERDUE ACCOUNTS EXTRACT - COD REMOVAL DETAIL REPORT	CLMB - OVERDUE ACCOUNTS	
		CLMB - OVERDUE ACCOUNTS EXTRACT - PCA REMOVAL DETAIL REPORT	CLMB - OVERDUE ACCOUNTS	
		MSS CHANGE NOTICE ERRORS - ENHANCED GROUP	MSP PRODUCTION CONTROL	
			RECYCLE	
		MSS CHANGE NOTICE ERRORS - BASIC GROUP	MSP PRODUCTION CONTROL	
			Beneficiary Services - GROUP OPERATIONS WITH FORMS	
		MSS CHANGE NOTICE ERRORS - UNKNOWN GROUP		
	S. 15	Beneficiary Services - GROUP OPERATIONS WITHOUT FORMS	Beneficiary Services - MSS SUPERVISOR	S. 15
		MSS APPLICATION ERRORS - ENHANCED GROUP	MSP PRODUCTION CONTROL	
			Beneficiary Services -DONNA KNIGHT	
		NOT WANTED BY MPR - GROUP BILLING DEPARTMENT	MSP PRODUCTION CONTROL	
		MSP PRODUCTION CONTROL	RECYCLE	
		MSS APPLICATION ERRORS - UNKNOWN GROUP	MSP PRODUCTION CONTROL	
		Beneficiary Services - GROUP OPERATIONS WITH FORMS	Beneficiary Services - MSS SUPERVISOR	
		MSS INFORMATION FORMATTING CONTROL REPORT		
			ADMIN SUPPORT	
		MSS INFORMATION FORMATTING CONTROL REPORT	MSP PRODUCTION CONTROL	
		MSP PRODUCTION CONTROL	ADMIN SUPPORT	
		MSS INFORMATION FORMATTING CONTROL	MSP PRODUCTION CONTROL	

79

Job Name	Report Number	Report Name	Distribution	Frequency
		REPORT		
		CLMB - OVERDUE ACCOUNTS BC4 CONTROL REPORT	ADMIN SUPPORT MSP PRODUCTION CONTROL	
		CLMB - OVERDUE ACCOUNTS	MICHELLE.HOPKINS@MOH.H NET.BC.CA	
			Beneficiary Services Manager	
			Client Registry - ANITA MALOVEC	
			Beneficiary Services Research Officer	
		CLMB - OVERDUE ACCOUNTS EXCEPTION REPORT	MSP PRODUCTION CONTROL	
			CLMB - OVERDUE ACCOUNTS	
			MPR - DEBBI BIGHAM	
		CLMB - OVERDUE ACCOUNTS NOTE CODE EXCEPTIONS	MSP PRODUCTION CONTROL	
			CLMB - OVERDUE ACCOUNTS	
S. 15		CONTROL TOTALS REPORT	Beneficiary Services - GROUP OPERATIONS	S. 15
			Beneficiary Services - SHAWN STRAW	
		UNACCEPTABLE ADDRESS/OFFICE CODE REPORT	Beneficiary Services - SHAWN STRAW	
		MSS OFFICE ADDRESS REPORT	Beneficiary Services - SHAWN STRAW	
		Beneficiary Services - GROUP OPERATIONS	Beneficiary Services - SHAWN STRAW	
		ACCOUNTS FROM CLMB TO RETURN TO BILLING	MPR - UTE MCLEAN	
			Beneficiary Services Manager	
			CLMB - KATHRYN DEEGAN, SNR. COLLECTION OFFICER	
			MSP PRODUCTION CONTROL	
		ACCOUNTS FROM CLMB TO RETURN TO BILLING	MSP PRODUCTION CONTROL	
		ACCOUNTS FROM CLMB TO RETURN TO BILLING	MPR - UTE MCLEAN	
			CLMB - KATHRYN DEEGAN, SNR. COLLECTION OFFICER	
			MSP PRODUCTION	

80

Job Name	Report Number	Report Name	Distribution	Frequency
			CONTROL	
		INTERNAL AUDIT - AUDIT FILE EXTRACT	OAG - FAYE FLETCHER,FAX 387-1230 WITH GENERATION (FISCAL END) MOH Finance Beneficiary Services Manager MSP PRODUCTION CONTROL	
		CLMB - OVERDUE ACCOUNTS EXTRACT EXCEPTION CONTROL REPORT	MSP PRODUCTION CONTROL	
		CASH ACTIVITY OR ADJUSTMENT SINCE COLLECTION LETTER	MPR - UTE MCLEAN CLMB - OVERDUE ACCOUNTS	
		COVERAGE ADJUSTMENT SINCE COLLECTION LETTER	CLMB - OVERDUE ACCOUNTS	
		ADDRESS CHANGE SINCE COLLECTION LETTER	CLMB - OVERDUE ACCOUNTS	
		CONTRACT ADDRESS IS BLANK	CLMB - OVERDUE ACCOUNTS	
S. 15		MSP CONTRACT ADDRESS	CLMB - OVERDUE ACCOUNTS	S. 15
		CONTRACT SUBSIDY IS EQUAL TO D	CLMB - OVERDUE ACCOUNTS	
		CLIENT AGE LESS THAN 19 WHEN LETTER SENT	CLMB - OVERDUE ACCOUNTS	
		OTHER COVERAGE FOUND FOR CLIENT	CLMB - OVERDUE ACCOUNTS	
		CLMB - OVERDUE ACCOUNTS OR SUBSIDY NOTE CODE FOUND	CLMB - OVERDUE ACCOUNTS	
		MORE THAN ONE EXCLUSION REASON FOUND	CLMB - OVERDUE ACCOUNTS	
		PHN REQUEST - BALANCING	MSP PRODUCTION CONTROL REQUESTER	
		PHN REQUEST - ERROR REPORT	MSP PRODUCTION CONTROL REQUESTER	
		DUPLICATE COVERAGE REPORT	MSP PRODUCTION CONTROL Beneficiary Services -	
		NO DUPLICATE COVERAGE REPORT	MSP PRODUCTION CONTROL Beneficiary Services -	

81

Job Name	Report Number	Report Name	Distribution	Frequency
		CONTRACT COVERAGE SUMMARY REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services -	
		ACCEPTED MSS CANCELLED APPS. REPORT		
			Beneficiary Services - GROUP OPERATIONS - Beneficiary Services - MSS SUPERVISOR	
		ACCEPTED MSS CANCELLED APPS. REPORT	MSP PRODUCTION CONTROL	
			SUPERVISOR - Beneficiary Services - GROUP OPERATIONS	
		GPSD TERMINATION SUMMARY REPORT	MSP PRODUCTION CONTROL	
		GPSD TERMINATION ERROR REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - NANCY ASH	
		MSS RECORDS ERROR REPORT	MSP PRODUCTION CONTROL	
		MSS RECORDS ERROR REPORT	MSP PRODUCTION CONTROL	
		CURRENTLY SPONSORED COVERAGE EXISTS REPORT	MSP PRODUCTION CONTROL	
	S. 15	CURRENTLY SPONSORED COVERAGE EXISTS REPORT	MSP PRODUCTION CONTROL	S. 15
		ACTIVE MSS COVERAGE FOUND	MSP PRODUCTION CONTROL	
		ACTIVE MSS COVERAGE FOUND	MSP PRODUCTION CONTROL	
		MSS ADD 2000008 COVERAGES SUMMARY REPORT	MSP PRODUCTION CONTROL	
		MSS ADD 2222248 COVERAGES SUMMARY REPORT	MSP PRODUCTION CONTROL	
		ACCEPTED MSS PERSONS REPORT	MSP PRODUCTION CONTROL	
		ACCEPTED MSS PERSONS REPORT	MSP PRODUCTION CONTROL	
		FUTURE PAY DIRECT COVERAGE FOUND REPORT	MSP PRODUCTION CONTROL	
		FUTURE PAY DIRECT COVERAGE FOUND REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - SUE	

82

Job Name	Report Number	Report Name	Distribution	Frequency
			BONE	
		X - CANCEL WARNING MESSAGE REPORT	MSP PRODUCTION CONTROL	
		X - CANCEL WARNING MESSAGE REPORT	MSP PRODUCTION CONTROL	
		DUPLICATE NATIVE COVERAGES EXIST REPORT	MSP PRODUCTION CONTROL	
		DUPLICATE NATIVE COVERAGES EXIST REPORT	MSP PRODUCTION CONTROL	
		PAY DIRECT CANCEL BILL CODE X REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - KAREN STOTHERS	
		PAY DIRECT CANCEL BILL CODE X REPORT	MSP PRODUCTION CONTROL	
		PHN USED BY AUTO APP REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services	
		PHN USED BY AUTO APP REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services	
		MSS INTERFACE - AUTO APPLICATION PROCESS	MSP PRODUCTION CONTROL	
	S. 15	APPLICATION PROCESSED - WHERE MSS PERSON DIFFERS FROM R&PB	Beneficiary Services - MSS SPECIALIST	
		MSS INTERFACE - AUTO APPLICATION PROCESS	MSP PRODUCTION CONTROL	
		APPLICATION PROCESSED - WHERE MSS PERSON	Beneficiary Services - MSS SPECIALIST	
		MSS SUMMARY REPORT	MSP PRODUCTION CONTROL	
		MSS TRANSACTION ERROR REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - SUE BONE	
		ACCEPTED MSS PERSONS REPORT	MSP PRODUCTION CONTROL	S. 15
		SUMMARY REPORT	MSP PRODUCTION CONTROL	
			Beneficiary Services - SUE BONE	
			Beneficiary Services -	
		2222297 CANCEL LETTERS - CURRENTLY ACTIVE	MSP PRODUCTION CONTROL	
		2222297 CANCEL LETTERS - ERROR REPORT	MSP PRODUCTION CONTROL	

83

Job Name	Report Number	Report Name	Distribution	Frequency
			Beneficiary Services -DONNA KNIGHT-UNIT 8	
		GPSD PAYLIST ERROR REPORT	MSP PRODUCTION CONTROL	
		GPSD PAYLIST FOUND REPORT	MSP PRODUCTION CONTROL	
		GPSD PAYLIST SUMMARY REPORT	MSP PRODUCTION CONTROL	
		ADDRESS UPDATE TOTALS (DR. Q)	MSP PRODUCTION CONTROL	
		UNACCEPTABLE ADDRESS - DUE TO EXTRANEOUS	MSP PRODUCTION CONTROL	
		UNACCEPTABLE ADDRESS - MISCELLANEOUS EXCEPTIONS	Beneficiary Services	
		SCAN FOR EXPIRING CARECARDS	MSP PRODUCTION CONTROL	
		EXPIRING CARECARDS FOR MASS ISSUE SELECTION	MSP PRODUCTION CONTROL	
		CARECARD ISSUE SEGMENTS CREATED FOR MASS ISSUE	MSP PRODUCTION CONTROL	
	S. 15	ACCOUNT CARD COUNT - BALANCING REPORT	MSP PRODUCTION CONTROL	S. 15
		CARECARD TAPE BALANCING REPORT SCS - WITH CARECARD TAPES	MSP PRODUCTION CONTROL	
		CARECARD TOTALS BY GROUP SCS - WITH CARECARD TAPES	MSP PRODUCTION CONTROL	
		EXTRACT CONTRACT ADDRESSES	MSP PRODUCTION CONTROL	
		EXTRACT CONTRACT ADDRESSES - EXCEPTIONS	Beneficiary Services	
		CONTRACT DATABASE SCAN CONTROL TOTALS	Beneficiary Services USS - PADDY SNEDDON	
		SUBSIDY CHANGE - CONTROL TOTALS	MSP PRODUCTION CONTROL Beneficiary Services USS	
		ORPHANED NOTE CODES	Beneficiary Services Manager	
		MSP PRODUCTION CONTROL BALANCING	MSP PRODUCTION CONTROL	
		DOCUMENT INDEX DAILY REPORT	Beneficiary Services	
		DOCUMENT LOCATION DAILY REPORT	Beneficiary Services	
		DOCUMENT INDEX SCRATCH PAD TABLE	MSP PRODUCTION CONTROL	

84

Job Name	Report Number	Report Name	Distribution	Frequency
		REPORT		
		DOCUMENT INDEX DAILY INVESTIGATION REPORT	Beneficiary Services MSP PRODUCTION CONTROL	
		ASF LETTERS	Beneficiary Services MSP PRODUCTION CONTROL	
		Debt Write-Off - Control Report - Edit Phase	MSP PRODUCTION CONTROL	
		Debt Write-Off - Exception Report - Failed Edits/Exclusions	MPR	
		Debt Write-Off - Exception Report - Failed Edits/Exclusions	CLMB	
		Debt Write-Off - Control Report - Write-Off Phase	MPR	
		Debt Write-Off - Control Report - Write-Off Phase	CLMB	
		Debt Write-Off - Detail Report	MPR - Accounts Receivable	
		Debt Write-Off - Exception Report - Claims Activity	MPR	
	S. 15	Debt Write-Off - Exception Report - Claims Activity	Beneficiary Services Manager & Wendy Kempster	
		Debt Write-Off - Exception Report - PHN Claims Activity Detail	MPR	
		Debt Write-Off - Exception Report - PHN Claims Activity Detail	Beneficiary Services Manager & Wendy Kempster	
		Debt Write-Off - Exception Report - Cancel Account/Premium Balance	MPR	
		Debt Write-Off - Exception Report - Cancel Account/Premium Balance	Beneficiary Services Manager & Wendy Kempster	
		Debt Extinguishment Process - Control Totals	MPR	
			MSP PRODUCTION CONTROL	
		Debt Extinguishment Process - Acceptance Detail	MSP PRODUCTION CONTROL	
		Extract Control Totals Report	MPR	
			MSP PRODUCTION CONTROL	
		Monthly Account Balance & Cash Summary	Beneficiary Services	
		Control totals	MSP PRODUCTION	

85

Job Name	Report Number	Report Name	Distribution	Frequency
			CONTROL	
		Y rejects from BCMACS Rejected Address Updates	Beneficiary Services MPR MSP PRODUCTION CONTROL	
		Address Change on Cancelled Accounts	Beneficiary Services	
		CONFIRM ELIGIBILITY FOR ENROLMENT OF ORPHANS	MSP PRODUCTION CONTROL	
		AUTO-ENROLL ORPHANS - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		AUTO-ENROLL ORPHANS UNDER AGE - EXCEPTION REPORT	MSP PRODUCTION CONTROL	
	S. 15	AUTO-ENROLL DUPLICATE COVERAGE KEY - EXCEPTION REPORT	MSP PRODUCTION CONTROL	
		AUTO-ENROLL ADDRESS INFO MISSING - EXCEPTION REPORT	Beneficiary Services	
		TRAP EXTRACT FOR AUTO CANCEL DIRECT PAY - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		AUTO CANCEL PAY DIRECT ACCOUNTS - CONTROL TOTALS	MSP PRODUCTION CONTROL	
		AUTO CANCEL PAY DIRECT ACCOUNTS - ORPHANED DEPENDENTS	MSP PRODUCTION CONTROL	
		AUTO CANCEL PAY DIRECT ACCOUNTS - INACTIVE GROUP COVERAGE	MSP PRODUCTION CONTROL	

86

APPENDIX D – R&PB JOB SCHEDULE

☎ call out required if job fails

Daily Jobs

REPORTS

S. 15   - REPORT OF JOBS RUN IN PREVIOUS 24
          SETS UP FILE FOR RAPCJCOM

PREFERENCE

S. 15   - PREFERENCE ONLINE SYSTEMS
          PREFERENCE END OF DAY

GROUP CASH

S. 15   DIT
           ERGE
          - POST GROUP CASH

PAY DIRECT CASH

S. 15   DIT CASH
           ERGE CASH (AND ADJUSTMENTS)
            POST PAY DIRECT CASH

GOVERNMENT AGENT CASH

S. 15   COPY G/A DAILY FILES TO   S. 15   D PRINT DAILY REPORT
          COPY G/A DAILY NSF FILE   AND PRINT NSF REPORT
          XECUTE DAILY CASH

E-BANKING

S. 15

CLIENT REGISTRY INTERFACE

S. 15   - PROCESS C/R TRANSACTIONS TO UPDTE R&PB
          EXTRACT C/R ACTIVITY LOG FOR NEW BORN & TRANSACTIONS
          PROCESS C/R NEW BORN TX FOR REPORTING
          EXTRACT C/R ACTIVITY LOG TO UPDATE R&PB
          FORMAT R&PB C/R DATA FROM EXTRACT FILES FOR INTERFACE
          FORMAT R&PB C/R DATA FROM EXTRACT FILES FOR INTERFACE
           FORMAT R&PB C/R DATA AFTER ADDRESS ACCURACY JOBS   S. 15
          EXTRACT PERSON DB FOR C/R INTERFACE
          EXTRACT CONTRACT FOR C/R INTERFACE

87

CARECARD CASH

S. 15

COPY G/A DAILY CARECARD CASH TO GDGS AND PRINT LIST
CARECARD CASH EDIT
MERGE EDITTED CARECARD CASH AND CORRECTIONS
POST CARECARD CASH
CARECARD SYSTEM CONTROL MAINTENANCE

TRAP

S. 15

SELECT & DELETE TRAP RECORDS
SELECT & DELETE TRAP RECORDS

GROUP BATCH

S. 15

UNDELIVERABLE MAIL - DAILY ADDRESS UPDATES
BATCH ADDRESS UPDATE

CANCEL/REINSTATE/RE-ENROLL GROUP ACCTS
PRINT ONLINE LETTERS

AUTO CANCEL PAY DIRECT

S. 15

PROCESS TRAP DATA OF ENROLLED GROUP ACCOUNTS
AUTO CANCEL PAY DIRECT ACCOUNTS
PROCESS TRAP DATA OF POTENTIAL ORPHANS
CREATE FILE OF ELIGIBLE ORPHANS AND ENROLL THEM

EXTERNALS - MINISTRY OF SOCIAL SERVICES

S. 15

S.S. & H BATCH UPDATE
MSS ADD NEW COVERAGES
UPDATE MSP COVERAGES WITH NEW DEPENDENT DATA FROM MHR
 (AUTOMATED NEW DEP CHANGE FORM)
COPY AND PRINT SOCIAL SERVICES DAILY CHANGE FORMS
ADD MSS EMPLOYABLE COVERAGES
ADD 2222297 EXX MSS/NOW FREE COVERAGES
SELECTIVE EXTRACT FOR S.S.& H
LIST S.S.& H INTERFACE FILE

EXTERNALS - GPSD

S. 15

GPSD TERMINATION EDIT & REFORMAT AND COVERAGE CANCELLATION

HEALTH REGISTRY

S. 15

PROPAGATION FROM IMS TO NHR ORACLE DB'S
PROPAGATION FROM IMS TO NHR ORACLE DB'S
PRINT REPORTS

SECURITY

S. 15

88

RECERT

S. 15   RECERT ISSUANCE

RECERT MARCH TO DECEMBER

S. 15   SPINOFF RECERT DETAILS

S. 15   - PRINT ACTIVE GROUP/PAY DIRECT COVERAGE TABLE
         IMAGE COPY

XRPB

S. 15   IMAGE COPY
         INT DOCUMENT INDEX SYSTEM AUDIT TRAIL REPORT

TASK MANAGEMENT SYSTEM

EXTRACT PROBLEM TASKS FROM TMS SUBSYSTEM
EXTRACT RELEASE INFORMATION FROM TMS
EXTRACT TASKS FROM TMS SUBSYSTEM
EXTRACT TASK/PROBLEM HOURS FROM TMS SYSTEM
CREATE PROBLEM REPORT SUMMARY FROM TMS SYSTEM

S. 15	- CONTRACT DB AND INDEXES - RELOAD RB EDUCATION TABLE(S) - STOPS THE RBPU DATABASES I - EXEC DBUPDOWN	S. 15 REGIONS
	- CONTRACT DB AND INDEXES - RELOAD RC EDUCATION TABLE(S) - STOPS THE RCPU DATABASES I - EXEC DBUPDOWN	S. 15 REGIONS
	- CONTRACT DB AND INDEXES - RELOAD RE EDUCATION TABLE STOPS THE REPU DATABASES IN EXEC DBUPDOWN	S. 15 EGIONS

COLLECTIONS

S. 15   – NON-CLMB CASH

89

Weekly Jobs

ADDRESS ACCURACY - SUNDAY

S. 15   - CORRECT EXTRACTED CONTRACT ADDRESSES
           - EXTRACT CONTRACT ADDRESSES

PRE-AUTHORIZED DEBIT – MONDAY

S. 15   RELOAD TPADCP TABLE WITH   S. 15

INITIAL BILLING - TUESDAY AND THURSDAY

S. 15   FORMAT INITIAL BILLS
           PRINT INITIAL BILLS
           PRINT INITIAL BILLS(MISSING CASH WITH APP)

PAY-DIRECT

S. 15   PREMIUM SUSPENSE 'X' REPORT - AFTER REFUNDS POSTED (TUESDAY)

REFUNDS -

S. 15   RINT LIST OF CHEQUES - AFTER OCG HAS CUT CHEQUES (THURSDAY)
           - CREATE AUTOMATIC REFUND REQUESTS - PREVIOUS FRIDAY
           PINOFF REFUND CHEQUES - AFTER POST OF REFUNDS (TUESDAY)
           RINT REFUND CHEQUE REGISTER - ALSO AFTER POST OF REFUNDS

CASH -

S. 15   EXECUTE KBMSRFND APPLICATIONS IN BATCH - THURSDAY AND GROUP BILLING
           EXTRACT NSF LETTERS - TUESDAY
           PRINT NSF LETTERS - TUESDAY

GROUP BATCH - LAST WORKING DAY EXCEPT GROUP BILLING WEEK

S. 15   ROUP BATCH CANCEL
           - GROUP BATCH - FORMAT A01/C04 TRANSACTIONS
           - GROUP CONSOLIDATION

CARECARD - BI-WEEKLY MONDAY AND WEDNESDAY

S. 15   ELECT/FORMAT CARECARD RECORDS
           - CARECARD EXPIRY DATE EXTRACT BY PHN/ID/GRP
           - CARECARD ISSUE SEGMENT CREATION (MASS ISSUE)
           REPARE MAIL DIRECT TAPES – FTP to IBM
           REPARE GROUP DISTRIBUTED TAPES – FTP to IBM

CARECARD - LAST WORKING DAY

S. 15   - PRINT ERC CARDS

90

RECERT

S. 15
- PRINT GROUP DISTRIBUTED REG. & PERM.RECERTS - WEDNESDAY
- PRINT MAIL DIRECT REG. & PERM.RECERTS - WEDNESDAY AND FRIDAY

TRAP -

S. 15
- ACCUMULATE WEEKLY TRAP RECORDS - LAST WORKING DAY OF WEEK
- CONFIRMATION OF COVERAGE LETTERS - FIRST WORKING DAY OF WEEK

EXTERNALS - ABIS

S. 15   - EHSC INTERFACE - THURSDAY

EXTERNALS - GPSD

S. 15   UPDATE PAYLIST CODE AND SIN# FROM GPSD - BIWEEKLY TUESDAY

READ, SUMMARIZE AND BACKUP IMS LOG EXTRACTS
INITIALIZE MONTHLY SUMMARY FILE
INITIALIZE QUARTERLY LOG ACCUMS TAPES
CONTRACT DB
CONTRACT DB
PRINT NOTES MASTER

S. 15

TASK MANAGEMENT SYSTEM

S. 15   – CREATE TMS STATUS REPORTS   Mondays

IMAGE COPIES - EVERY SUNDAY EXCEPT LAST

SYSTEM CONTROL
MAGE COPY DB2 DATABASE RAPCPD01
IMAGE COPY ALL OTHER DATABASES
MAGE COPY RAPCDCNO DATABASE (CONTRACT)
OINTER CHECK OF RAPCDCNO DATABASE (CONTRACT)
S. 15   IMS SPACE MAINAGEMENT UTILITY FOR RAPC & MSPH
POINTER CHECK OF ALL OTHER DATABASES
PURGE OLD IMAGE COPY R&PB CC CHARGE DB2 CATALOGS
PURGE OLD IMAGE COPY RPBS DB2 CATALOGS
PURGE OLD IMAGE COPY XRPB DB2 CATALOGS

91

Monthly Jobs

GROUP CASH-

S. 15   PRINT PATTERNS OF PAYMENT - SECOND AND FOURTH WORKING DAYS
CALCULATE INTEREST - AROUND THE EIGHTH

GROUP BILLING - MONTHLY

S. 15   SPINOFF GROUP BILL DATA
UPDATE GROUP DATABASE
FORMAT GROUP BILLS
RINT PERMANENT SELECT BILLS
RINT TEMPORARY SELECT BILLS – on request
RINT BILL CODE 3&4 BILLS
RINT BILLS FOR CANCELLED GROUPS

S. 15   RINT BILLS FOR ASSOCIATED GROUPS – obsolete April 2001
RINT BILLS WITH NO POSTAL CODES
RINT ONE PAGE BILLS
RINT 2-6 PAGE BILLS
RINT REMAINING BILLS
FILE TRANSFER GROUP BILL DETAIL TO GROUPS

S. 15   SPINOFF CONTRACT TAPES
SPLIT ACCOUNTS RECEIVABLE FILE

S. 15   REPRINT DAMAGED BILLS - AS REQUIRED
REPORT NON-A RATE ACCOUNTS IN GROUP 2222248

S. 15   PRINT LABELS- discontinued 7/15/03

PAY DIRECT BILLING - TWO RUNS AS SCHEDULED BY   S. 15

2 - CREATE VSAM PERSON NAME FILE IN CONTRACT SEQ
MESSAGE FILE - MONTHLY AS REQUIRED
PAY DIRECT BILLING PROGRAM
SPLIT BILLS
- PRINT BILLS
PRINT BILLS WITH NO POSTAL CODES
PRINT MONTHLY BILLING REPORTS - SECOND RUN ONLY

S. 15   PROCESS PAYMENT PLAN FILE
PRE-AUTH PAYMENT GENERATION
CREATE PRE-AUTH DEBIT REPORTS (runs last workday)
FORMAT PAYMENT PLAN FILE
PRINT PAYMENT PLAN BILLS
PRINT DAMAGED BILLS – In RPBREQST Schedule
– CANADA POST GROUP1 MAIL PRE-SORT FOR BILLING

PRE-AUTHORIZED DEBIT

S. 15   PROCESS PRE-AUTHORIZED PAYMENTS – runs 25th of the month

GROUP1

S. 15   - SETS UP NEXT MONTH OF GROUP1 VSAMS -

92

DE-ENROLL - CALENDAR DATES

S. 15
- CONTRACT DATABASE SCAN
- CANCEL REASON INFO
- REPORT PROBLEM PHN'S WITH NO PAY CLAIMS CANCEL RSNS
  FIND LAST CLAIM FOR EACH CANCELLED PHN
  CLEANUP CANCELLED CONTRACTS

OVERAGE, MCR, AUTO ENROLL

S. 15
AUTO ENROLL CANCELLED ACCOUNTS - LAST TUESDAY
SELECT OVERAGE & PHARMACARE - FIRST WORKING DAY
AUTO ENROLL OVERAGE
PRINT MCR LETTERS - LAST WEDNESDAY – Stopped April 1, 2004

TRAP

S. 15
- PROCESS COVERAGE CHANGE SUMMARY MONTHLY - LAST WORKING DAY

PURGE

S. 15
- SCAN AND PURGE COVERAGES - FIRST SUNDAY

EXTERNALS - AUDIT

S. 15
AUDIT EXTRACT - LAST WORKING DAY OF MONTH
CREATE ACCOUNTS RECEIVABLES REPORT - LAST DAY OF THE MONTH

EXTERNALS - MINISTRY OF SOCIAL SERVICES

S. 15
OFF FREE COVERAGE - LAST WORKING DAY
HEALTHY KIDS - LAST WORKING DAY LESS TWO WORKDAYS
GPSD COVERAGE EXTRACT

EXTERNALS – COLLECTIONS

S. 15
TATUTE BARRED EXTINGUISHMENT
WRITE-OFF
OLLECTIONS INTERFACE - RUN WITH EACH PAY DIRECT BILLING
COLLECTIONS PCA/COD EXTRACT - TWO DAYS AFTER SECOND BILL RUN
COLLECTIONS EXTRACT FOR PCA/COD REFRESH
– BILL CODE 4 NOT IN COLLECTIONS REPORT (On Request)

EXTERNALS - GPSD

S. 15
- GPSD COVERAGE EXTRACT – Bi-Weekly - Tuesday

SECURITY - LAST WORKING DAY

S. 15
PRINT MONTHLY LOGOFF REPORT -

93

IMAGE COPIES - LAST SUNDAY

S. 15

SYSTEM CONTROL

S. 15

XRPB

PURGE OLD ENTRIES - LAST SUNDAY OF MONTH

S. 15

TASK MANAGEMENT SYSTEM

CREATE RELEASE/PROGRAMMER SUMMARY REPORT
S. 15   CREATE MONTHLY PROGRAMMER TIME SHEETS – Stopped May 3,2004
CREATE SQA REPORT – Stopped July 9, 2004
CREATE CAB/OM REPORTS

INTERPROVICIAL

S. 15   CANCEL INTERPROVICIAL TRANSFERS - *Saskatchewan*

Quarterly Jobs

STATUS & COVERAGE INFORMATION   S. 15

PERSON   S. 15
ALIDATION REPORTING
PRINT PREMIUM SUSPENSE LIST
EXCEPTION REPORTING (FROM M80 AND M81)
ANALYZE PERSON DATA, NATIVES AND IMMIGRANTS
S. 15   CARECARD STATISTICS REPORTING
EXTRACT NATIVE CLIENT DATA
PERSON/COVERAGE/POSTAL CODE EXTRACT
PERSON/COVERAGE SELECTIVE ADDRESS EXTRACT - ON REQUEST
CHILDHOOD LEUKEMIA STUDY
XTRACT PAY DIRECT BILLING STATISTICS
SUMMARIZE BY YEAR PREMIUM ASSISTANCE ACCOUNTS AND PERSONS

94

VDO_DOCS #1341972 v. 5

S. 15   ATIVE CLIENTS FOR VITAL STATS.

           CANCELLED SUBSCRIBERS WITH PAY-CLAIMS CANCEL REASONS
            INPUT TO THIS JOB IS THE OUTPUT FROM RAPCJM81 JOB. On Request.

Annual Jobs

ADDRESS ACCURACY - FOLLOWING NOTE TO RUN

S. 15   - EXTRACT CONTRACT ADDRESSES FROM   S. 15
            - DETERMINES %ACCURACY OF EXTRACTED ADDRESSES

RECERT - ISSUANCE - MARCH

        - DELETE RECERT REMINDER INDEX - BEFORE ISSUANCE WEEKEND
       PRINT REGULAR RECERTS FILE 1
S. 15   PRINT PERMANENT RECERTS FILE 1
       SPINOFF RECERT DETAILS
       CREATE GROUP REG AND PERM RECERTS
       CREATE AND SPLIT RECERTS

RECERT - EARLY TAX FILE - BEFORE SPRING VERIFICATION

        - EXTRACT ELIGIBILITY RATE INDEX – Obsolete Feb 2004
S. 15   - PRODUCE EXPANDED TAX DETAIL – Obsolete Feb 2004
        - SORT TAX FILE REVOCATIONS

RECERT - VERIFICATION - SPRING

        PRINT RECERT VERIFICATION MISMATCH LETTER
        PRINT RECERT VERIFICATION MISMATCH WARNING LETTER
      PRINT RECERT VERIFICATION GROUP RATE CHANGE LETTERS
       PRINT PAY DIRECT LETTERS #2
S. 15   PRINT PAY DIRECT LETTERS #3
       PRINT PAY DIRECT LETTERS #4
       PRINT PAY DIRECT LETTERS #5
       PRINT PAY DIRECT LETTERS #6
       PRINT CREDIT BILLCD 4

        UPDATE TAXABLE INCOMES
        CONCATENATED FILE OF TAX FILE
S. 15   CALCULATE SUBSIDY
       CREATE VERIFICATION LETTERS PRINT FILES
        CHECK PERSON RECORD KEYS

RECERT - TAX FILE CREATION - AUGUST

        MERGE CONTINUING CARE,CREATE TAX FILE TO SEND TO OTTAWA
S. 15   EXTRACT ELIGIBILITY RATE INDEX
       PRODUCE EXPANDED TAX DETAIL

RECERT - VERIFICATION - FALL

       PRINT RECERT VERIFICATION GROUP RATE CHANGE LETTERS
S. 15   PRINT PAY DIRECT LETTERS #2

VDO_DOCS #1341972 v. 5

PRINT PAY DIRECT LETTERS #3
PRINT PAY DIRECT LETTERS #4
PRINT PAY DIRECT LETTERS #5
PRINT PAY DIRECT LETTERS #6
PRINT PAY DIRECT LETTERS #7
- PRINT PAY DIRECT LETTERS #8
PRINT PAY DIRECT LETTERS #9
PRINT PAY DIRECT LETTERS #10
S. 15   PRINT TWO YEARS UNVERIFIED LETTER TYPE 10

SORT TAX FILE - RUN BEFORE VERFIICATION WEEKEND
- CONVERT TAX FILE - RUN BEFORE VERFICATION WEEKEND
UPDATE TAXABLE INCOMES
CONCATENATED FILE OF TAX FILE
CALCULATE SUBSIDY
- CREATE VERIFICATION LETTERS PRINT FILES
CHECK PERSON RECORD KEYS
PRODUCE SUPERANNUATION GROUP FLAT FILE

CCRA TAX FILE

EXTRACT PERSON DATA
S. 15   S. 15

ARCHIVE

SET ARCHIVE DATES
PRINT ARCHIVE AND SYSTEM SEGMENT CONTROL REPORT
CONTRACT ARCHIVE & UNLOAD
S. 15   UPDATE CONTRACT CONTROL DB SEGMENTS
ARCHIVAL HD RELOAD-ALL RAPC DBS EXCEPT CONTRACT
ARCHIVAL HD RELOAD-CONTRACT DB
PREFIX AND RESOLUTION UPDATE

CARECARD ARCHIVE – May

CARECARD ARCHIVE
S. 15   CARECARD SYSTEM CONTROL ARCHIVE

TEST DATA EXTRACT - On Request

S. 15   - TEST DATA EXTRACT

OAG
S. 15   – AUDITORS GROUP ADJUSTMENT REPORT

96

On Request Jobs

GROUP

S. 15   - UPDATE VSAM EXEMPT FILE
          RECREATE A GROUP BILLING TAPE

CARECARD CASH

S. 15   USED TO PROCESS CODE 8'S AND REFUNDS REAPPLIED
         REFUNDS
         CORRECTIONS
         NOT USED
         NOT USED   S. 15
         MANUAL
         MANUAL REFUNDS
          FTP CARE CARD FILES

RECERT

S. 15   CREATE BLANK RECERTS
         REPRINT RECERTS
         COPY RECERT REQUEST FROM GROUP BILLING
          CREATE DATA FILE FOR RECERT

IMAGE COPIES -

S. 15

SYSTEM CONTROL

S. 15   PRINT   S. 15   SEGMENT
         PRINT BILL RUN CONTROL SEGMENT
         PRINT BILL RUN SEGMENT
         PRINT BILL RUN HISTORY
         PRINT BILL MONTH PYD
         PRINT BILL MONTH GROUP
         PRINT GROUP BILL HISTORY
         PRINT   S. 15
         PRINT CALENDAR MONTH PYD
         PRINT CALENDAR MONTH GROUP
         PRINT PROGRAM CONTROL
         PRINT BATCH CONTROL
         PRINT PERSON CONTROL SEGMENT
         PRINT REGISTRATION SEGMENT

97

PURGE PRINT

S. 15

Utility Jobs

S. 15   RUNS WITH   S. 15

S. 15   ACTIVATE THE   S. 15
             DEACTIVATE T

LABELS

S. 15   PRINT SSH MAILING LABELS FOR ERC'S

S. 15   – Job for FTP'ing files

98

APPENDIX 8

HEALTHNET INTERFACE

INFORMATION TECHNOLOGY SUMMARY

1. DESCRIPTION OF HNI

The HealthNet Interface (HFI) is a collection of servers and applications that enable secure web access to the Ministry of Health Services (MOHS) mainframes and oracle databases by approved external and internal users. The environment is shared between many areas of MOHS and used by over 6062 organizations and 18,000 users. There are about 41 business services within this environment that perform specific functions (e.g. validate address, record newborn, get person demographics, etc.). These business services are "owned" by various parts of the MOHS. When a user signs in they are presented with web applications that are made up of subsets of these business services. Typically, the HBO applications utilize HBO and non-HBO business services.

The Service Provider will assume management for several HBO related business services and web applications that run in the HNI environment. For the purposes of this document the HNI environment consists of the Load Balancing Sprayers, LDAP, Web Application Servers, Message Broker, Access Control and Logging Database.

Costs associated with creating a secondary environment for the Service Provider to deliver web services are prohibitive and create significant delivery hurdles. The Province decided that it will treat this environment as shared corporate infrastructure. Today several program areas share the environment and IBM and Sierra develop web applications. The Province will be adding the Service Provider to this mix. The Service Provider will need to supply their own development environments. The Service Provider will need to fund test environments on the HNI infrastructure if they do not already exist.

The Service Provider will use the existing HealthNet Access Services (HAS) defined Change and Release management process and HNI infrastructure to deliver existing web applications and business services. The Service Provider may, if it chooses, move off this environment if stakeholder and operational and financial impacts are minimal so long as the Service Provider can continue to deliver the Services and integrate with Province Customers and Stakeholders in the manner required by this Agreement.

2. CHANGES TO HNI

HealthNet Access Services will continue to play a coordination role in the HNI environment. In this role they will be involved with all changes. Specific duties will vary depending on the change scenario but generally include QA testing of shared code changes, scheduling of changes, coordination of releases, working with program areas and vendors to develop requirements. This provision and the role of HealthNet Access Services is expressly subject to Article 25 of this Agreement.

J8-1

The Service Provider will attend the weekly HAS change control meetings and the biweekly HAS Software Configuration and Control Board meetings and HAS Problem Log meetings, as required.

The process for initiating changes to the HNI environment shall be as follows:

For a Service Provider initiated change:
Impacting non-HBO services or shared environments
- Service Provider creates business requirements and new service request (e.g. Harvest)
- HAS review the business requirements and assess impacts
- HAS forwards the business requirements to IBM for technical design
- IBM / HAS assess the costs to complete changes and forward to Service Provider for approval to proceed – Service Provider fund any costs associated with the change
- IBM make the changes
- Service Provider / HAS test changes
- HAS arranges for the code to be moved into production by IBM

No impact to non-HBO services or shared environment
- Service Provider creates business requirements and new service request (e.g. Harvest)
- HAS review the business requirements and assess impacts. Service Provider will fund any costs associated with the change
- Service Provider completes technical design
- Service Provider completes coding
- Service Provider tests the changes
- Service Provider submits code package to HAS to be moved to production
- HAS arranges for the code to be moved into production by IBM

For a Province initiated change:
Impacting non-HBO services or shared environments
- No action required with Service Provider however Service Provider will be aware of the changes via the regular change control process.

Impacting HBO services

- HAS creates business requirements and new service request (harvest perhaps)
- HAS forwards the business requirements to the Service for technical design
- The Service Provider assess the costs to complete changes and forward them to HAS for approval to proceed – HAS / the Province will fund costs that cannot be supported by the Service Provider's regular operational Personnel.
- The Service Provider makes the changes

J8-2

- HAS test changes
- HAS arranges for the code to be moved into production by IBM

3.   MANAGEMENT RESPONSIBILITY FOR HNI

Web Applications

Application or environment	Management Responsibility
Teleplan	Service Provider
Fair PharmaCare public site	Service Provider
Fair PharmaCare registration desk	Service Provider
HNWeb	MOHS (IBM)
CDM	MOHS (IBM)
HNFILE	MOHS (IBM)
Provider Registry	MOHS (Sierra)
PHC	MOHS (IBM)
HSCIS Data Entry	MOHS (IBM)
SFDS	MOHS (IBM)

Business Services

REFERENCE NUMBERS LIST		
Ref #	**Business Service**	**Colour Code**
R01	Record Newborn	Green
R02	Record New Person[1]	Red
R03	Get Person Demographics	Green
R05	Validate Address[1]	Red
R06	Update Person Demographics	Orange
R07	Update Person Address	Green
R08	Record Death	Orange
R09	Name Search	Green
R15	Check Eligibility	Blue
R16	Get Beneficiary Coverage Periods	Blue
R20	Record Document[2]	Red
R21	Get Document Summary[2]	Red
R22	Get Document Detail[2]	Red
R30	Add Employee	Blue
R31	Add Employee's Dependent	Blue
R32	Get Contract Periods	Blue
R33	Complete Person Information	Blue
R34	Update Employee Number and/or Department Number	Blue
R35	Cancel Employee	Blue
R36	Cancel Employee's Dependent	Blue
R37	Get Employee Contract Address	Blue
R38	Update Employee Contract Address	Blue
R39	Update Employee Contract Phone Number	Blue

J8-3

Ref #	Business Service	Colour Code
R40	Contract Inquiry	Blue
R41	PHN Inquiry	Blue
R42	PHN Lookup	Blue
R43	Reinstate OverAge Dependent	Blue
R44	Reinstate Cancelled Group Coverage	Blue
R45	Renew Cancelled Group Coverage	Blue
R46	Change Effective/Cancel Date	Blue
R49	Covered Parties Enquiry	Blue
R50_Z03	Enroll subscriber with PHN	Blue
R50_Z04	Enroll subscriber without PHN	Pink
R50_Z05	Enroll Visa subscriber without PHN	Pink
R50_Z06	Enroll Visa subscriber with PHN	Blue
R51	Extend Visa Resident Cancel Date	Blue
R52_Z07	Enroll Dependent without PHN	Pink
R52_Z08	Enroll Dependent with PHN	Blue
R52_Z09	Enroll Visa Dependent without PHN	Pink
R52_Z10	Enroll Visa Dependent with PHN	Blue
R53	Employee Lookup	Blue
R54	Extend Visa Dependent Cancel Date	Blue
R55	Group member list request	Blue
R70_Z_	Request PHC Registration	Green
R71_Z54	Add Patient Registration	Green
R72_Z55	De-Register Patient	Green
R73_Z56	Change Patient Registration Data	Green
R74_Z	Request Pending PHC Registrations	Green
R75_Z62	Override Pending Registration	Green
R75_Z63	Override Pending De-Registration	Green
R76_Z64	Query PHC Reports	Green
E45	MSP Coverage Status Check	Pink
R77	CCIMS Query	Green

Colour Legend:

Green = Strictly non-HBO business services will be managed by MOHS
Orange = Considered non-HBO business services but has calls to HBO systems - Management entity TBD by the Province during Transition. For planning purposes, the Service Provider should assume it will be managing these business services
Blue = Strictly HBO business services - will be managed by the Service Provider
Purple = Considered HBO business services but has calls to non-HBO systems - Management entity TBD by the Province during Transition. For planning purposes, the Service Provider should assume it will be managing these business services
Red = see endnotes below

J8-4

---

[1] Record New Person and Validate Address run the Validate Address service in the He alth Registry system. It is recommended that prior to transition, the Validate Address service should be removed from the Health Registry and remain a non-HBO service.

[2] These business services link to the Health Registry and are used for verifying residency and date of residency for eligibility reasons, so should be HBO. However, the documents can contain much more information than required to verify eligibility for insured health care services. Management entity TBD by the Province during the Transition. For planning purposes, the Service Provider should assume it will be managing these business services.

S. 15

J8-5

VDO_DOCS #1345177 v. 2

ASSET CONVEYANCE AGREEMENT

between

MAXIMUS BC HEALTH INC.

and

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

as of

March 31, 2005

TABLE OF CONTENTS

i

ASSET CONVEYANCE AGREEMENT

This Asset Conveyance Agreement (the "Agreement") is entered into as of March 31, 2005, between **MAXIMUS BC HEALTH INC.** ("MAXIMUS Prime"), a company organized under the laws of British Columbia and **HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA**, as represented by the Minister of Health Services (the "Province"). MAXIMUS Prime and the Province are sometimes referred to herein individually as a "Party", and collectively as the "Parties".

WHEREAS:

A.   The Province has entered into the Master Services Agreement with MAXIMUS Prime and **MAXIMUS BC HEALTH BENEFIT OPERATIONS, INC.** (collectively, the "Service Provider") and certain of their Affiliates in connection with this Agreement, pursuant to which the Service Provider has agreed to perform for the benefit of the Province and its customers and stakeholders certain health benefit services in connection with the Province's Health Benefits Operations, including, without limitation, the Medical Services Plan (MSP) and Pharmacare Plan, during the term of the Master Services Agreement;

B.   As contemplated in the Master Services Agreement, MAXIMUS Prime will acquire from the Province the Assets (as hereinafter defined) which are used by the Province in connection with the business of the provision of the Services contemplated in the Master Services Agreement;

C.   The Province has agreed to obtain a right for the Service Provider to use the Province Sublicensed Software (as hereinafter defined) solely for the purpose of performing the Services for the Province pursuant to the Master Services Agreement; and

D.   The Province and MAXIMUS Prime wish to set out the terms and conditions of the acquisition of the Assets by MAXIMUS Prime from the Province and the obtaining of a right to use in favour of the Service Provider in respect of the Province Sublicensed Software by the Province in this Agreement.

NOW THEREFORE in consideration of the mutual covenants and agreements contained in this Agreement and other good and valuable consideration, the receipt and sufficiency of which is acknowledged by the Parties, the Parties covenant and agree as follows:

ARTICLE 1
INTERPRETATION

1.1   Definitions from Master Services Agreement

The Parties acknowledge and agree that this Agreement is entered into pursuant to and in conjunction with the Master Services Agreement. Capitalized terms used but not otherwise defined herein shall have the meanings ascribed to such terms in the Master Services Agreement.

1.2   Additional Definitions

In this Agreement and in any Schedules to this Agreement, the following terms shall have the meanings set forth below, and any terms defined elsewhere in this Agreement shall have the meanings given to them in this Agreement, unless the context of this Agreement otherwise requires:

(a)   **"Agreement"** means this agreement including any recitals, Schedules and Post-Closing Supplements to this Agreement, as amended, supplemented or restated from time to time.

(b)   **"Asset Schedule"** means the schedule of all of the Assets which, as of the date hereof, is attached as Schedule A hereto.

(c)   **"Assets"** shall have the meaning set forth in Section 2.1.

(d)   **"Assigned Contracts"** means collectively the Chattel Leases and the Supply Contracts.

(e)   **"Bill of Sale"** shall have the meaning set forth in Section 7.2.

(f)   **"Business"** means the business of the Province of the provision of certain health benefit services to its customers in connection with the Province's Health Benefits Operations which is being transferred to MAXIMUS Prime pursuant to the Master Services Agreement, the Employee Transfer Agreement and this Agreement.

(g)   **"Chattel Lease"** means a lease agreement in respect of a Leased Asset, and **"Chattel Leases"** means all such lease agreements.

(h)   **"Closing"** means the completion of the purchase and sale of all of the Assets, except for any Late Transfer Assets, as contemplated by this Agreement.

(i)   **"Encumbrances"** means, whether or not registered or recorded, or known or unknown at the time of Closing on the Hand-Over Date, or at such later Time of transfer of an Asset from the Province to MAXIMUS Prime in the case of a Late Transfer Asset, any and all:

(i)   mortgages, assignments of rent, liens, licenses, leases, charges, security interests, hypothecs and pledges, whether fixed or floating, against property (whether real, personal, tangible or intangible), or conditional sales contracts or title retention agreements or equipment trusts or financing leases relating to any property of any kind or any subordination to any right or claim of others in respect thereof;

(ii)   adverse claims existing, pending or threatened;

2

VDO_DOCS #1391889 v. 7

Page 5
HTH-2012-00106

(iii)   any option or other right to acquire, or acquire any interest in, any property; and

(iv)   without limiting the generality of the foregoing, any other security interest, lien, charge or encumbrance of whatsoever nature and kind,

which in each case would have a material adverse effect on the Assets or would interfere with or impair the present and continued use thereof in the ordinary course of the Business.

(j)   **"Late Transfer Assets"** shall have the meaning set forth in Section 5.1.

(k)   **"Late Transfer Date"** shall have the meaning set forth in Section 5.1.

(l)   **"Leased Assets"** means those items of personal property forming part of the Assets, which are leased by the Province as lessee.

(m)   **"Licensed Software"** means third party software and related documentation, including any "off the shelf" computer software, computer programs and related technology, used by the Province under a License.

(n)   **"Licenses"** or **"License"** means the license of any third party software and related documentation used by the Province for operations support in connection with delivery of the Services, including any "off the shelf" computer software, computer programs and related technology, in each case, used by the Province for operations support in connection with delivery of the Services.

(o)   **"Maintenance Credit"** shall have the meaning set forth in Section 7.2(a)(i).

(p)   **"Master Services Agreement"** means the Master Services Agreement entered into as of November 4, 2004 between the Province, the Service Provider and **MAXIMUS CANADA INC.** and **MAXIMUS, INC.**

(q)   **"Non-Assignable Rights"** shall have the meaning set forth in Section 2.4.

(r)   **"Obligations"** shall have the meaning set forth in Section 2.2.

(s)   **"Permitted Encumbrances"** means those Encumbrances listed in Schedule B attached hereto.

(t)   **"Post-Closing Supplement"** means an supplement to this Agreement which will form part of this Agreement.

(u)   **"Province Sublicensed Software"** means the specific Licensed Software listed as "Province Sublicensed Software" in Schedule G attached hereto and which shall be included in the Province Shared Infrastructure.

3

(v)   **"Purchase Price"** means the purchase price for the Assets which is the aggregate fair market value of the Assets determined in accordance with Section 3.1.

(w)   **"Software Rental Credit"** shall have the meaning set forth in Section 7.2(a)(ii).

(x)   **"Software Support Fee"** shall have the meaning set forth in Section 7.3.

(y)   **"Supply Contract"** means a contract entered into between the Province and a third party supplier for the delivery and provision of goods and services relating to the Business of the provision of Services and **"Supply Contracts"** means two or more or all of such contracts as the context may require.

(z)   **"Third Party Consents"** means consents of third parties which are required for the transfer of the Assets and the assignment of the Assigned Contracts by the Province to MAXIMUS Prime.

(aa)   **"Time of Closing"** means the time of the Closing, which the Parties agree shall be 12:01 a.m., unless the Parties otherwise agree.

1.3   Headings and Table of Contents

The division of this Agreement into Sections, the insertion of headings into this Agreement and the provision of a Table of Contents are for convenience of reference only and do not form part of this Agreement and shall not be used to interpret, define or limit the scope, extent or intent of this Agreement.

1.4   Section References

Unless otherwise specified, references in this Agreement to "Sections" and "Schedules" are to Sections of, and Schedules to, this Agreement.

1.5   Statutory References

Unless otherwise specified, each reference to a statute is deemed to be a reference to that statute, and to the regulations made under that statute, as amended or re-enacted from time to time.

1.6   Number and Gender

Unless otherwise specified, words importing the singular include the plural and vice versa, a body corporate or other person and vice versa.

1.7   Time of Day

Unless otherwise specified, references to time of day or date mean the local time or date in Victoria, British Columbia.

4

VDO_DOCS #1391889 v. 7

1.8 Business Day

If under this Agreement any payment or calculation is to be made on or as of a day which is not a Business Day, then the payment or calculation is to be made on or as of the next day that is a Business Day.

1.9 Currency

All references to amounts of money in this Agreement mean lawful currency of Canada.

1.10 Accounting Terms

An accounting term which is not otherwise defined in this Agreement has the meaning assigned to it by, and all accounting matters shall be determined in accordance with, Canadian generally accepted accounting principles consistently applied.

1.11 Governing Law

This Agreement and each of the documents contemplated by or delivered under or in connection with this Agreement are governed by, and are to be enforced, construed and interpreted in accordance with, the laws of the Province of British Columbia and the laws of Canada applicable therein which shall be deemed to be the proper law of this Agreement.

1.12 Time of Essence

Time is of the essence of this Agreement.

1.13 Schedules

The following Schedules are incorporated into, and form part of this Agreement:

Schedule A	-	Asset Schedule
Schedule B	-	Permitted Encumbrances
Schedule C	-	Assigned Contracts
Schedule D	-	Third Party Consents
Schedule E	-	Bill of Sale
Schedule F	-	Fees Deduction Schedule
Schedule G	-	Province Sublicensed Software

ARTICLE 2
PURCHASE AND SALE OF ASSETS

2.1 Purchase of Assets

Subject to the terms and conditions of this Agreement (i) the Province hereby agrees to sell, assign and transfer all of its right, title and interest in and to all the assets of the Business as listed in the Asset Schedule (the "Assets"), and (ii) MAXIMUS Prime hereby agrees to purchase such right, title and interest in and to the Assets from the Province at the Time of Closing on the

5

Hand-Over Date (or such later date in respect of a Late Transfer Asset as contemplated herein), such Assets consisting of the following:

    (a)   the chattels and equipment described in Part I of the Asset Schedule; and

    (b)   the Chattel Leases, the Supply Contracts and Licensed Software which comprise the Assigned Contracts as more particularly described in Schedule C attached hereto and listed in Part II of the Asset Schedule.

2.2   Liabilities

MAXIMUS Prime shall assume, fulfil and perform, and indemnify the Province against, all liabilities and obligations of the Province accruing from and after the Time of Closing on the Hand-Over Date under the Assigned Contracts (the "Obligations"), but for greater certainty excluding all liabilities and obligations of the Province in respect of the Assigned Contracts accruing before the Time of Closing on the Hand-Over Date. Following assumption by MAXIMUS Prime, the Province will be responsible, at its own expense, for obtaining the release of the Province from such Obligations and Assigned Contracts. Upon the written request of the Province, MAXIMUS Prime will, in a commercially reasonable manner, cooperate with the Province in its efforts to obtain such release.

The Province shall not under any circumstances have any liability to MAXIMUS Prime under this Agreement except as specifically provided in the Master Services Agreement.

2.3   Third Party Consents

The Parties acknowledge and agree that the Third Party Consents required for the assignment of the Assigned Contracts to MAXIMUS Prime as of the date hereof are listed in Schedule D attached hereto. The Parties shall cooperate and use all commercially reasonable efforts to apply for and obtain all such Third Party Consents on or before the Hand-Over Date, and if any such required Third Party Consent is not obtained by the Time of Closing on the Hand-Over Date, the provisions of Section 2.4 shall apply to such Assigned Contracts and such required Third Party Consents.

2.4   Non-Assignable Rights

Nothing in this Agreement shall be construed as an assignment of, or an attempt to assign to MAXIMUS Prime, any Assigned Contract or right thereunder (collectively, the "Non-Assignable Rights") which, as a matter of law or by its terms, is (i) not assignable; or (ii) not assignable without obtaining the approval or consent of the issuer thereof or of the other party or parties thereto. In connection with such Non-Assignable Rights, the Province shall, at the request of MAXIMUS Prime:

    (a)   cooperate with MAXIMUS Prime to apply for and use all commercially reasonable efforts to obtain all outstanding required Third Party Consents which have not been obtained on or before the Time of Closing for a reasonable period after the Hand-Over Date;

6

(b)   co-operate with MAXIMUS Prime in any commercially reasonable and lawful arrangements designed to provide the benefit of the Non-Assignable Rights to MAXIMUS Prime;

(c)   at the expense of MAXIMUS Prime, take all reasonable steps to enforce for the benefit of MAXIMUS Prime any of its rights arising from such Non-Assignable Rights against the issuer thereof or the other party or parties thereto;

(d)   at the expense of MAXIMUS Prime, take all such actions and do all such things as shall reasonably be necessary and proper in order that the value of such Non-Assignable Rights shall be preserved and shall enure to the benefit of MAXIMUS Prime; and

(e)   pay over to MAXIMUS Prime after the Hand-Over Date all monies collected by or paid to the Province in respect of the period from and after the Hand-Over Date in respect of such Non-Assignable Rights, net of reasonable out-of-pocket expenses.

2.5   Manufacturer's Warranties

To the extent permitted therein, the Province shall assign to MAXIMUS Prime all manufacturer's warranties in respect of the Assets at the Closing with effect from and after the Hand-Over Date.

ARTICLE 3
PURCHASE PRICE AND PAYMENT

3.1   Purchase Price

In consideration of the sale, assignment and transfer by the Province of the Assets to MAXIMUS Prime, MAXIMUS Prime shall pay to the Province the Purchase Price of the fair market value of the Assets in credit, by crediting the Province against Fees and other charges payable by the Province pursuant to the Master Services Agreement, upon the Closing in accordance with Article 7 hereof. The fair market value of the Assets shall be determined jointly by agreement of the Parties and shall be indicated in the Asset Schedule. In the event the Parties are not able to agree on the fair market value of any Asset, the fair market value of such Asset shall be determined pursuant to the Expedited Dispute resolution procedure set out in Article 23 of the Master Services Agreement. In such case, until the fair market value of any such Asset is determined pursuant to such process its fair market value shall be the lower amount of the two proposed amounts. If as a result of such process, the fair market value of the Asset is determined to be a higher amount, then the difference shall be noted in writing, which note shall be considered to be a Post-Closing Supplement to the Asset Schedule.

3.2   Allocation of Purchase Price

The Purchase Price is allocated among the assets which comprise the Assets in the manner set out in Part III of the Asset Schedule (or in respect of any Late Transfer Assets in the list of Late Transfer Assets delivered pursuant to Section 5.1). In the event that the Parties are not able to

7

agree upon the allocations to any specific Asset or Assets, then such disagreement will be appropriately noted on the Asset Schedule and the disputed allocation or allocations shall be determined pursuant to the Expedited Dispute resolution procedure set out in Article 23 of the Master Services Agreement. The allocation or allocations determined pursuant to such process shall be noted in writing, which note shall be considered to be a Post-Closing Supplement to the Asset Schedule.

ARTICLE 4
LATE TRANSFER OF CERTAIN ASSETS

4.1 Late Transfer of Certain Assets

Notwithstanding any other provision of this Agreement, the Parties may agree to effect the purchase and sale of certain Assets (the "Late Transfer Assets") after the Closing in which event:

(a) all assets of the Business as contemplated in Section 2.1 except for Assets listed in the Schedule of Assets, which are transferred to MAXIMUS Prime on Closing on the Hand-Over Date shall be considered to be Late Transfer Assets and shall be excluded from the Assets to be transferred on the Hand-Over Date for the purpose of this Agreement;

(b) the Parties shall determine the date upon which the Late Transfer Assets will be purchased by MAXIMUS Prime (the "Late Transfer Date");

(c) the Purchase Price for the Late Transfer Assets shall be the fair market value thereof as of the Late Transfer Date and such fair market value shall be determined in accordance with Section 3.1;

(d) the allocation of the such Purchase Price among the Late Transfer Assets shall be determined in accordance with Section 3.2;

(e) the Parties will determine the Late Transfer Assets which will be purchased by MAXIMUS Prime on the Late Transfer Date and will prepare a list of such Late Transfer Assets at least 10 days before the Late Transfer Date;

(f) as soon as reasonably practicable following:

    (i) the preparation of the list described in paragraph (e) of this Section 4.1; and

    (ii) the determination of Purchase Price pursuant to paragraph (c) and the allocations pursuant to paragraph (d) of this Section 4.1;

the Parties will prepare (if applicable)

    (iii) an updated Asset Schedule which reflects the revised Purchase Price and allocations (or either); and

8

<blockquote>
(iv) an updated Schedule B to reflect any Permitted Encumbrances relating to such Late Transfer Assets;
</blockquote>

(g) the Parties shall complete the purchase and sale of the Late Transfer Assets and MAXIMUS Prime shall credit the portion of the Purchase Price associated with the Late Transfer Assets on the Late Transfer Date;

(h) MAXIMUS Prime shall assume the Permitted Encumbrances relating to such Late Transfer Assets on the Late Transfer Date; and

(i) On the Late Transfer Date, the Parties shall execute and exchange such documents as may be reasonably required, as contemplated in Sections 6.2 and 6.3, to effect such late transfer of the Late Transfer Assets and such late assumption of the Permitted Encumbrances relating to the Late Transfer Assets. For greater certainty, except as otherwise provided in this Section 5.1, the late transfer of the Late Transfer Assets on the Late Transfer Date shall be in accordance with the other terms and conditions of this Agreement, *mutatis mutandis* (for greater certainty, the Late Transfer Date shall replace the references to the Hand-Over Date and the Late Transfer Assets shall replace the references to the Assets for purpose of applying Sections 2.5, 3.1, 6.1 and 6.4 to such late transfer, and for purposes of applying Sections 2.2, 2.3 and 2.4 to any Assigned Contracts designated as Late Transfer Assets, the Late Transfer Date shall replace all references to the Hand-Over Date in such sections).

4.2   More than One Late Transfer

The Parties anticipate the possibility that not all the Late Transfer Assets will be transferred to MAXIMUS Prime on the same date to the effect that there may be more than one set of Late Transfer Assets and, accordingly, a corresponding number of Late Transfer Dates. In that event, the provisions of Section 4.1 shall apply in each such instance.

<div align="center">

ARTICLE 5
REPRESENTATIONS AND WARRANTIES

</div>

5.1   Representations and Warranties of MAXIMUS Prime

MAXIMUS Prime represents and warrants to the Province, and acknowledges that the Province is relying upon such representations and warranties in entering into this Agreement and in completing the transactions contemplated under this Agreement, that at as of the date hereof and as of the Time of Closing on the Hand-Over Date and on the Late Transfer Date, if applicable:

(a) **Residence:** MAXIMUS Prime is resident in Canada within the meaning of the *Income Tax Act* of Canada.

<div align="center">9</div>

(b)　**GST Registration:** MAXIMUS Prime is a registrant within the meaning of the *Excise Tax Act* of Canada and is registered under Part IX thereof with registration no. _____.

5.2　Survival of MAXIMUS Prime Representations and Warranties

The representations and warranties of MAXIMUS Prime set forth in Section 5.1 above shall survive the completion of the purchase and sale of the Assets contemplated herein and notwithstanding such completion, shall continue in full force and effect indefinitely for the benefit of the Province.

5.3　Disclaimer

MAXIMUS Prime acknowledges and agrees that, except as otherwise expressly provided in this Agreement or the Master Services Agreement, MAXIMUS Prime is acquiring the Assets on an "as is, where is" basis without any express or implied representations, warranties or conditions of any kind or nature including without limitation representations, warranties or conditions as to the merchantability, merchantable quality, condition, fitness for a particular purpose, durability, and those arising by statute or otherwise in law or from a course of dealing or usage of trade.

ARTICLE 6
CLOSING

6.1　Closing

The execution and delivery of the documentation to effect the sale and transfer of the Assets by the Province and the purchase of the Assets and the assumption of liabilities and obligations as contemplated in this Agreement by MAXIMUS Prime, shall be completed at Victoria, BC, at the Time of Closing on the Hand-Over Date or at such other time or place as may be agreed to by the Parties. As a condition to such Closing, the representations and warranties of MAXIMUS Prime shall be true as of the Time of Closing and each Party shall have performed and satisfied all of its covenants herein contemplated to be performed and satisfied at or before the Time of Closing on the Hand-Over Date.

6.2　Deliveries by the Province

The Province covenants and agrees to deliver, or cause to be delivered, to MAXIMUS Prime at the Time of Closing on the Hand-Over Date, the following:

(a)　**Assets.** A Bill of Sale executed by the Province, in the form attached as Schedule E, transferring the Assets to MAXIMUS Prime.

(b)　**Assignments of Assigned Contracts.** Assignments executed by the Province in such forms as may be necessary to assign the Assigned Contracts to MAXIMUS Prime.

10

(c) **Miscellaneous.** All other documents executed by the Province as may be necessary to give effect to the transfer of the Assets and the assignment of the Assigned Contracts, as reasonably requested by MAXIMUS Prime.

6.3 Deliveries by Service Provider

MAXIMUS Prime covenants and agrees to deliver, or cause to be delivered, to the Province at the Time of Closing on the Hand-Over Date, the following:

(d) **Assumption of Obligations.** Assumption agreements executed by MAXIMUS Prime in respect of the Assigned Contracts and the Obligations thereunder in such forms as may be necessary for MAXIMUS Prime to fully assume the Assigned Contracts and the Obligations thereunder.

(e) **Miscellaneous.** All other documents executed by MAXIMUS Prime as may be necessary to give effect to the purchase of the Assets and the assumption of the Assigned Contracts and the Obligations thereunder by MAXIMUS Prime, as reasonably requested by the Province.

6.4 Crediting of Purchase Price

MAXIMUS Prime covenants and agrees to credit, or cause to be credited, the Purchase Price at the Time of Closing on the Hand-Over Date.

The Province will realize upon the amount of the Purchase Price so credited by means of monthly deductions for Fees (and other charges payable pursuant to the Master Services Agreement) in accordance with the Fees Deduction Schedule.

ARTICLE 7
PROVINCE SUBLICENSED SOFTWARE

7.1 Grant of Right to Use

During the Term the Province shall, subject to the other terms of this Article 7 and Article 25 of the Master Services Agreement:

(a) at its own expense prior to the Hand-Over Date, obtain a right for the Service Provider to use the Province Sublicensed Software, as applicable and only to the extent required to perform the Services;

(b) except as otherwise set forth in Schedule G attached hereto, pay all fees for maintenance and support currently subscribed for by the Province for the Province Sublicensed Software used by the Service Provider;

(c) not assign or otherwise dispose of the licenses relating to the Province Sublicensed Software or amend, or terminate the licenses and the maintenance and support arrangements for the Province Sublicensed Software, in all cases, in

11

any way which would materially adversely impact the Service Provider's ability to deliver the Services; and

(d)   unless otherwise agreed by the Parties, exercise all rights of renewal under its maintenance and support arrangements in relation to the Province Sublicensed Software during the Term and any Renewal Term such that the current maintenance and support arrangements remain in place during the entire Term and any Renewal Term.

The parties hereto agree that the Province Sublicensed Software shall be included in the Province Shared Infrastructure and governed by Article 25 of the Master Services Agreement.

For greater certainty, this Section 7.1 and all of the other provisions of Article 7 shall survive the Closing on the Hand-Over Date and shall remain in full force and effect until the termination or expiry of the Master Services Agreement.

7.2   Compensation for Use

(a)   Commencing on the Hand-Over Date and thereafter during the Term MAXIMUS Prime shall, jointly with MAXIMUS BC Health Benefit Operations, Inc., issue credits to the Province against the Fees payable to the Service Provider under the Master Services Agreement in the following amounts in respect of its use of the Province Sublicensed Software:

   (i)   the portion of the maintenance and support costs with respect to the Province Sublicensed Software attributable to the use by the Service Provider of the Province Sublicensed Software to the extent that such use is otherwise expressly authorized by the third party licensor, along with all applicable Taxes in respect of the same (collectively, the "**Maintenance Credit**") which amount shall be included in the Basic Infrastructure Amount and set-off against the Fees in accordance with the Master Services Agreement; and

   (ii)   a rental fee for the use by the Service Provider of the Province Sublicensed Software, as reasonably determined by the Province based upon the fair market value attributable to such use by the Service Provider of such Province Sublicensed Software, along with all applicable Taxes in respect of the same (the "**Software Rental Credit**") which amount shall be included in the Basic Infrastructure Amount and set-off against the Fees in accordance with the Master Services Agreement.

(b)   The methodology and quantums in respect of the determination of the Maintenance Credit and the Software Rental Credit are more specifically set forth in Schedule G attached hereto.

12

7.3   Software Support Fees

On a monthly basis in each applicable month during the Term in which a Software Rental Credit is issued by the Service Provider, the Province will pay to the Service Provider a fee equal to such Software Rental Credit ("**Software Support Fee**"). Each Software Support Fee will be invoiced to the Province by MAXIMUS Prime on the same basis as the Software Rental Credit.

7.4   Right to Use Consents

The Parties shall cooperate and use all commercially reasonable efforts to apply for and obtain all the third party consents required for the Service Provider to use the Province Sublicensed Software on or before the Hand-Over Date, and if any such required consents is not obtained by the Time of Closing on the Hand-Over Date, the provisions of Section 25.9 of the Master Services Agreement shall apply with respect to all Province Sublicensed Software in respect of which required consents have not been obtained.

ARTICLE 8
MISCELLANEOUS

8.1   Assignment

No party shall assign this Agreement or any part hereof or any benefit or interest herein without the prior written consent of the other Party except in conjunction with the assignment of the interest of such Party in, to and under the Master Services Agreement to the same assignee. In the event of an assignment of this Agreement pursuant to the provisions hereof, the assigning Party shall not be released from any of its liabilities or obligations hereunder. In the event of any permitted assignment of this Agreement by a Party, the designated assignee shall assume, in writing (in form and substance reasonably satisfactory to the other Party), the rights and obligations of the assigning Party under this Agreement.

8.2   Successors and Assigns

This Agreement shall be binding upon and enure to the benefit of the Parties and their successors and permitted assigns.

8.3   Termination of Master Services Agreement

If the Master Services Agreement is terminated in accordance therewith before the Time of Closing on the Hand-Over Date, this Agreement shall terminate concurrently with the termination of the Master Services Agreement.

8.4   Taxes and Duties

MAXIMUS Prime shall be liable for and shall pay directly to the appropriate taxing authority all social services taxes, goods and services taxes, sales and transfer taxes, federal taxes and all other taxes, duties or like charges properly payable upon and in connection with the conveyance, assignment and transfer of the Assets by the Province to MAXIMUS Prime, and MAXIMUS

13

Prime shall indemnify and save harmless the Province against all claims against and liabilities of the Province in respect of such taxes, duties or like charges.

8.5 Risk

Any Late Transfer Assets will be and remain at the risk of the Province until the Time of Closing on the Late Transfer Date. Thereafter, such Assets will be and remain at the risk of MAXIMUS Prime.

8.6 Expenses

Except as otherwise expressly provided herein, all costs and expenses incurred in connection with this Agreement and the transactions contemplated herein shall be the responsibility of the Party incurring such cost or expense.

8.7 Notices

Any notice or other communication required or permitted to be given under this Agreement shall be in writing and may be delivered personally, by courier or by facsimile to the address set forth below, or to any other address as either party may specify by notice in writing. A notice or other communication given in such manner shall be deemed to be given when actually received by the recipient Party. Notices shall be addressed as follows:

(f)   If to the Province:

Ministry of Health Services
2-2 1515 Blanshard St.
Victoria, British Columbia
V8W 3C8

Attention: Executive Contract Manager
Fax no.: (250) 952-1638

(g)   If to Service Provider:

MAXIMUS BC Health Inc.
712 Yates Street
Victoria, British Columbia
V8W 1L4

Attention: President
Fax number: (250) 405-3700

8.8 Waivers

No waiver of any provision of this Agreement is binding unless it is in writing and signed by the Party waiving such provision. No failure to exercise, and no delay in exercising, any right or remedy under this Agreement shall be deemed to be a waiver of that right or remedy. No waiver

14

of any breach of any provision of this Agreement shall be deemed to be a waiver of any subsequent breach of that provision or of any similar or other provision.

8.9   Further Assurances

Each Party shall promptly execute and deliver all further documents and take all further action reasonably necessary or appropriate to give full force and effect to the provisions and intent of this Agreement.

8.10   Remedies Cumulative

The rights and remedies of the Parties under this Agreement are cumulative and are in addition to and not in substitution for any other rights and remedies available at law or in equity or otherwise. No single or partial exercise by a Party of any right or remedy precludes or otherwise affects the exercise of any other right or remedy to which that Party may be entitled.

8.11   Counterparts

This Agreement and all documents contemplated by or delivered under or in connection with this Agreement may be executed in any number of counterparts, each of which when delivered, by facsimile or otherwise, shall be deemed to be an original and all of which together shall constitute one and the same document.

8.12   Amendment

No amendment, supplement, restatement or termination of any provision of this Agreement is binding unless it is in writing and signed by each Person that is a party to this Agreement at the time of the amendment, supplement, restatement or termination.

[Remainder of page intentionally left blank.]

8.13 Entire Agreement

This Agreement, all documents contemplated by or delivered under or in connection with this Agreement and the Master Services Agreement and the other Transaction Documents contemplated therein, constitute the entire agreement between the parties with respect to the subject matter of this Agreement and supersede all prior agreements, negotiations, discussions, undertakings, representations, warranties and understandings, whether written or oral, express or implied, statutory or otherwise.

IN WITNESS WHEREOF the parties have executed this Agreement with effect as of the date first written above.

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

By: _David Woodward_ (signature)

David Woodward,
Deputy Minister, Strategic Initiatives
and Corporate Services, Ministry of
Health Services

MAXIMUS BC HEALTH INC.

By: _____
Name:
Title:

By: _____
Name:
Title:

16

8.13 Entire Agreement

This Agreement, all documents contemplated by or delivered under or in connection with this Agreement and the Master Services Agreement and the other Transaction Documents contemplated therein, constitute the entire agreement between the parties with respect to the subject matter of this Agreement and supersede all prior agreements, negotiations, discussions, undertakings, representations, warranties and understandings, whether written or oral, express or implied, statutory or otherwise.

IN WITNESS WHEREOF the parties have executed this Agreement with effect as of the date first written above.

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

By: _____

    David Woodward,
    Deputy Minister, Strategic Initiatives
    and Corporate Services, Ministry of
    Health Services

MAXIMUS BC HEALTH INC.

By: _____
Name: JOHN BOYER
Title: AUTHORIZED SIGNATORY

By: _____
Name:
Title:

16

SCHEDULE A

Asset Schedule

PART I – CHATTELS AND EQUIPMENT

(a) IBM Hardware

Item No. and Description	Model	Inv Serial No.
Racks		
1	R00	1029230
2	R00	1034970
SSA Enclosures		
3	D40	75DL509
4	D40	75DL510
5	D40	75DL532
6	D40	75EH654
7	D40	75EH653
8	D40	75EH652
Pharmanet		
1	F50	10BB37D
2	F50	10BB88D
3	H70	1017017
4	H70	1017018
5	H70	10699CF
6		
7	B80	10699DF
8	B50	10F1AAD
9	140	1029218
10	140	1029231
Fair Pharmacare		
11	6H1	10B117A
12		
13		

A-1

(b) AFP Printers / Scanners

Description	Asset Numbers
Optra T634	108774
HP laserjet 6P	58796
Lexmark	102299
IBM printer	108962

(c) Personal Computers

Item No.	Computer Asset Tag No.	Monitor Asset Tag No.
1	200273	104788
2	200224	104789
3	200099	106740
4	201153	108396
5	200093	103018
6	200090	106718
7	200055	103026
8	200095	108336
9	200087	107466
10	201177	107570
11	201161	109638
12	200096	106702
13	200644	108420
14	200082	107565

A-2

Item No.	Computer Asset Tag No.	Monitor Asset Tag No.
15	201171	108344
16	200056	107594
17	201154	107568
18	201176	107527
19	200089	107593
20	201175	108335
21	200094	107533
22	202670	103041
23	200651	102453
24	200383	109486
25	200226	109475
26	200322	102414
27	200268	101046
28	201810	108412
29	200389	101047
30	200266	101029
31	200250	109428
32	200877	108505
33	200319	108407

A-3

Item No.	Computer Asset Tag No.	Monitor Asset Tag No.
34	200856	101100
35	200259	101332
36	200237	102451
37	200367	109459
38	200283	101090
39	200316	101100
40	200391	102347
41	200345	102410
42	200346	108156
43	200353	102348
44	200212	109213
45	200325	109210
46	200230	102452
47	200225	101064
48	200460	109549
49	203014	108786
50	201549	109144
51	200341	109476
52	200647	108146

A-4

Item No.	Computer Asset Tag No.	Monitor Asset Tag No.
53	200375	109178
54	200626	109488
55	200745	109135
56	200513	101082
57	200388	109205
58	200631	109913
59	200088	108372
60	200773	102474
61	200240	104882
62	201141	106751
63	201132	102446
64	201162	108341
65	201139	106725
66	200271	104637
67	200070	101099
68	200864	104868
69	200207	104867
70	200059	108388
71	200061	108300

A-5

Item No.	Computer Asset Tag No.	Monitor Asset Tag No.
72	202256	106746
73	201206	104862
74	202435	100470
75	200086	107468
76	200776	109413
77	200352	
78	201813	107486
79	200641	107520
80	200344	100671
81	203016	107162
83	200252	108394

(d) IVR Servers

Server	Model/Type	Serial No.
	8671	
	8671	
S. 15	8671	S. 15
	8671	
	8671	

(e) Cameras and Readers

Description	Model	No.
MICRO Film Camera	Kodak K6090269	3-1515
Reader	Kodak K3725984	3-1515
Reader	Minolta K41711063	3-1515
Reader	Minolta K6101587	3-1515

A-6

(f) Barcode Readers

Description	Serial No.
Bar code scanner	108084
Bar code scanner	108089
Bar code scanner	108090
Bar code scanner	108091
Bar code scanner	108088
Bar code scanner	108083
Bar code scanner	108082
Bar code scanner	108086
Bar code scanner	108093
Bar code scanner	108094
Bar code scanner	108085
Bar code scanner	108081
Bar code scanner	108083
Bar code scanner	108081
Bar code scanner	SZ430700
BMBol LS1006-1000	SA0036869
Bar code scanner	SA0036870
Ls1006-1011	SZ430776/TAG 108090

(g) Modems

Description	Asset Tag No.
Multitech 56k modem	101384
Multitech 56k modem	
Multitech 56k modem	
Multitech 56k modem	
Multitech 56k modem	
Multitech 56k modem	
Multitech 56k modem	
Multitech 56k modem	
Multitech 56k modem	
Multitech 56k modem	

(h) Furniture

Quantity	Description	Age
61	Particle board shelved bookcases (6'6H X 3'W X 19"D)	10-15 years

A-7

VDO_DOCS #1391889 v. 7

Quantity	Description	Age
35	6-Shelved Metal File Cabinets: 25 @ 36'''W X 13''D X 62¼''H 10 @ 24''W X 13''D X 62¼''H	10 – 12 years
5	Fiche Storage Cabinets (2'6'' W X 2'D X 4' H)	15 – 20 years
4	Claim Card Vertical Cabinets (2'W X 2'4''D X 4'4'' H)	15 – 20 years
26	Four drawer Vertical, Letter-Sized File Cabinets	15 – 20 years
4	Four drawer, non-locking Lateral File Cabinets	8 – 10 years
2	Five drawer, non-locking Lateral File Cabinets	8 – 10 years
5	Double sided filing cabinets (Rotary Arc file units) 70 shelves total (82.5''H X 40''W X 31''D)	3 @ 4 – 5 years 2 @ 6 – 8 years
21	4' laminate top desks with adjustable keyboard tray	8 – 10 years
2	Fax Machines NO ID 1st – Telecopier 7024 2nd – Pitney Bowes 9930	 12 years 6 years

30	Chairs:
	
	27 Full height back, adjustable arms, seat ht and angle, cloth upholstery/plastic arms; 5-pedestal; casters
	    - 1 fully adjustable Steelcase with arms, Leap Chair
	    - 24 fully adjustable Steelcase with arms, The Drive Chair
	    - 1 fully adjustable Springboard with arms
	    - 1 Obus Form Hi-back, fully adjustable with lumbar pillow
	
	3 basic steno chairs with arms
		4 – 5 years

16	Shelving Units (Metal) (7'H x 3'W x 1.16'D)	8 – 10 years

A-8

Quantity	Description	Age
2	Tables – laminate top (5'W x 2.5'D x 2.5'H)	8 – 10 years
1	Table – laminate top (3.75'W x 2.5'D x 2.5'H)	8 – 10 years
2	Flat deck dollies (2'W x 4'D)	8 – 10 years
1	Table – laminate top (1.67'D x 2.5'W x 2.5'H)	8 – 10 years
1	Cart (33'W x 2.13'D x 2.73'H)	8 – 10 years

PART II – ASSIGNED CONTRACTS

The Assigned Contracts listed in Schedule C.

PART III - ALLOCATION OF PURCHASE PRICE

IBM Equipment	$199,793
AFP Printers	$10,000
Personal Computers	$17,220
IVR Servers	$25,000
Camera and Readers	$250
Barcode Readers	$1050
Modems	$100
Furniture	$8,500
Other Assets	$1

$261,914

A-9

SCHEDULE B

Permitted Encumbrances

None.

SCHEDULE C

Assigned Contracts

1. License agreement in respect of Teleplan Vendor Billing Software and previous maintenance agreement number   S. 15   between Oslers Systems Management Inc. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services

2. Sortstream Software Agreement and previous Maintenance agreement   S. 15 between Group 1 Software Inc. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services

3. Agreement in respect of Current Procedural Terminology (CPT) between American Medical Association and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services

4. International Passport Advantage Agreement, Agreement number   S. 15   between IBM Canada Ltd. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services in respect of IBM Websphere Voice Response software for Windows NT

5. Agreement in respect of CA Repository between Computer Associates Canada Ltd. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services in respect of MVS programs

C-1

SCHEDULE D

Third Party Consents

1. Consent and release letter between Oslers Systems Management Inc. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services

2. Consent and release letter between Group 1 Software Inc. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services

3. Consent and release letter between American Medical Association and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services

4. Assignment to Outsourcer of IBM International Passport Advantage Agreement between IBM Canada Ltd., Her Majesty the Queen in Right of the Province of British Columbia and MAXIMUS Prime

5. Consent and release letter between Computer Associates Canada Ltd. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services

D-1

SCHEDULE E

Bill of Sale

THIS BILL OF SALE dated the ● day of ●, ●

BY:

> **HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA**
>
> (the "Vendor")

IN FAVOUR OF:

> **MAXIMUS BC HEALTH, INC.**, a company incorporated under the laws of the Province of British Columbia
>
> (the "Purchaser")

WITNESSES THAT WHEREAS:

A.   The Vendor and the Purchaser have entered into an asset conveyance agreement (the "Asset Conveyance Agreement") dated as of the 31st day of March, 2005, the Vendor has agreed to sell to the Purchaser the Assets; and

B.   Capitalized terms used but otherwise defined herein shall have the meanings ascribed to such terms in the Asset Conveyance Agreement.

NOW THEREFORE for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Vendor, the Vendor hereby sells, assigns, transfers, conveys and sets over to the Purchaser absolutely the Assets, as listed in Exhibit 1 attached hereto, and all of the right, title and interest of the Vendor in and to such Assets in accordance with and subject to the terms and conditions of the Asset Conveyance Agreement.

This Bill of Sale may be executed in several counterparts, each of which shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the undersigned are not signatories to the original or the same counterpart.

E-1

IN WITNESS WHEREOF the Vendor has executed this Bill of Sale as of the day and year first above written.

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

By: _____

David Woodward,
Deputy Minister, Strategic Initiatives and Corporate Services, Ministry of Health Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Minister of Management Services, with respect to the Assets listed in section ● of Exhibit 1

By: _____

Art Fee,
Director, Asset Investment Recovery and Distribution Centre, Ministry of Management Services

E-2

SCHEDULE F

Fee Deduction Schedule

The total Purchase Price will be credited against Fees shown on the last invoice issued by the Service Provider to the Province in respect of the Transition Fees and reflected in such invoice.

F-1

SCHEDULE G

PROVINCE SUBLICENSED SOFTWARE

1.   The Province Sublicensed Software is exclusively comprised of the following software:

(a)   Oracle License: S. 15

        S. 15

        S. 15   :overed by the License Agreement, as such term is defined in the
        Memorandum of Agreement (Outsourcing) among Oracle Corporation Canada
        Inc., Her Majesty the Queen in Right of the Province of British Columbia, as
        represented by the Minister of Management Services and the Service Provider.

(b)   COGNOS License: S. 15   oftware covered
        by the Software License Agreement between Cognos, Incorporated and Her
        Majesty the Queen in Right of the Province of British Columbia, as represented
        by the Minister of Management Services.

(c)   Microsoft License: The MS Office standard and pro suites covered by Microsoft
        Select Agreement number   S. 15   lated effective July 29, 2004 between the
        Her Majesty the Queen in Right of the Province of British Columbia, as
        represented by the Minister of Management Services and the Microsoft Licensing,
        GP, as amended by Agreement – Amendment 1 dated effective July 29, 2004
        between the same parties.

(d)   Test Director License: The Test Director program covered by the license
        agreement between Mercury Interactive Corporation and Her Majesty the Queen
        in Right of the Province of British Columbia.

(e)   Infodirect License: The web site address search data products covered by the
        license agreement between the Cornerstone Group of Companies Limited and Her
        Majesty the Queen in Right of the Province of British Columbia, as represented
        by the Minister of Health Service.

(f)   Micro Focus License: The products covered by the agreement between Micro
        Focus (Canada) Ltd. and Her Majesty the Queen in Right of the Province of
        British Columbia, as represented by the Minister of Health Service.

(g)   Quest License: The   S. 15   ioftware and related documentation covered by the
        Software License Agreement entered into between Her Majesty The Queen in
        Right of the Province of British Columbia, represented by the Minister of Health
        Services and Quest Software, Inc.

(h)   Harvest License: The   S. 15   including
                                      S. 15   overed by
        the License Agreemen   S. 15   between Computer Associates Canada Ltd.

G-1

and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services, as amended from time to time.

(i) First Databank License   S. 15   Agreement entered into as of December 15, 1993 between First Databank and Province of British Columbia Ministry of Health and Ministry Responsible for Seniors, as renewed and amended from time to time, in respect of the use of the International Drug Data   S. 15   in drug product data dependent applications.

(j) Systems Xcellence License: The   S. 15
     S. 15   programs covered by the Software License Agreement made as of May 1, 1997 between Systems Xcellence Inc. and Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Health Services, as amended from time to time.

2. The monthly amount of the Maintenance Credit shall be calculated by totalling the amounts calculated using the methodology for each Province Sublicensed Software set out in the table below. The Parties acknowledge and agree the methodology for determining the Maintenance Credits for the Province Sublicensed Software marked "TBD" will be determined and agreed to by the Parties within 30 days after the Hand-Over Date.

Province Sublicensed Software	Maintenance Credit
Oracle License	(((full CITS fees charged to the Province for this license)/12)/(the aggregated total number of employees using Oracle database)) x (number of Service Provider personnel using the license)
Cognos License	TBD
Microsoft License	N/A*
Test Director License	($33,898/12) x (21/44)
Infodirect License	($33,600/12) x (125/150)
Micro Focus License	$20,642/12
Quest License	$1890/12
Harvest License	($41,563/12) x (21/25)
First Databank License	TBD

G-2

Province Sublicensed Software	Maintenance Credit
Systems Xcellence License	TBD

*The Parties agree that the Service Provider will be responsible for obtaining its own support services from Microsoft.

3. The monthly amount of the Software Rental Credit shall be calculated by totalling the amounts calculated using the methodology for each Province Sublicensed Software set out in the table below. The Parties acknowledge and agree the methodology for determining the Software Rental Credits for the Province Sublicensed Software marked "TBD" will be determined and agreed to by the Parties within 30 days after the Hand-Over Date.

Province Sublicensed Software	Software Rental Credit
Oracle License	N/A**
Cognos License	N/A**
Microsoft License	TBD
Test Director License	TBD
Infodirect License	TBD
Micro Focus License	TBD
Quest License	TBD
Harvest License	TBD
First Databank License	TBD
Systems Xcellence License	TBD

** No amount in respect of this license is to be added to the Software Rental Credit.

G-3

EMPLOYEE TRANSFER AGREEMENT

between

MAXIMUS BC HEALTH INC.

MAXIMUS BC HEALTH BENEFIT OPERATIONS, INC.

MAXIMUS CANADA INC.

MAXIMUS, INC.

and

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

as of

●

TABLE OF CONTENTS

ii

VDO_DOCS #1321980 v. 15

EMPLOYEE TRANSFER AGREEMENT

This Employee Transfer Agreement (this "Agreement") is entered into as of ●, ● (the **"Effective Date"**), between MAXIMUS BC Health Inc. (**"MAXIMUS Prime"**), a company organized under the laws of British Columbia, MAXIMUS BC Health Benefit Operations, Inc., a corporation incorporated under the laws of British Columbia (**"MAXIMUS Sub"**, and collectively with MAXIMUS Prime, the **"Service Provider"**), MAXIMUS Canada Inc., a corporation incorporated under the laws of Nova Scotia (**"MAXIMUS Canada"**), MAXIMUS, Inc., a corporation incorporated under the laws of the State of Virginia (**"MAXIMUS US"**) and Her Majesty the Queen in Right of the Province of British Columbia as represented by the Minister of Health Services (the **"Province"**). MAXIMUS Prime, MAXIMUS Sub, MAXIMUS Canada, MAXIMUS US and the Province are sometimes referred to herein individually as a **"Party"**, and collectively as the **"Parties"**.

RECITALS:

A.   The Province through the Ministry of Health Services administers and delivers certain health business services;

B.   The Province issued a Joint Solution Request for Proposal (JSRFP) dated July 29, 2003 pursuant to which it sought a service provider to provide, develop and implement certain health business services in connection with the Province's Medical Services Plan (MSP) and Pharmacare programs and has entered into a business arrangement pursuant to the Master Services Agreement and Asset Conveyance Agreement with the Service Provider by which the Service Provider will acquire certain assets from the Province and perform, develop and implement for the Province and its customers and stakeholders such services during the term of the Master Services Agreement;

C.   The Service Provider has agreed to employ, on an indefinite basis, certain current Employees of the Province employed in connection with the Health Benefits Operations of the Ministry of Health Services of the Province on the terms and conditions set forth in this Agreement; and

D.   This Agreement is intended to facilitate and govern the employment of the Employees by the Service Provider.

NOW THEREFORE in consideration of the foregoing and the mutual covenants and agreements contained herein, the parties hereto agree as follows:

<div align="center">

ARTICLE 1
INTERPRETATION

</div>

1.1   Definitions

Unless otherwise provided herein, capitalized terms will have the meanings given to those terms in the Master Services Agreement. The following capitalized terms used in this Agreement will have the meanings specified below:

<div align="center">3</div>

"Accrued Pre-1978 Sick Bank" means sick leave credits accrued and owing to Transferring Employees who were employed by the Province prior to 1978, the number of days/hours and the dollar value of which will be set out in Schedule 2 for each Transferring Employee, which Schedule 2 will be delivered to the Service Provider by the Province no less than 30 days prior to the Hand-Over Date, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

"Auxiliary Employees" means Union Employees and Excluded Employees who are employed for work which is not of a continuous nature such as: (i) seasonal positions; (ii) positions created to carry out special projects or work which is not continuous; (iii) temporary positions created to cover employees on vacation, short term disability leave, education leave, compassionate leave, or other leave; and (iv) temporary positions created by special programs such as the summer student employment program, winter works programs for the unemployed, emergencies such as floods or other special temporary programs.

"Collective Agreement" means the collective agreement between the Province and the Union dated May 23, 2001 with a term from May 23, 2001 to March 31, 2004 and the Extension Agreement between the Province and the Union dated December 21, 2003 which extends the collective agreement for a further two years to March 31, 2006.

"Consolidated Terms and Conditions" means the terms and conditions of employment to which Excluded Employees are subject to immediately prior to the Hand-Over Date.

"Employee Debts" means loans for travel, overpayment of remuneration or benefits of any kind, overdrawn employee benefit entitlements, outstanding credit card purchases and advances, and petty cash, education, payroll and any other advances or loans extended by the Province to Transferring Employees, which for each Transferring Employee will be listed in Schedule 7, which Schedule 7 will be delivered to the Service Provider by the Province no less than 30 days prior to the Hand-Over Date, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

"Employees" means those persons who are employed by the Province directly in connection with its Health Benefits Operations, as reasonably determined by the Province.

"**Employee Transition Assistance Fund**" means the fund set up by the Province in accordance with Article 6, which is intended to offset severance costs incurred during the first and second Contract Year by the Service Provider due to anticipated productivity gains, from which the Province may reimburse the Service Provider for Post-Transfer Severance Costs incurred by the Service Provider.

"Employment Date" means the date on which a Transferring Employee commences employment with the Service Provider, which will be the Hand-Over Date or, for Non-Active Employees and Leave Employees, such later date as determined in accordance with this Agreement.

"Excluded Employees" means those Employees of the Province who are employed in connection with its Health Benefits Operations who are not Union Employees.

"Leave Employees" means collectively Leave Excluded Employees and Leave Union Employees.

"Leave Excluded Employees" means those Excluded Employees who are absent on an approved leave on the Hand-Over Date, but does not include Non-Active Employees.

"Leave Union Employees" means those Union Employees who are absent on an approved leave on the Hand-Over Date, but does not include Non-Active Employees.

"Master Services Agreement" means the Master Services Agreement entered into as of November 4, 2004 between the Province and the Service Provider, MAXIMUS Canada, and MAXIMUS US.

"Non-Active Employee" means collectively both Non-Active Excluded Employees and Non-Active Union Employees.

"Non-Active Excluded Employee" means an Excluded Employee who, prior to and on the Hand-Over Date, is absent from work on an approved leave of absence for medical reasons and who is in receipt of sick leave or other disability benefits.

"Non-Active Union Employee" means a Union Employee who, prior to and on the Hand-Over Date, is absent from work on an approved leave of absence for medical reasons and who is in receipt of sick leave or other disability benefits.

"Non-Transferring Employees" means both the Non-Transferring Excluded Employees and the Non-Transferring Union Employees.

"Non-Transferring Excluded Employees" means those Excluded Employees who refuse offers of employment by the Service Provider made pursuant to Section 2.2.

"Non-Transferring Union Employees" means those Union Employees who elect pursuant to the provisions of Section 2.3 to not transfer to the Service Provider.

"**Post-Transfer Severance Costs**" means the proportionate contribution of the Province for severance pay paid by the Service Provider to a Transferring Union Employee in respect of termination of employment on a without cause basis of such Transferring Union Employee within the first or second Contract Year, as a result of productivity gains, in accordance with the provisions of Article 6. The proportionate contribution of the Province will be determined by (i) multiplying the amount of severance pay paid to the Transferring Employee by the total number of years of continuous employment of such Transferring Employee with the Province immediately prior to the Hand-Over Date, and then (ii) dividing the figure calculated in (i), immediately above, by the total number of years of continuous employment with both the Province (years of service prior to the Hand-Over Date) and the Service Provider (years of service from the Hand-Over Date to the date of termination).

"Province Benefit Plans" means the employee benefit plans provided by the Province to some or all of the Employees, as listed in Schedule 1.

"Province Time Bank" means in respect of the Transferring Employees, the accrued vacation and the accrued overtime owing to the Transferring Employees, the number of days/hours and the dollar value of which will be set out in Schedule 2 for each Transferring Employee, which Schedule 2 will be delivered to the Service Provider by the Province no less than 30 days prior to the

5

Hand-Over Date, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

    "Retirement Allowance Entitlement" means, in respect of Union Employees who have completed at least 20 years of continuous service with the Province prior to the Hand-Over Date and who are entitled to a superannuation allowance upon retirement pursuant to the Public Service Pension Plan Rules, the length of service payment to which such Union Employees are entitled to pursuant to Article 27.18 of the Collective Agreement and, in respect of Excluded Employees who have completed at least 20 years of continuous service with the Province prior to the Hand-Over Date and who are entitled to a superannuation allowance upon retirement pursuant to the *Pension (Public Service) Act*, the allowances to which such Excluded Employees are entitled pursuant to Section 58 of the Consolidated Terms and Conditions for Excluded Employees.

    "Retirement Allowance Costs" means the proportionate contribution of the Province for a Retirement Allowance Entitlement paid by the Service Provider to a Transferring Employee prior to the expiry of the Initial Term. The proportionate contribution of the Province will be determined by (i) multiplying the amount of Retirement Allowance Entitlement paid to the Transferring Employee by the total number of years of continuous employment of such Transferring Employee with the Province immediately prior to the Hand-Over Date, and then (ii) dividing the figure calculated in (i), immediately above, by the total number of years of continuous employment with both the Province (years of service prior to the Hand-Over Date) and the Service Provider (years of service from the Hand-Over Date to the date of termination).

    "Service Provider Benefit Plans" means the benefit plans established by the Service Provider in accordance with Section 3.1.

    "Substituting Transferring Employees" means those Transferring Employees who as of the Hand Over Date are substituting in a position other than their base position, and such Substituting Transferring Employees will be designated by an "S" next to their names in Schedule 3, which will also include their base position, substituting position, the date such substitution began and the intended date or terms under which it will end, if known, which Schedule 3 will be delivered to the Service Provider by the Province no less than 30 days prior to the Hand-Over Date, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

    "Transferring Employees" means those Union Employees of the Province who elect to accept continued employment with the Service Provider as of the Hand-Over Date or a subsequent Employment Date, as applicable, and those Excluded Employees of the Province who accept offers of employment made by the Service Provider pursuant to Article 2.

    "Union" means the British Columbia Government and Service Employees' Union which is certified to represent as bargaining agent certain employees of the Province.

    "Union Employees" means those Employees employed pursuant to the Collective Agreement.

VDO_DOCS #1321980 v. 15

ARTICLE 2
TRANSFER OF EMPLOYEES

2.1   Transfer of Employees

The Parties will co-operate to affect an orderly transfer of employment of the Transferring Employees and, with respect to the transfer of Union Employees, will comply with the terms of the Collective Agreement. The Service Provider will co-operate with the Province to ensure that each Transferring Employee has entered into a confidentiality agreement with the Province, in such form and on such terms as the Province may require, prior to the Employment Date.

2.2   Offers of Employment to Excluded Employees

No less than 60 days prior to the Hand-Over Date, the Province, on behalf of the Service Provider, will deliver offers of employment by the Service Provider, effective as of the Hand-Over Date, to each Excluded Employee, which offers will be fully in accordance with the terms and conditions set out in this Agreement and will be conditional such that if the Master Services Agreement is terminated for any reason prior to the Hand-Over Date, the offers of employment become void and of no effect. No less than 30 days prior to the Hand-Over Date, the Province will provide to the Service Provider written notification of the names of the Transferring Excluded Employees, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

2.3   Election of Transfer by Union Employees

No less than 60 days prior to the Hand-Over Date, the Province will deliver to the Union Employees notice in accordance with Section 54 of the *Labour Relations Code* and any relevant terms of the Collective Agreement notifying each such Union Employee that his or her employment is to be continued with the Service Provider effective as of the Hand-Over Date, in accordance with the provisions of the Collective Agreement, and require each Union Employee to confirm whether he or she will accept continued employment with the Service Provider. The Province, on behalf of the Service Provider, will deliver notice of employment by the Service Provider, effective as of the Hand-Over Date, to each Union Employee, which notice will communicate the continuation of employment with the Service Provider in accordance with the terms and conditions set out in this Agreement and will be conditional such that if the Master Services Agreement is terminated for any reason prior to the Hand-Over Date, the employment of the Union Employees will remain with the Province. No less than 30 days prior to the Hand-Over Date, the Province will provide to the Service Provider written notification of the names of the Transferring Union Employees, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

2.4   Employment of Transferring Excluded Employees

Effective as of the Hand-Over Date, or in respect of Non-Active Excluded Employees and Leave Excluded Employees on the applicable Employment Date, the Service Provider will employ all Excluded Employees who have accepted conditional offers of employment by the Service Provider, in accordance with the provisions of this Agreement.

7

2.5   Employment of Transferring Union Employees

Effective as of the Hand-Over Date, or in respect of Non-Active Union Employees and Leave Union Employees on the applicable Employment Date, the Service Provider will employ all Transferring Union Employees and the Service Provider will become a successor to the Province in respect of and be bound by the Collective Agreement, and will become the successor employer of such Transferring Union Employees.

2.6   Leave Employees

The Service Provider will employ all Leave Employees as follows:

    (a)   the Service Provider will offer employment to Leave Excluded Employees in accordance with the provisions of this Agreement, except that each such Leave Excluded Employee will continue to be employed by the Province until the last day of the approved leave, at which time the Leave Excluded Employee will commence employment with the Service Provider; and

    (b)   the Service Provider will continue the employment of the Leave Union Employees in accordance with the provisions of this Agreement, except that each such Leave Union Employee will continue to be employed by the Province until the last day of the approved leave and will transfer employment to and become employed by the Service Provider;

and the Employment Date, for all purposes, for those Leave Employees who accept employment with the Service Provider will be the date on which they return from their approved leave. The Province will give notice to the Service Provider upon receipt of notice from a Leave Employee that such Leave Employee will return to work on a certain date, and the Service Provider will promptly facilitate the Leave Employee's return to work and will otherwise wholly and promptly meet its obligations to provide employment to each Leave Employee. Leave Employees will be listed in Schedule 4, which Schedule 4 will be delivered to the Service Provider by the Province no less than 30 days prior to the Hand-Over Date, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

2.7   Non-Active Employees

The Service Provider will employ all Non-Active Employees who the Province reasonably expects to return to work within three years of the Hand-Over Date, as follows:

    (a)   the Service Provider will offer employment to Non-Active Excluded Employees in accordance with the provisions of this Agreement, except that each such Non-Active Excluded Employee will continue to be employed by the Province until deemed fit to return to work, at which time such Non-Active Excluded Employee will commence employment with the Service Provider; and

    (b)   the Service Provider will continue the employment of the Non-Active Union Employees in accordance with the provisions of this Agreement, except that each such Non-Active Union Employee will continue to be employed by the Province until

deemed fit to return to work, at which time he or she will transfer employment to and become employed by the Service Provider;

and the Employment Date, for all purposes, for those Non-Active Employees who accept employment with the Service Provider will be the date on which they return from their medical leave. The Province or the Non-Active Employee will give notice to the Service Provider that such Non-Active Employee will be fit to return to work on a certain date, and the Service Provider will facilitate the Non-Active Employee's return to work, including necessary accommodations, and will otherwise wholly and promptly meet its obligations to provide employment to each Non-Active Employee. Non-Active Employees will be listed in Schedule 5, which Schedule 5 will be delivered to the Service Provider by the Province no less than 30 days prior to the Hand-Over Date, subject to further amendments by the Province up to 60 days after the Hand-Over Date.

Non-Active Employees who are not expected to return to work within three years of the Hand-Over Date will remain employees of the Province and will not receive offers of employment from the Service Provider.

2.8   Continued Employment

The Service Provider will employ the Transferring Employees from the Hand-Over Date, or in respect of Non-Active Employees and Leave Employees from the applicable Employment Dates, on substantially the same terms and conditions of employment as in effect in their employment with the Province on the date prior to the applicable Employment Date, including, without limitation:

(a)   a position with substantially similar duties and responsibilities;

(b)   the same base rate of pay or salary, as applicable;

(c)   recognition of past service with the Province and its predecessors, for all purposes including but not limited to notice of termination of employment or pay in lieu, severance calculations, participation in Retirement Allowance Plans, vacation entitlement and pay and statutory holiday entitlement and pay;

(d)   participation in a benefit plan in accordance with the provisions of Article 3;

(e)   participation in a substantially similar Retirement Allowance Plan; and

(f)   participation in a pension plan in accordance with the provisions of Article 4.

2.9   Substituting Transferring Employees

In respect of Substituting Transferring Employees, the Service Provider will offer employment in the substituting position on the same terms and conditions as such Employee was appointed to the substituting position, including without limitation the same rights to return to the Transferring Employee's base position.

2.10   Auxiliary Employees

In respect of any Transferring Employees who are Auxiliary Employees, the Service Provider will offer employment for a period at least equal to the balance of the term of the Auxiliary Employee's

9

current employment. All such Auxiliary Employees will be designated by a "L" or a "M" in Schedule 3 and Schedule 3 will include the start and end dates of the current term for each such Auxiliary Employee.

2.11   Transfer of Employee Data

In respect of each Transferring Employee, the Province will provide to the Service Provider within 60 days after the Hand-Over Date:

(a)   a summary sheet which includes for each Transferring Employee his or her name, date of hire, seniority date (where applicable), current salary or wage rate, and current position; and

(b)   a copy of any letter, memorandum or agreement which is of continuing effect with respect to the terms and conditions of employment of a Transferring Employee.

2.12   Schedules

Schedules containing employee personal information for Transferring Employees will be delivered to the Service Provider by the Province as soon as reasonably possible after the Province has determined the identity of all of the Transferring Employees.

After delivery of the Schedules to the Service Provider, the Province reserves the right to revise, amend and add to the Schedules up to 60 days after the Hand-Over Date. During the interim period between the delivery of the Schedules and the Hand-Over Date, the Province will provide to the Service Provider updated versions of Schedule 3, Schedule 4 and Schedule 5 within a reasonable time of any request by the Service Provider. No later than 60 days after the Hand-Over Date, the Province will provide to the Service Provider a final version of Schedule 2, Schedule 3, Schedule 4, Schedule 5 and Schedule 7.

2.13   Additional Employees

The Service Provider agrees that the obligations set out in this Agreement apply to any Employees of the Province as of the Hand-Over Date, including but not limited to any employees hired or engaged by the Province in the ordinary course of business between the date of execution of this Agreement and the Hand-Over Date who work in connection with the Health Benefits Operations of the Ministry of Health Services of the Province. If such additional employees are hired or identified by the Province after the process in Sections 2.2 and 2.3 has been completed, upon notification by the Province, the Service Provider will take all necessary steps to employ such employees upon the Hand-Over Date in accordance with the provisions of this Agreement.

2.14   **Updated Transfer Information**

The Province and the Service Provider will each provide to the other, within reasonable time of request, updated information regarding the transfer status of Employees, including Leave Employees, Non-Active Employees and any additional employees hired pursuant to Section 2.13.

2.15   Certain Province Employee Liabilities

The Province will be responsible for and the Service Provider does not assume liability in respect of:

10

(a)   salary, wages, bonuses, and other compensation relating to the employment of each Transferring Employee prior to the Employment Date for each such Transferring Employee;

(b)   non-pension employee benefits pursuant to Section 3.2 relating to the employment of Transferring Employees prior to the Employment Date for each such Transferring Employee, except that the liability of the Province in respect of the Province Time Bank will be limited to the amount established in Schedule 2;

(c)   pay in lieu of notice and other severance payments and costs related to Non-Transferring Employees; and

(d)   the interpretation, application or administration of the Collective Agreement prior to the Hand-Over Date.

2.16   Certain Service Provider Employee Liabilities

The Service Provider will assume and be responsible for, and will indemnify and save the Province harmless from and against, all liability, however arising, in respect of or in any way related to:

(a)   salary, wages, bonuses, and other compensation relating to the employment of each Transferring Employee from and after the Employment Date for each such Transferring Employee;

(b)   non-pension employee benefits relating to the employment of Transferring Employees from and after the Employment Date for each such Transferring Employee;

(c)   the Service Provider Benefit Plans;

(d)   pay in lieu of notice and other severance payments and costs related to Transferring Employees, except to the extent that the Province is obligated to provide reimbursement pursuant to Article 6; and

(e)   in respect of the Transferring Union Employees, the interpretation, application or administration of the Collective Agreement from and after the Hand-Over Date.

ARTICLE 3
NON-PENSION BENEFITS

3.1   Benefit Plans

Effective as of the Hand-Over Date, the Service Provider will establish employee benefit plans (the "**Service Provider Benefit Plans**") which are comparable in nature and scope to the Province Benefit Plans as at the date immediately prior to the Hand-Over Date, including but not limited to, eligibility criteria, coverage, coverage maximums, deductibles and employee premium levels. From and after the Employment Date, in respect of each Transferring Employees, each such Transferring Employee will cease to receive employee benefit coverage under the Province Benefit Plans and will immediately commence to receive employee benefit coverage under the Service Provider Benefit Plans.

11

3.2   Accrued Benefits

Effective as of the Hand-Over Date, the Service Provider will recognize and honour the Province Time Bank in respect of each Transferring Employee as set out in Schedule 2. Within 90 days of the Hand-Over Date, the Province will pay to the Service Provider, in trust for the Transferring Employees, the lump sum amount reflected in the final version of Schedule 2 delivered to the Service Provider to be used by the Service Provider to pay for accrued vacation and overtime pay drawn by the Transferring Employees from the Province Time Bank.

3.3   Accrued Pre-1978 Sick Bank

Effective as of the Hand-Over Date, the Service Provider will recognize and honour the Accrued Pre-1978 Sick Bank in respect of each Transferring Employee, as set out in Schedule 2, pursuant to the applicable terms and conditions contained in the Consolidated Terms and Conditions for Excluded Employees and the Collective Agreement. Provided that the Service Provider pays to a Transferring Employee the amount of his or her Accrued Pre-1978 Sick Bank during the Initial Term of the Master Services Agreement, the Service Provider may, by written notification to the Province, request reimbursement by the Province of the amount of the Accrued Pre-1978 Sick Bank paid in respect of such Transferring Employee, such notification to include the name of the Transferring Employee, the nature and amount of the payment, the remaining balance, and proof of payment. Within 45 days of the receipt of such notification, the Province will reimburse the Service Provider for all such reimbursement requests delivered to the Province by the Service Provider during the Initial Term provided that:

(a)   the payment was made by the Service Provider during the Initial Term in accordance with the applicable terms and conditions contained in the Consolidated Terms and Conditions for Excluded Employees and the Collective Agreement;

(b)   the reimbursement request is delivered by the Service Provider to the Province in a form acceptable to the Province with adequate supporting documentation;

(c)   in no event will the Province reimburse any amount in excess of the Accrued Pre-1978 Sick Bank amount in respect of each Transferring Employee; and

(d)   all calculations for reimbursement will be determined using the Transferring Employee's applicable wage rate immediately prior to the Hand-Over Date or, where the Employee's entitlement is based on historical earnings or wage rates, such applicable figures.

3.4   Transferring Employees' Debt to the Province

As a term of employment, the Province has extended to Transferring Employees the Employee Debts which will be listed in Schedule 7. Effective as of the Hand-Over Date, the Province will assign to the Service Provider the right to collect such Employee Debts from the Transferring Employees in accordance with the terms and conditions of such loan or advance, and the Service Provider will cooperate with the Province in collecting and remitting such Employee Debts to the Province.

12

ARTICLE 4
PENSION

4.1   Application for Approval

As a condition of the Master Services Agreement, the Service Provider will apply and be accepted by the Public Service Pension Board of Trustees as a participating employer in the Public Service Pension Plan.

4.2   Participation in Pension Plan

From and after the Employment Date in respect of each Transferring Employee, the Service Provider will contribute such amount to the Public Service Pension Plan as is required to fund benefits for each such Transferring Employee.

4.3   Indemnity to the Province for Pension Plan

The Service Provider will assume and be responsible for and will indemnify and save harmless the Province from and against all liabilities for pension related to the employment of the Transferring Employees.

ARTICLE 5
RETIREMENT ALLOWANCES

5.1   Reimbursement of Retirement Allowance Costs

In the event a Transferring Employee is eligible to receive a Retirement Allowance Entitlement and elects to trigger such Retirement Allowance Entitlement during the Initial Term, the Service Provider may seek reimbursement from the Province by giving written notice to the Province, not less than 30 days in advance of the payment of such Retirement Allowance Entitlement. Such notice will include the name of the Transferring Employee who has elected to receive a Retirement Allowance Entitlement, the amount of the Retirement Allowance Entitlement, the amount of the Retirement Allowance Cost, the number of years of employment with the Province and the number of years of employment with the Service Provider. The amount of the Retirement Allowance Entitlement and the Retirement Allowance Cost are subject to the review of the Province. If the Province does not agree with such amounts, the Province will forthwith notify the Service Provider, and the Service Provider will then consult with the Province to establish a mutually agreeable Retirement Allowance Cost. Upon payment of the Retirement Allowance Entitlement to the Transferring Employee by the Service Provider, the Service Provider will deliver a reimbursement request to the Province for the reimbursement of the Retirement Allowance Cost. Within 45 days of the receipt of such reimbursement request during the Initial Term, the Province will reimburse the Service Provider for the Retirement Allowance Cost paid to an eligible Transferring Employee provided that:

(a)   the amount of the Retirement Allowance Cost was reviewed and agreed to by the Province in accordance with this Section 5.1;

(b)   the Transferring Employee elects and was paid the Retirement Allowance Entitlement by the Service Provider within the Initial Term;

13

(c)   the Service Provider has provided evidence as may be reasonably required by the Province as to such election and of the payment of the approved Retirement Allowance Entitlement to such Transferring Employee; and

(d)   the Service Provider has provided to the Province an originally signed release from such Transferring Employee releasing all liabilities and obligations of the Province to such Transferring Employee as a predecessor employer, in such form and on such terms as the Province may reasonably require.

ARTICLE 6
TRANSITION ASSISTANCE FUND

6.1   Transition Assistance to the Service Provider

The Province will establish an Employee Transition Assistance Fund from which it will reimburse the Service Provider in accordance with the terms of this Article the Post-Transfer Severance Costs which may be incurred by the Service Provider during the first or second Contract Year of the Master Services Agreement. The Province agrees to make available $500,000 for the Employee Transition Assistance Fund, which amount will be prorated to reflect the percentage of the Union Employees who elect to continue employment with the Service Provider.

6.2   Reimbursement of Post-Transfer Severance Costs

In the event that the Service Provider intends to terminate the employment of a Transferring Union Employee without cause within the first or second Contract Year and to seek reimbursement from the Province of the Post-Transfer Severance Costs in respect of such Transferring Union Employee, the Service Provider will deliver written notice to the Province not less than 15 days in advance of the intended date of termination. Such notice will include the name of the Transferring Union Employee whose employment will be terminated by the Service Provider, the proposed amount of severance, the number of years of employment with the Province and the number of years of employment with the Service Provider. The amount of the proposed severance is subject to the review of the Province. If the Province does not agree with such amount, the Province will forthwith notify the Service Provider and the Service Provider will then consult with the Province and propose an alternate amount of severance acceptable to the Province, acting reasonably.

Upon payment of the Post-Transfer Severance Costs to the Transferring Union Employee by the Service Provider, the Service Provider will deliver a reimbursement request to the Province for reimbursement of the Post-Transfer Severance Costs from the Employee Transition Assistance Fund within the first or second Contract Year. Within 45 days of the receipt of such reimbursement request, the Province will reimburse the Service Provider for the Post-Transfer Severance Costs paid to an eligible Transferring Union Employee provided that:

(a)   the amount of severance pay was reviewed and agreed to by the Province in accordance with this Section 6.2;

(b)   the Service Provider has terminated the employment of such Transferring Union Employee without cause due to productivity gains and has paid the agreed amount of severance pay to such Transferring Union Employee within the first or second Contract Year;

14

(c)   the Service Provider has provided evidence as may be reasonably required by the Province as to such termination and of the payment of the approved amount of severance to such terminated Transferring Union Employee;

(d)   the Service Provider has provided to the Province an originally signed release from such terminated Transferring Union Employee releasing all liabilities and obligations of the Province to such terminated Transferring Union Employee as a predecessor employer, in such form and on such terms as the Province may reasonably require; and

(e)   there is a sufficient balance of funds remaining in the Employee Transition Assistance Fund.

6.3   Additional Reimbursement Terms

If the balance of the Employee Transition Assistance Fund is less than the amount of the Post-Transfer Severance Costs for which the Service Provider is seeking reimbursement, the Province will pay only the balance of the Employee Transition Assistance Fund to the Service Provider and the Province will not be obligated to provide further funds to pay the shortfall. If at any time the balance in the Employee Transition Assistance Fund is zero, the Province will have no further obligations under this Article 6, and this Article 6 will cease to have further force or effect.

For greater certainty, the Province will not be required to maintain the Employee Transition Assistance Fund as a separate fund apart from the other assets and funds of the Province.

For greater certainty, a Transferring Employee who has ceased to be employed by the Service Provider for any reason on or after the Hand-Over Date will cease to be a Transferring Employee for the purposes of this Article 6, notwithstanding that such employee may be subsequently re-employed by the Service Provider.

On the date immediately after the second anniversary of the Hand-Over Date, the rights of the Service Provider to reimbursement from the Employee Transition Assistance Fund will cease and end (except in respect of claims for reimbursement made prior to such date but not yet reimbursed to the Service Provider), and this Article 6 will cease to have further force or effect.

6.4   Effect of Termination of the Master Services Agreement

In the event the Master Services Agreement is terminated within the first or second Contract Year as a result of the exercise of the right of the Province to terminate for convenience pursuant to Section 21.5 of the Master Services Agreement, the Service Provider will be entitled to claim reimbursement from the Province for any and all Post-Transfer Severance Costs incurred as a result of the termination of the Master Services Agreement in accordance with this Article 6, subject to reasonable and cooperative efforts by the Parties to mitigate any and all resulting severance pay liability and further subject to the limits of the Employee Transition Assistance Fund.

In the event the Master Services Agreement is otherwise terminated, the rights of the Service Provider to reimbursement from the Employee Transition Assistance Fund will cease and end (except in respect of claims for reimbursement made prior to the date of termination of the Master Services

15

Agreement and in accordance with this Article 6 but not yet reimbursed to the Service Provider), and this Article 6 will cease to have further force or effect.

In any event of termination of the Master Services Agreement, at the Province's option, the Service Provider will authorize and facilitate the hiring by the Province, or by a third party with the approval of the Province, of any and all of the employees of the Service Provider who are engaged in providing services pursuant to the Master Services Agreement.

6.5   Mitigation

The Service Provider has a duty to mitigate Post-Transfer Severance Costs by taking appropriate and commercially reasonable actions to reduce or limit the amount of such costs, including, but not limited to, providing working notice, terminating the employment of employees hired by the Service Provider before terminating the employment of Transferring Employees, terminating the employment of Auxiliary Employees before terminating the employment of non-Auxiliary Transferring Employees and, where terminating the employment of Transferring Employees, terminating their employment in reverse order of seniority.

ARTICLE 7
NON-TRANSFERRING EMPLOYEES

7.1   Repayment of Severance or Early Retirement

In the 24 month period following the Hand-Over Date, the Service Provider will not employ or engage any Non-Transferring Employee who was formerly employed by the Province without first advising the Province and making arrangements satisfactory to the Province for the repayment of severance, voluntary departure or early retirement benefits received by such Non-Transferring Employee.

ARTICLE 8
INDEMNITIES

8.1   Indemnity by Service Provider, MAXIMUS Canada and MAXIMUS US

The Service Provider and MAXIMUS Canada and MAXIMUS US will jointly and severally indemnify and save harmless the Province and its directors, officers, employees, advisors, agents and representatives to the fullest extent permitted by law, from and against any and all Losses suffered or incurred by any of them arising or alleged to arise:

(a)   from the default of, or a breach by, the Service Provider in the performance of its obligations under this Agreement;

(b)   from any inaccuracy in any material respect of any representation or warranty made by the Service Provider hereunder;

(c)   from the failure of the Service Provider to comply with all Applicable Laws in connection with its obligations hereunder;

(d)   from any Claim asserted against the Province by any employee of the Service Provider, including the Transferring Employees, other than those Claims arising in

16

connection with any employment benefits or entitlements owing to any Transferring Employee up to and until the Employment Date of such Transferring Employee in accordance with the terms of this Agreement, and, for greater certainty, without restricting the right of the Service Provider to seek reimbursement from the Province pursuant to Article 6, Article 5 and Section 3.3 hereof;

(e)   from any unlawful or illegal hiring methods or interviews by the Service Provider in respect of the Transferring Employees;

(f)   from the negligent acts or omissions or wilful misconduct of the Service Provider or its partners, directors, officers, principals, owners, employees, agents, representatives, contractors, subcontractors and Affiliates in respect of any matter contemplated in this Agreement; and

(g)   from any breach of fiduciary duty of the Service Provider or its partners, directors, officers, principals, owners, employees, agents, representatives, contractors, subcontractors and Affiliates in respect of any matter contemplated in this Agreement.

8.2   **Third Party Claim Process**

The Province and the Service Provider agree that, in the event that the Province seeks indemnification pursuant to this Article 8, the parties will abide by and will follow the procedure for third party claims as described in Article 19 of the Master Services Agreement.

8.3   **Survival of Obligations**

The duty to indemnify under this Article 8 will continue in full force and effect notwithstanding the termination of this Agreement or of the Master Services Agreement, with respect to any Losses based on events or conditions which occurred prior to such termination.

ARTICLE 9
TERMINATION

9.1   **Termination prior to Hand-Over Date**

In the event that the Master Services Agreement is terminated for any reason prior to the Hand-Over Date, this Agreement will terminate and cease to be of further force or effect.

ARTICLE 10
NOTICES

10.1   Notices

Any notice, designation, communication, request, demand or other document, required or permitted to be given or sent or delivered hereunder to any Party will be in writing and will be sufficiently given or sent or delivered if it is delivered in the manner contemplated in Section 26.2 of the Master Services Agreement.

17

ARTICLE 11
GENERAL PROVISIONS

11.1   Severability

If any provision contained in this Agreement or its application to any Person or circumstance will, to any extent, be invalid or unenforceable, the remainder of this Agreement or the application of such provision to Persons or circumstances other than those to which it is held invalid or unenforceable, will not be affected, and each provision of this Agreement will be separately valid and enforceable to the fullest extent permitted by law. In addition, any provision of this Agreement which is prohibited or unenforceable in any jurisdiction will not invalidate the remaining provisions hereof and any such prohibition or unenforceability in any jurisdiction will not invalidate or render unenforceable such provision in any other jurisdiction. In respect of any provision determined to be unenforceable or invalid, the parties agree to negotiate in good faith to replace the unenforceable or invalid provision with a new provision that is enforceable and valid in order to give effect to the business intent of the original provision to the extent permitted by law and in accordance with the intent of this Agreement.

11.2   Entire Agreement

This Agreement, together with the Master Services Agreement and the other Transaction Documents, constitute the entire agreement between the Parties with respect to the subject matter hereof and cancels and supersedes any prior agreements, undertakings, declarations, commitments, representations, warranties, conditions, promises and understandings, whether written or oral, in respect thereof.

11.3   Amendments

No modification or amendment of any term or provision of this Agreement will be effective unless in writing signed by both parties to this Agreement.

11.4   Waivers

Failure by a party to insist in any one or more instances upon the strict performance of any one of the terms, provisions or covenants contained in this Agreement will not be construed as a waiver or relinquishment of such term, provision or covenant. No consent or waiver, express or implied, by a party to or of any breach or default by another party in the performance by such other party of any term, provision or covenant hereunder will be deemed or construed to be a consent or waiver to or of any other breach or default such other party hereunder.

No waiver of any breach of any term, provision or covenant of this Agreement will be effective or binding unless made in writing and signed by the waiving party.

11.5   Further Assurances

Each of the parties will, from time to time, execute and deliver all such further documents and instruments and do all such further acts and things as the other party may reasonably require to carry out or better evidence or perfect the full intent and meaning of this Agreement.

18

11.6 Obligations as Covenants

Each obligation of a party in this Agreement, even though not expressed as a covenant, is considered for all purposes to be a covenant.

11.7 No Partnership or Joint Venture

Nothing in this Agreement will be construed or deemed to create or constitute a partnership or joint venture relationship between the parties and each party hereby expressly disclaims any intention to create a partnership or a joint venture or to constitute the other party as its agent with respect to the subject matter hereof.

11.8 Language

The parties have agreed that this Agreement and all documents related thereto will be drafted in the English language. Les parties aux présentes ont convenu que cette convention et tous les documents qui s'y rapportent soient rédigés en langue anglaise.

11.9 Governing Law

This Agreement will be conclusively deemed to be a British Columbia contract, and will be governed by and interpreted in accordance with the laws (other than the choice of law rules) of the Province of British Columbia and the laws of Canada applicable therein. The parties hereby irrevocably submit to the exclusive jurisdiction of the courts of the Province of British Columbia and agree that any action which may be brought in connection with this Agreement will be brought in the Province of British Columbia.

11.10 Assignment

Each of the Province and the Service Provider may not assign its rights and obligations under this Agreement except in conjunction with the assignment of its rights and obligations under the Master Services Agreement and to such assignee of its rights and obligations under the Master Services Agreement.

11.11 Binding Effect

This Agreement will be binding upon and enure to the benefit of the parties and their respective successors and permitted assigns.

ARTICLE 12
EXECUTION

12.1 Counterparts

This Agreement may be executed in several counterparts, each of which will be deemed to be an original. Such counterparts together will constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

IN WITNESS WHEREOF, this Agreement has been duly executed by and on behalf of the Parties hereto as of the date hereof.

19

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

By: _____
        David Woodward,
        Deputy Minister, Strategic Initiatives
        and Corporate Services, Ministry of
        Health Services

MAXIMUS BC HEALTH BENEFIT OPERATIONS, INC.

By: _____
        Name:
        Title:

By: _____
        Name:
        Title:

MAXIMUS CANADA INC.

By: _____
        Name:
        Title:

By: _____
        Name:
        Title:

MAXIMUS BC HEALTH INC.

By: _____
        Name:
        Title:

By: _____
        Name:
        Title:

MAXIMUS, INC.

By: _____
        Name:
        Title:

By: _____
        Name:
        Title:

20

SCHEDULE 1
THE PROVINCE BENEFIT PLANS

Health

Extended Health Plan (carrier: Pacific Blue Cross)

Dental Plan (carrier: Pacific Blue Cross)

Medical Services Plan

Weekly Indemnity

Disability

Short Term Illness and Injury

Long Term Disability (carrier: Great-West Life Assurance Company)

Life Insurance

Group Life Insurance (carrier: Great-West Life Assurance Company)

Optional Spouse and Dependent Insurance (carrier: Great-West Life Assurance Company)

Group Aviation Insurance (carrier: RBC Life Insurance)

Retirement and Pension

Retirement Allowance

Canada Pension Plan

Public Service Pension Plan

Savings

Deferred Salary Leave Plan (carrier: Canada Life)

Payroll Savings

Registered Retirement Savings Plan

Other

Employment Insurance

Workers' Compensation

Employee and Family Assistance Plan (Brown Crawshaw)

21

SCHEDULE 2
THE PROVINCE TIME BANK

						Leave Bank Balances (in hours)						
Dept ID	Name	Employee ID	Class	Reg/Aux	Hourly Rate	Current Year Vac.	Vac. Carryover	Archived Vac.	Sick Bank	CTO	Retirement Leave Allowance	Retirement Leave - # of eligible years
026-1234	Jane Doe	111111	Clerk R9	Regular	19.65	145	30	0	162	5	152.25	20

Notes:
Class- Classification
Reg- Regular
Aux- Auxiliary
Vac- Vacation
CTO- earned overtime

22

SCHEDULE 3
EMPLOYEES

-

23

SCHEDULE 4
LEAVE EMPLOYEES

-

24

SCHEDULE 5
NON-ACTIVE EMPLOYEES

-

SCHEDULE 6
COLLECTIVE AGREEMENT

-

26

SCHEDULE 7
EMPLOYEE DEBTS

PAYROLL

- Payroll advances

- Overpayments

- Emergency preparedness supplies

- Overdrawn vacation

OTHER

- Relocation allowance

- Petty cash allowance

- Travel advances

The following information will be provided to assist with debt recovery:

- Name
- Amount of debt
- Repayment period
- Amount outstanding at the time of transfer
- Brief description of debt

27

SOURCE CODE ESCROW AGREEMENT

Deposit Account Number_____

This agreement ("Agreement") is effective ●, ● among DSI Technology Escrow Services, Inc. ("DSI"), MAXIMUS, INC. ("Depositor") and HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA ("Preferred Beneficiary"), who collectively may be referred to in this Agreement as the parties ("Parties"), or individually as a party ("Party").

A.   Depositor and Preferred Beneficiary, among others, have entered or will enter into a Master Services Agreement regarding, among other things, certain proprietary technology of Depositor (which agreement, together with all other agreements and documents that are related to the subject matter thereof, is referred to in this Agreement as the "License Agreement").

B.   Depositor desires to avoid disclosure of its proprietary technology except under certain limited circumstances.

C.   The availability of the proprietary technology of Depositor is critical to Preferred Beneficiary in the conduct of its business and, therefore, Preferred Beneficiary needs access to the proprietary technology under certain limited circumstances.

D.   Depositor and Preferred Beneficiary desire to establish an escrow with DSI to provide for the retention, administration and controlled access of the proprietary technology materials of Depositor.

E.   The parties desire this Agreement to be supplementary to the License Agreement pursuant to 11 United States [Bankruptcy] Code, Section 365(n).

F.   In the event bankruptcy proceedings are commenced in Canada by a party to this Agreement, the parties hereto will comply with the Bankruptcy and Insolvency Act of Canada ("Act") and the remedies provided therein, and unless otherwise ordered by the court, Licensor/Depositor shall not interfere with the rights of the Licensee/Preferred Beneficiary to elect to continue this Agreement as supplementary to the License Agreement.

ARTICLE 1 -- **DEPOSITS**

1.1   Obligation to Make Deposit. Upon the signing of this Agreement by the parties, Depositor shall deliver to DSI the proprietary technology and other materials ("Deposit Materials") required to be deposited by the License Agreement or, if the License Agreement does not identify the materials to be deposited with DSI, then such materials will be identified on Exhibit A to this Agreement. If Exhibit A is applicable, it is to be prepared and signed by Depositor and Preferred Beneficiary. DSI shall have no obligation to either party with respect to the preparation, accuracy, execution, signing, delivery or validity of Exhibit A.

1.2   Identification of Tangible Media. Prior to the delivery of the Deposit Materials to DSI, Depositor shall conspicuously label for identification each document, magnetic tape, disk, or other media upon which the Deposit Materials are written or stored. Additionally, Depositor shall complete Exhibit B to this Agreement by listing each such media by the item label description, the

type of media and the quantity. Exhibit B shall be signed by Depositor and delivered to DSI with the Deposit Materials. Unless and until Depositor makes the initial deposit with DSI, DSI shall have no obligation with respect to this Agreement, except the obligation to notify the parties regarding the status of the account as required in Section 2.2 below.

1.3   Acceptance of Deposit. When DSI receives the Deposit Materials, DSI will conduct a visual deposit inspection. At completion of the deposit inspection, if DSI determines that the labeling of the media matches the item descriptions and quantity on Exhibit B, DSI will date and sign Exhibit B and mail a copy thereof to Depositor and Preferred Beneficiary. If DSI determines that the labeling does not match the item descriptions or quantity on Exhibit B, DSI will (a) note the discrepancies in writing on Exhibit B; (b) date and sign Exhibit B with the exceptions noted; and (c) mail a copy of Exhibit B to Depositor and Preferred Beneficiary. DSI's acceptance of the deposit occurs upon the signing of Exhibit B by DSI. Delivery of the signed Exhibit B to Preferred Beneficiary is Preferred Beneficiary's notice that the Deposit Materials have been received and accepted by DSI. OTHER THAN DSI'S INSPECTION OF THE DEPOSIT MATERIALS, DSI SHALL HAVE NO OBLIGATION TO THE ACCURACY, COMPLETENESS, FUNCTIONALITY, PERFORMANCE OR NON-PERFORMANCE OF THE DEPOSIT MATERIALS.

1.4   Depositor's Representations. During the term of this Agreement, Depositor represents as follows:

    a.   Depositor lawfully possesses all of the Deposit Materials deposited with DSI;

    b.   With respect to all of the Deposit Materials, Depositor has the right and authority to grant to DSI and Preferred Beneficiary the rights as provided in this Agreement;

    c.   As of the effective date of this Agreement the Deposit Materials are not the subject of any liens or encumbrances, however, any liens or encumbrances made after the execution of this Agreement will not prohibit, limit, or alter the rights and obligations of DSI under this Agreement;

    d.   The Deposit Materials consist of the proprietary technology and other materials identified either in the License Agreement, Exhibit A or Exhibit B, as the case may be; and

    e.   The Deposit Materials are readable and useable in their current form or, if any portion of the Deposit Materials is encrypted, the decryption tools and decryption keys have also been deposited.

1.5   Verification Services. DSI's verification services determine, in different levels of service, the accuracy, completeness, sufficiency and quality of the Deposit Materials. Available verification services are the Initial Verification, contained in this agreement, and Levels I, II and III, which require a separate proposal and are additional services available to the Preferred Beneficiary.

a. Initial Verification: DSI shall perform an initial verification ("Initial Verification") of the Deposit Materials upon the initial deposit and for each update. An Initial Verification is defined as follows: after DSI's visual deposit inspection, DSI will cause a technically qualified DSI employee to evaluate the Deposit Materials in order to identify (a) the hardware and software configurations reasonably necessary to compile the Deposit Materials; and (b) the compilation instructions. To complete this evaluation, DSI will a) examine the Exhibit B and contact Depositor to request that Depositor complete the attached Escrow Deposit Questionnaire; and b) prepare and deliver a report to Depositor and Preferred Beneficiary based on the data received. It shall be the responsibility of Depositor, and not DSI, to ensure that the Deposit Materials contain the information so identified in DSI's report, as well as any other information that may be required in the License Agreement.

b. Levels I, II and III Verification: Upon receipt of a written request from Preferred Beneficiary, DSI and Preferred Beneficiary may enter into a separate proposal agreement pursuant to which DSI will agree, upon certain terms and conditions, to inspect the Deposit Materials for the purpose of verifying its accuracy, completeness, sufficiency and quality. Additional levels of verification are defined in the attached Technical Verification Options. Depositor shall reasonably cooperate with DSI by providing its facilities, computer software systems, and technical and support personnel for verification whenever reasonably necessary. If a verification is elected after the Deposit Materials have been delivered to DSI, then only DSI, or at DSI's election, an independent contractor or company selected by DSI, may perform the verification.

1.6   Deposit Updates. Unless otherwise provided by the License Agreement, Depositor shall update the Deposit Materials within sixty (60) days of the first implementation or release of a new version of, or a significantly upgraded or otherwise modified version of, any software or other material that is subject to the License Agreement or that is, without limitation, otherwise required to be deposited hereunder. Such updates will be added to the existing deposit. All deposit updates shall be listed on a new Exhibit B and Depositor shall sign the new Exhibit B. Each Exhibit B will be held and maintained separately within the escrow account. An independent record will be created which will document the activity for each Exhibit B. Any deposit updates shall be held in accordance with Sections 1.2 through 1.5a above. All references in this Agreement to the Deposit Materials shall include the initial Deposit Materials and any updates.

DSI shall notify Depositor in writing semiannually of Depositor's obligation to make updated deposits. Within thirty (30) days of receipt of each such notice, Depositor shall certify in writing to DSI that (a) it has made the updated deposits as required in the immediately preceding paragraph; or (b) there has not been a release of a new version of the product since the last deposit. After the thirty (30) days, DSI shall notify Preferred Beneficiary that DSI has received (a) an updated deposit from Depositor; (b) a statement from Depositor advising there has not been a release of a new version of the product since the last deposit; or (c) no response from Depositor. Unlimited deposit updates and two storage units are included in the fees for this Agreement.

1.7   Removal of Deposit Materials. The Deposit Materials may be removed and/or exchanged only on written instructions signed by Depositor and Preferred Beneficiary, or as otherwise provided in this Agreement.

1.8   Location of Deposit Materials. Upon completion of the Initial Verification, DSI shall notify Preferred Beneficiary of the location at which the Deposit Materials will be stored. Further, DSI shall notify Preferred Beneficiary of any different location at which Deposit Materials are stored in the future.

ARTICLE 2 -- **CONFIDENTIALITY AND RECORD KEEPING**

2.1   Confidentiality. DSI shall have the obligation to reasonably protect the confidentiality of the Deposit Materials. Except as provided in this Agreement or any subsequent agreement between the Parties, including without limitation Section 1.5, DSI shall not disclose, transfer, make available or use the Deposit Materials.   DSI shall not disclose the terms of this Agreement to any third party. If DSI receives a subpoena or any other order from a court or other judicial tribunal pertaining to the disclosure or release of the Deposit Materials, DSI will immediately notify the parties to this Agreement unless prohibited by law. It shall be the responsibility of Depositor and/or Preferred Beneficiary to challenge any such order; provided, however, that DSI does not waive its rights to present its position with respect to any such order. DSI will not be required to disobey any order from a court or other judicial tribunal, including but not limited to, notices delivered pursuant to Section 7.6 below.

2.2   Status Reports. DSI shall provide to Depositor and Preferred Beneficiary a report profiling the account history semiannually.

ARTICLE 3 -- **RIGHT TO MAKE COPIES**

3.1   Right to Make Copies. DSI shall have the right to make copies of the Deposit Materials as reasonably necessary to perform this Agreement. DSI shall copy all copyright, nondisclosure, and other proprietary notices and titles contained on the Deposit Materials onto any copies made by DSI. With all Deposit Materials submitted to DSI, Depositor shall provide any and all instructions as may be necessary to duplicate the Deposit Materials including but not limited to the hardware and/or software needed. Any copying expenses incurred by DSI as a result of a request to copy will be borne by the party requesting the copies. Alternatively, DSI may notify Depositor requiring its reasonable cooperation in promptly copying the Deposit Materials in order for DSI to perform this Agreement.

ARTICLE 4 -- **RELEASE OF DEPOSIT**

4.1   Release Conditions. As used in this Agreement, "Release Condition" shall mean the following:

a.   failure of Depositor or of any of the MAXIMUS Group (as defined in the License Agreement), or any affiliate of any of the foregoing, (collectively, the "Depositor Group") to carry out obligations imposed on it pursuant to the License Agreement including, without limiting the

generality of the foregoing, any failure of any of the Depositor Group to provide support services pursuant to Section 6.9 of the License Agreement;

  b. failure of any of the Depositor Group to continue to do business in the ordinary course;

  c. failure of the Depositor Group (or any member thereof) and the Preferred Beneficiary to agree to the support obligations of the Depositor Group pursuant to the License Agreement; and

  d. Joint written instructions from Depositor and Preferred Beneficiary.

4.2 <u>Filing For Release</u>. If Preferred Beneficiary believes in good faith that a Release Condition has occurred, Preferred Beneficiary may provide to DSI written notice of the occurrence of the Release Condition and a request for the release of the Deposit Materials. Such notice shall be signed by the Preferred Beneficiary and on company letterhead. Unless DSI acknowledges or discovers independently, or through the Parties, its need for additional documentation or information in order to comply with this Section, DSI shall promptly provide a copy of the notice to Depositor by commercial express mail. Such need for additional documentation or information may extend the time period for DSI's performance under this Section.

4.3 <u>Contrary Instructions</u>. From the date DSI mails the notice requesting release of the Deposit Materials, Depositor shall have ten (10) business days to deliver to DSI contrary instructions ("Contrary Instructions"). Contrary Instructions shall mean the written representation by Depositor that a Release Condition has not occurred or has been cured. Contrary Instructions shall be signed by Depositor and on company letterhead. Upon receipt of Contrary Instructions, DSI shall promptly send a copy to Preferred Beneficiary by commercial express mail. Additionally, DSI shall notify both Depositor and Preferred Beneficiary that there is a dispute to be resolved pursuant to Section 7.4 of this Agreement. Subject to Section 5.2 of this Agreement, DSI will continue to store the Deposit Materials without release pending (a) joint instructions from Depositor and Preferred Beneficiary; (b) dispute resolution pursuant to Section 7.4; or (c) an order from a court of competent jurisdiction.

4.4 <u>Release of Deposit</u>. If DSI does not receive Contrary Instructions from Depositor, DSI is authorized to release the Deposit Materials to the Preferred Beneficiary or, if more than one beneficiary is registered to the deposit, to release a copy of the Deposit Materials to the Preferred Beneficiary. However, DSI is entitled to receive any fees due DSI before making the release. Any copying expense will be chargeable to Preferred Beneficiary. This Agreement will terminate upon the release of the Deposit Materials held by DSI.

4.5 <u>Right to Use Following Release</u>. Upon release of the Deposit Materials in accordance with this Article 4, Preferred Beneficiary shall have the right to use the Deposit Materials in accordance with the License Agreement.

ARTICLE 5 -- **TERM AND TERMINATION**

5.1   Term of Agreement. The initial term of this Agreement is for a period of one (1) year. Thereafter, this Agreement shall automatically renew from year to year unless (a) Depositor and Preferred Beneficiary jointly instruct DSI in writing that the Agreement is terminated; (b) DSI instructs Depositor and Preferred Beneficiary in writing after its renewal date that the Agreement is terminated for nonpayment in accordance with Section 5.2; or (c) DSI reserves the right to terminate this Agreement, for any reason, other than for nonpayment, by providing Depositor and Preferred Beneficiary sixty (60) days written notice of its intent to terminate this Agreement. If the Deposit Materials are subject to another escrow agreement with DSI, DSI reserves the right, after the initial one year term, to adjust the anniversary date of this Agreement to match the then prevailing anniversary date of such other escrow arrangements.

5.2   Termination for Nonpayment. In the event of the nonpayment of fees owed to DSI, DSI shall provide written notice of delinquency to all parties to this Agreement. Any party to this Agreement shall have the right to make the payment to DSI to cure the default. If the past due payment is not received in full by DSI within one (1) month of the date of such notice, then DSI shall have the right to terminate this Agreement at any time thereafter by sending written notice of termination to all parties. DSI shall have no obligation to take any action under this Agreement so long as any payment due to DSI remains unpaid.

5.3   Disposition of Deposit Materials Upon Termination. Subject to the foregoing termination provisions, and upon termination of this Agreement, DSI shall destroy, return, or otherwise deliver the Deposit Materials in accordance with Depositor's instructions. If there are no instructions, DSI may, at its sole discretion, destroy the Deposit Materials or return them to Depositor. DSI shall have no obligation to destroy or return the Deposit Materials if the Deposit Materials are subject to another escrow agreement with DSI or have been released to the Preferred Beneficiary in accordance with Section 4.4.

5.4   Survival of Terms Following Termination. Upon termination of this Agreement, the following provisions of this Agreement shall survive:

       a.   The obligations of confidentiality with respect to the Deposit Materials;

       b.   The obligation to pay DSI any fees and expenses due;

       c.   The provisions of Article 7; and

       d.   Any provisions in this Agreement that specifically state they survive the termination of this Agreement.

ARTICLE 6 -- **DSI'S FEES**

6.1   Fee Schedule. DSI is entitled to be paid its standard fees and expenses applicable to the services provided. DSI shall notify the party responsible for payment of DSI's fees at least sixty (60) days prior to any increase in fees. For any service not listed on DSI's standard fee schedule, DSI will provide a quote prior to rendering the service, if requested.

6.2   Payment Terms. DSI shall not be required to perform any service, including release of any Deposit Materials under Article 4, unless the payment for such service and any outstanding balances owed to DSI are paid in full. Initial fees are due upon receipt of a signed contract or receipt of the Deposit Materials whichever is earliest. Payments on all renewal and service invoices are due net thirty (30) days from date of invoice. If invoiced fees are not paid, DSI may terminate this Agreement in accordance with Section 5.2.

ARTICLE 7 -- **LIABILITY AND DISPUTES**

7.1   Right to Rely on Instructions. DSI may act in reliance upon any instruction, instrument, or signature reasonably believed by DSI to be genuine. DSI may assume that any employee of a party to this Agreement who gives any written notice, request, or instruction has the authority to do so. DSI will not be required to inquire into the truth or evaluate the merit of any statement or representation contained in any notice or document. DSI shall not be responsible for failure to act as a result of causes beyond the reasonable control of DSI.

7.2   Indemnification. Depositor agrees to indemnify, defend and hold harmless DSI from any and all claims, actions, damages, arbitration fees and expenses, costs, attorney's fees and other liabilities ("Liabilities") incurred by DSI relating in any way to this escrow arrangement except where it is adjudged that DSI acted with gross negligence or willful misconduct.

7.3   Limitation of Liability. In no event will DSI, its directors, officers, employers, agents and representatives be liable for any incidental, indirect, special, exemplary, punitive or consequential damages, including, but not limited to, damages (including loss of data, revenue, and/or profits) costs or expenses (including, without limitation, lost goodwill, lost profits, work stoppage, impairment of goods, legal fees and expenses), whether foreseeable or unforeseeable, that may arise out of or in connection with this Agreement; and in no event shall the collective liability of DSI exceed ten times the fees paid under this Agreement. The foregoing limitation of liability does not apply with respect to any acts of gross negligence, personal injury claims, property damage claims (excluding the Deposit), or intellectual property infringement. No action or claim relating to this agreement may be instituted more than six months after the event giving rise to such claim.

7.4   Dispute Resolution. Any dispute, difference or question arising among any of the parties concerning the construction, meaning, effect or implementation of this Agreement or any part hereof will be settled in accordance with the dispute resolution procedures set out in the License Agreement.

7.5   Controlling Law. This Agreement is to be governed and construed in accordance with the laws of the Province of British Columbia and the laws of Canada applicable thereto without reference to its conflict of law provisions.

7.6   Notice of Requested Order. If any party intends to obtain an order from the arbitrator or any court of competent jurisdiction, which may direct DSI to take, or refrain from taking any action, that party shall:

        a.   Give DSI at least five (5) business days prior notice of the hearing;

b.   Include in any such order that, as a precondition to DSI's obligation, DSI be paid in full for any past due fees and be paid for the reasonable value of the services to be rendered pursuant to such order; and

c.   Ensure that DSI not be required to deliver the original (as opposed to a copy) of the Deposit Materials if DSI may need to retain the original in its possession to fulfill any of its other duties.

ARTICLE 8 -- **GENERAL PROVISIONS**

8.1   <u>Entire Agreement</u>. This Agreement, which includes Exhibits described herein, embodies the entire understanding among the parties with respect to its subject matter and supersedes all previous communications, representations or understandings, either oral or written. DSI is not a party to the License Agreement between Depositor and Preferred Beneficiary and has no knowledge
of any of the terms or provisions of any such License Agreement. DSI's only obligations to Depositor or Preferred Beneficiary are as set forth in this Agreement. No amendment or modification of this Agreement shall be valid or binding unless signed by all the parties hereto, except that Exhibit A need not be signed by DSI, Exhibit B need not be signed by Preferred Beneficiary and Exhibit C need not be signed.

8.2   <u>Notices and Correspondence</u>. All notices regarding Articles 4 and 5 and any Deposit Materials shall be sent by commercial express mail or certified mail, return receipt requested. All other correspondence, including invoices, payments, and other documents and communications, shall be sent First Class U.S. Mail and given to the parties at the addresses specified in the attached Exhibit C and Acceptance Form. It shall be the responsibility of the parties to notify each other as provided in this Section in the event of a change of physical and e-mail addresses. The parties shall have the right to rely on the last known address of the other parties. Any correctly addressed notice or last known address of the other parties that is relied on herein that is refused, unclaimed, or undeliverable because of an act or omission of the party to be notified as provided herein shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by the postal authorities by mail, through messenger or commercial express delivery services.

8.3   <u>Severability</u>. In the event any provision of this Agreement is found to be invalid, or unenforceable, the parties agree that unless it materially affects the entire intent and purpose of this Agreement, such invalidity or unenforceability shall affect neither the validity of this Agreement nor the remaining provisions herein, and the provision in question shall be deemed to be replaced with a valid and enforceable provision most closely reflecting the intent and purpose of the original provision.

8.4   <u>Successors and Assigns</u>. This Agreement shall be binding upon and shall inure to the benefit of the successors and assigns of the parties. However, DSI shall have no obligation in performing this Agreement to recognize any successor or assign of Depositor or Preferred Beneficiary unless DSI receives clear, authoritative and conclusive written evidence of the change of parties.

8.5   Waiver. Any term of this Agreement may be waived by the party entitled to the benefits thereof, provided that any such waiver must be in writing and signed by the party against whom the enforcement of the waiver is sought. No waiver of any condition, or breach of any provision of this Agreement, in any one or more instances, shall be deemed to be a further or continuing waiver of such condition or breach. Delay or failure to exercise any right or remedy shall not be deemed the waiver of that right or remedy.

8.6   Regulations. Depositor and Preferred Beneficiary are responsible for and warrant compliance with all applicable laws, rules and regulations, including but not limited to customs laws, import, export, and re-export laws and government regulations of any country from or to which the Deposit Materials may be delivered in accordance with the provisions of this Agreement.

8.7   Attorney's Fees. In any litigation or other proceeding by which one party either seeks to enforce its rights under this Agreement (whether in contract, tort, or both) or seeks declaration of any rights or obligations under this Agreement (whether in contract, tort, or both), the prevailing party who has proven in court by court decree, judgment or arbitrator's determination that the other party has materially breached its representation and/or warranty under this Agreement shall be awarded reasonable attorneys' fees, together with any costs and expenses, to resolve the dispute and to enforce final judgment.

8.8   No Third Party Rights. This Agreement is made solely for the benefit of the Parties to this Agreement and their respective permitted successors and assigns, and no other person or entity shall have or acquire any right by virtue of this Agreement unless otherwise agreed to by all the parties hereto.

8.9   Authority to Sign. Each of the Parties herein represents and warrants that the execution, delivery, and performance of this Agreement has been duly authorized and signed by a person who meets statutory or other binding approval to sign on behalf of its business organization as named in this Agreement. DSI will be able to perform its obligations under this agreement once DSI has received a fully executed agreement.

8.10   English Language. Depositor and Preferred Beneficiary hereby represent that this agreement be entered into in the English language.

8.11 <u>Counterparts</u>. This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one instrument.

MAXIMUS, INC.   **HER MAJESTY THE QUEEN IN RIGHT OF**
                                     THE PROVINCE OF BRITISH COLUMBIA

By:_____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

DSI Technology Escrow Services, Inc.

By:_____

Name: _____

Title: _____

Date: _____

MATERIALS TO BE DEPOSITED

Deposit Account Number_____

Depositor represents to Preferred Beneficiary that Deposit Materials delivered to DSI shall consist of the following:

> All Software (as defined in the License Agreement) that forms part of the System (as defined in the License Agreement) or upon which the operation of the System depends, but excluding any software that is publicly available on an "off-the-shelf" basis, and including all Source Materials (as defined in the License Agreement) therefor.

_____
MAXIMUS, INC.

_____
HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA

By:_____

By:_____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

DESCRIPTION OF DEPOSIT MATERIALS

Depositor Company Name _____

Deposit Account Number _____

Product Name _____Version _____
(Product Name will appear as the Exhibit B Name on Account History report)

DEPOSIT MATERIAL DESCRIPTION:

Quantity	**Media Type & Size**	**Label Description of Each Separate Item**
_____	Disk 3.5" or ____	
_____	DAT tape ____mm	
_____	CD-ROM	
_____	Data cartridge tape ____	
_____	TK 70 or ____ tape	
_____	Magnetic tape ____	
_____	Documentation	
_____	Other _____	

PRODUCT DESCRIPTION:
Environment _____

DEPOSIT MATERIAL INFORMATION:
Is the media or are any of the files encrypted? Yes / No   If yes, please include any passwords and the decryption tools.
Encryption tool name_____ Version _____
Hardware required _____
Software required _____
Other required information_____

I certify for **Depositor** that the above described Deposit Materials have been transmitted to DSI:

DSI has visually inspected and accepted the above materials *(any exceptions are noted above)*:

Signature _____
Print Name _____
Date _____
E-mail _____

Signature _____
Print Name _____
Date Accepted_____
Exhibit B# _____

EXHIBIT C

DESIGNATED CONTACT

Deposit Account Number_____

Notices, deposit material returns and
communications to <u>Depositor</u>
should be addressed:

Company Name: _____
Address: _____
_____ ___
_____ ___
Designated Contact: _____
Telephone: _____
Facsimile: _____
E-mail: _____
Verification Contact: _____
Telephone/E-mail: _____
Fees for this agreement will be paid by
(Check box): � Depositor and/or � Preferred Beneficiary

Notices and communications to
<u>Preferred Beneficiary</u> should be addressed to:

Company Name: _____
Address: _____
_____
_____
Designated Contact: _____
Telephone_____
Facsimile:_____
E-mail:_____

Invoices to <u>Depositor</u> should be addressed to:

Company Name: _____
Address: _____ ____
_____ ___
_____ ___
Billing Contact: _____
Telephone: _____
Facsimile: _____
E-mail: _____
P.O.# _____ ___

Invoices to <u>Preferred Beneficiary</u> should
be addressed to:

Company Name: _____
Address: _____
_____
Billing Contact: _____
Telephone: _____
Facsimile: _____
E-mail: _____
P.O.#: _____

Requests from Depositor or Preferred Beneficiary to change the designated contact should be given in writing by the designated contact or an authorized employee of Depositor or Preferred Beneficiary.

DSI has two Operations Centers to serve you.
Agreements, Deposit Materials and notices to
DSI should be addressed to (select location):

ꟼ Attn: Client Services
9265 Sky Park Court, Suite 202
San Diego, CA 92123
Telephone: (858) 499-1600
Facsimile: (858) 694-1919
E-mail: **clientservices@dsiescrow.com**
Or
ꟼ Attn: Client Services
2100 Norcross Parkway, Suite 150
Norcross, GA 30071
Telephone: 770-239-9200
Facsimile: 770-239-9201
E-mail: **clientservices@dsiescrow.com**

All invoice fee remittances to DSI should
be addressed to:

DSI Technology Escrow Services, Inc.
PO Box 27131
New York, NY 10087-7131

Date:_____

TECHNICAL VERIFICATION OPTIONS

LEVEL I - Inventory

This series of tests provides insight into whether the necessary information required to recreate the Depositor's development environment has been properly stored in escrow. These tests detect errors that often inhibit effective use of the escrow deposit.

Steps include: Analyzing deposit media readability, virus scanning, developing file classification tables, identifying the presence/absence of build instructions, and identifying materials required to recreate the Depositor's software development environment. At completion of testing, DSI will distribute a report to Preferred Beneficiary detailing DSI's investigation. This report will include build instructions, file classification tables and listings. In addition, the report will list required software development materials, including, without limitation, required source code languages and compilers, third-party software, libraries, operating systems, and hardware, as well as DSI's analysis of the deposit. When identifying materials required to recreate Depositor's software development environment, DSI will rely on information provided in Depositor's completed questionnaire (obtained via a DSI verification representative) and/or information gathered during DSI's testing experience.

LEVEL II - Build

This series of tests includes a standard effort to compile the Deposit Materials and build executable code.

Steps include: Recreating the Depositor's software development environment, compiling source files and modules, recreating executable code, and providing a listing of the hardware and software configurations necessary to recreate the Depositor's software development environment. DSI will also create a report detailing the steps necessary to recreate the development environment, problems encountered with testing, and DSI's analysis of the deposit.

LEVEL III - Validation

A Level III verification consists of testing the functionality of the compiled Deposit Materials (in a production setting or similar environment) and can be accomplished through one of the following three options:

Option A – With the Depositor's approval, executables created by DSI during Level II testing are provided to the Preferred Beneficiary for functionality testing.

Option B – The Preferred Beneficiary provides DSI with a copy of its licensed executables. DSI compares the executables created during Level II testing with the licensed executables and provides a comparison report to all parties.

Option C – DSI recreates the runtime environment for the licensed technology and installs the executables created during the Level II testing into that environment. (The environment is generally "scaled down" from the actual live environment.) DSI then runs test scripts supplied by the Preferred Beneficiary and provides a report of the test results to all parties. This may require Depositor approval.

For additional information about DSI Technical Verification Services, please contact a verification specialist at **(800) 962-0652** or by e-mail at **verification@dsiescrow.com**.

ESCROW DEPOSIT QUESTIONNAIRE

Introduction

DSI's Comprehensive Preferred Agreement between Depositor and Preferred Beneficiary contains a limited verification provision. The contract states that DSI Technology Escrow Services shall perform Initial Verification of the Deposit Materials upon the initial deposit and for each update.

An Initial Verification is defined as follows:
DSI will cause a technically qualified DSI employee to evaluate information regarding the Deposit Materials in order to identify (a) the hardware and software configurations reasonably necessary to compile the Deposit Materials; and (b) the compilation instructions. To complete this evaluation, DSI will a) examine the Exhibit B and contact the Depositor to request that the Depositor complete the attached Escrow Deposit Questionnaire; and b) prepare and deliver a report to Depositor and Preferred Beneficiary based on the data received.

It shall be the responsibility of the Depositor, and not DSI, to ensure that the Deposit Materials contain the information so identified in DSI's report, as well as any other information that may be required in the License Agreement.

Purpose of Questionnaire

In order for DSI to determine the requirements as stated above, a completed Deposit Questionnaire is requested. It is the responsibility of the Depositor to complete the Questionnaire so that DSI Technology Escrow Services can provide a report to the Preferred Beneficiary highlighting the above Initial Verification.

Instructions

Please complete the Questionnaire in its entirety by answering every question with accurate data. Upon completion, please forward said Questionnaire by mail to DSI Technology Escrow Services, Verification Department, 9265 Sky Park Court, Suite 202, San Diego, CA 92123 or by e-mail to _____@dsiescrow.com. We would like to provide the Questionnaire as an attachment to the Initial Verification Report.

Escrow Deposit Questionnaire

General Description

1. Is it okay to provide this questionnaire with your answers to the Beneficiary?

2. What is the general function of the software placed into escrow?

3. What are the requirements needed to access the source code on the media deposit? (e.g.)

   - CPU Make/Operating System:

- Back Up/Software:

- Encrypted/Encoded – yes or no – (See Section C)

4. Is there a special kind of media device needed to access the deposited media or can a standard media device be used?

5. If the media is a tape:

   Format of tape (DDS 1,2 or 3 for 4mm: There are 3 formats of 8mm,)
   1. Media/data density (this info may be implied by (1) e.g. DDS 1,2 or 3. Please fundamentally reflect the maximum data density on a 4 mm tape.

   2. Method used to load tape:

      a. UNIX, TAR, DD or CPIO

      b. Specific Backup program (e.g. Veritas, ARCServe, MS Backup, etc.)

      c. Any non-standard parameters or command-line arguments used to load that needs to be known in order to unload the tape.

Hardware/Software required to compile/build

1. What are the requirements needed in order to compile/build the product?

   - CPU make:
   - Amount of memory (RAM):
   - Amount of storage (hard drive space):

2. What Operating System(s) is/are required to compile/build the software? Please include information on any version updates or patches that need to be applied to the OS to compile/build the software (e.g. Windows NT 4.0, Service Pack 6a)

3. What language or languages used to make up the source code as deposited?

4. What compiler(s) and version(s) are required?

5. Are any compiler specific patches or upgrade required?

6. Are all required make/build files included in the deposit?

7. Please list any 3rd party software packages or libraries required to build/compile the source code? (Please include the library name, vendor, version and vendor URL if available):

Table:

Vendor	Version	Name	URL

8. Are any documents describing the setup and configuration of the build environment(s) included in the deposit? (Please explain):

9. Is the source code on the deposit media contained in the format of a source code control or configuration management system? (E.g. Microsoft Visual Source Safe):

    a. Please provide the name of the Source Code Control system and any version number as applicable.

    b. Are any specific user ID's and passwords required to access the source code under escrow? If so please provide the pertinent information.

10. Are there any forms of code protection present, including in-code clocks or usage counters? (If yes, please describe in detail):

11. How many build processes are there?

12. How many unique build environments are required to assemble the materials in the escrow deposit into deliverables?

13. How many separate deliverable components (executables, share libraries, etc) are built?

14. How long does a complete build of software take? How much of that time requires some form of human interaction, and how much is automated?

15. Are the hardware and software configurations you mentioned above reasonably necessary to maintain the Deposit Materials in the deposit? If not, please indicate the shortcomings.

Compression and Encryption

1. Are the files on the disk encoded or compressed in any way? If so what kind of compression tools was used (e.g., WinZip, G-Zip, Aladdin Stuff-it Expander, etc.). Please include version numbers of compression tools.

2. Are the compression files password protected? If so please provide the password.

3. Are the files encrypted in any way or form? If so, what kind of encryption technique was used? (E.g. proprietary encryption algorithm, or well-known encryption algorithms including IDEA, Blowfish RSA)

4. Please provide any Public/Private Keys required to decrypt and/or any User ID's and passwords required.

Execution and Quality Assurance Software Testing

1. What are the hardware and system software requirements needed to execute the software and verify correct operation?

2. Is the software QA'ed

   a. What kind of testing methods were used to test this software? (E.g. black/white testing, regression testing, stress testing, etc).

Contact Information

Please list the appropriate technical person(s) whom DSI may contact regarding this set of Escrow Deposit Materials:

Name: _____
Telephone: _____
Company: _____
Address: _____
City, State   _____Postal Code_____
Country: _____
E-mail: _____

For additional information about DSI Technical Verification Services, please contact
a Verification Specialist at **(800) 962-0652** or by e-mail at **verification@dsiescrow.com**.

PERFORMANCE AND FINANCIAL GUARANTEE

THIS PERFORMANCE AND FINANCIAL GUARANTEE (this "Guarantee") is entered into as of November 4, 2004 by MAXIMUS Canada Inc. ("MAXIMUS Canada"), a corporation incorporated under the laws of Nova Scotia, in favour of Her Majesty the Queen in Right of the Province of British Columbia as represented by the Minister of Health Services (the "Province").

WHEREAS:

A.   The Province currently manages and delivers health benefits operations in British Columbia including the business operations and technology in support of the Medical Services Plan and PharmaCare Plans;

B.   The Province has entered into the Master Services Agreement with the Service Provider (as defined in the Master Services Agreement) pursuant to which the Service Provider has agreed to perform for the benefit of the Province, its residents, Province Customers and Stakeholders such Services during the term of the Master Services Agreement, which Services constitute the sole inducement for MAXIMUS Canada to execute this Guarantee;

C.   In conjunction with the Master Services Agreement, the Province and the Service Provider have also entered into the other Transaction Documents including the Employee Transfer Agreement, the Asset Conveyance Agreement, the Financial Guarantee, the Trust Agreement and the Software Escrow Agreement;

D.   MAXIMUS Canada beneficially owns and controls MAXIMUS BC Health Inc. ("MAXIMUS Prime"), a company organized under the laws of British Columbia, which in turn wholly-owns and controls MAXIMUS BC Health Benefit Operations, Inc., a company also organized under the laws of British Columbia ("MAXIMUS Sub"); and

E.   It is a condition of the Master Services Agreement that MAXIMUS Canada provide, and to the Province further assurances that the obligations and liabilities of the Service Provider as set out in the Master Services Agreement and the other Transaction Documents, including performance of the Services and payment in respect of all obligations, debts and liabilities of the Service Provider, will be fully satisfied, performed and fulfilled in accordance with the terms and conditions of this Guarantee.

NOW THEREFORE in consideration of the foregoing and the mutual covenants and agreements contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged by each of the Parties hereto, MAXIMUS Canada hereby agrees with the Province as follows:

ARTICLE 1
DEFINITIONS

1.1   Definitions from Master Services Agreement

This Guarantee is entered into pursuant to and in conjunction with the Master Services Agreement. Capitalized terms used but not otherwise defined herein shall have the meanings ascribed to such terms in the Master Services Agreement.

1.2 Additional Definitions

Unless otherwise provided herein, capitalized terms shall have the meanings given to those terms as set forth below:

"Applicable Laws" means all applicable laws, including any statute, regulation or bylaw, treaty, directive, rule, requirement, policy having the force of law, order, judgment, injunction, award or decree of any Governmental Authority which is binding on MAXIMUS Canada or the Province and in effect from time to time or which are applicable to the guarantee of the Obligations by MAXIMUS Canada.

"Default Obligation" has the meaning given to it in Section 2.1.

"Dispute" means a dispute, claim, questions, difference or disagreement between the parties arising out of or related to the Master Services Agreement or any breach thereof.

"Governmental Authority" means any court or governmental department, commission, board, bureau, agency, or instrumentality of Canada or of another country, or of any province, state, territory, county, municipality, city, town, or other political jurisdiction whether domestic or foreign, whether now or in the future constituted or existing having or purporting to have jurisdiction over MAXIMUS Canada or the Province.

"Master Services Agreement" means the Master Services Agreement entered into as of November 4, 2004 between the Service Provider, MAXIMUS Canada, MAXIMUS, Inc. and the Province.

"Obligation" means the obligations, debts and liabilities of the Service Provider, present or future, whether direct or indirect, absolute or contingent, due or to become due, now existing or hereafter incurred, matured or not, at any time owing by the Service Provider to the Province or remaining unpaid by the Service Provider to the Province, in any currency, and any interest, fees or other costs or expenses payable in respect thereof, in each case arising under, pursuant to, in respect of, in relation to, or in any other manner out of the Master Services Agreement or any of the other Transaction Documents (including, without limitation, interest accruing as provided in the Master Services Agreement or any Transaction Document after the filing of any proceeding or petition in bankruptcy or similar event, whether or not a claim for such interest is allowed or allowable in such proceeding) or arising under, pursuant to, in respect of or in any way out of any representation, warranty or covenant thereunder.

"Party" means each of MAXIMUS Canada and the Province as a party to this Guarantee and **"Parties"** means both of them collectively.

"Taxes" means taxes imposed on the income of the Province by Applicable Laws, including income attributed to the Province as a result of any payment by MAXIMUS Canada to the Province hereunder.

"Undertakings" has the meaning given to it in Section 3.1.

ARTICLE 2
GUARANTEE

2.1   Performance and Financial Guarantee

MAXIMUS Canada hereby absolutely, unconditionally and irrevocably guarantees to the Province:

(a)   the fulfillment by the Service Provider of each of the Obligations owing to the Province; and

(b)   the payment by the Service Provider of each of the Obligations owing to the Province, with respect to each of the Obligations that are to be, or may be, performed, satisfied and fulfilled, either completely or partially, by the making of a payment.

Forthwith upon written demand by the Province to MAXIMUS Canada after:

(a)   the Service Provider has defaulted or otherwise failed in the performance or payment of or has otherwise breached any of the Obligations (the "Default Obligation"); and

(b)   notice of such default or breach has been given to the Service Provider and MAXIMUS Canada,

MAXIMUS Canada itself shall:

(a)   perform, satisfy and fulfill or cause to be performed, satisfied and fulfilled such Default Obligation; or

(b)   make payment, or cause payment to be made, to the Province in respect of such Default Obligation; or

(c)   perform, satisfy and fulfill or cause to be performed, satisfied and fulfilled such Default Obligation *and* make payment, or cause payment to be made, to the Province in respect of such Default Obligation,

as the Province, in its sole discretion, elects. MAXIMUS Canada expressly acknowledges and agrees that any performance, satisfaction or fulfillment of Default Obligations shall in all cases be subject to any restrictions (express or implied) as set forth in the Master Services Agreement or in any Transaction Documents (including, without limitation, any restrictions with respect to Province Data or other restrictions set forth in Schedule CC of the Master Services Agreement) with all references therein to the Service Provider being deemed to include MAXIMUS Canada.

The written demand to be given by the Province to MAXIMUS Canada pursuant to this Section 2.1 shall:

(a)   specify the Default Obligation and the nature of the default in respect thereof;

(b)   demand an appropriate action or remedy to cure such default and, in particular, specify the election of the Province in respect of the Province requiring performance, payment or a specified combination of payment and performance in respect of the Default Obligation.

3

2.2   Enforcement of Rights

MAXIMUS Canada further agrees to pay all reasonable expenses (including, without limitation, all reasonable fees and disbursements of counsel) that may be paid or incurred by the Province, acting reasonably, in enforcing any of its rights pursuant to this Guarantee.

ARTICLE 3
UNDERTAKINGS AND COVENANTS

3.1   Undertakings

MAXIMUS Canada hereby covenants with and undertakes to the Province, at all applicable times during the continuing existence of this Guarantee, as follows, subject in all cases to any restrictions (express or implied) set forth in the Master Services Agreement or in any Transaction Document (including, without limitation, any restrictions with respect to Province Data or other restrictions set forth in Schedule CC of the Master Services Agreement) with all references therein to the Service Provider being deemed to include MAXIMUS Canada:

(a)   MAXIMUS Canada shall do all acts and take all steps to cause or to enable all Obligations to be fulfilled including, without limitation, doing all acts and taking all steps with respect to the Service Provider or causing the Service Provider to cause all Obligations to be fulfilled;

(b)   MAXIMUS Canada shall do all acts and take all steps and, if applicable, shall cause the Service Provider to do all acts and take all steps to preserve, renew, and keep in full force and effect the legal existence of, and the respective rights, privileges and licenses necessary in the normal conduct of the business of, MAXIMUS Canada and the Service Provider, respectively;

(c)   MAXIMUS Canada will, subject to the Master Services Agreement and the Transaction Documents including the Trust Agreement, maintain effective direct control in fact of MAXIMUS Prime and shall, subject to the Master Services Agreement and the Transaction Documents including the Trust Agreement, cause MAXIMUS Prime to maintain effective direct control in fact of MAXIMUS Sub; and

(d)   MAXIMUS Canada shall at all times ensure that both itself and the Service Provider are solely subject to the laws and jurisdiction of Canada; and

(e)   MAXIMUS Canada shall at all times ensure that (i) Province Data is not disclosed or used or (ii) that any action is otherwise not taken in respect of Province Data, that in either case is contrary to the provisions of the Master Services Agreement.

(f)   Without limiting the generality of the foregoing provision, MAXIMUS Canada expressly agrees that it shall: (i) not comply with any orders, directives, rulings, requirement, judgment, injunction, award or decree, decision or other requirement ("Order") issued pursuant to the USA PATRIOT Act or any directions or requests from any member of the MAXIMUS Group (including MAXIMUS US) in respect of the same; (ii) immediately inform the Province if MAXIMUS Canada receives any such Order, direction or request and further immediately inform the Province of any action that any member of the MAXIMUS Group takes which MAXIMUS Canada

4

reasonably determines is taken in order to cause the disclosure of Province Data including, without limitation, any attempt to exert corporate control (such as through the replacement of directors, officers or employees of MAXIMUS Canada or of any Service Provider), obtain physical access to premises where Province Data is located or any attempt to electronically gain access to systems that store Province Data (such as through the obtaining of passwords); and (iii) not comply any other foreign laws (including any statute, regulation or by-law), treaty, policy having the force of law, Order, tariff or other requirement of any foreign government or foreign Person or any directions or requests from any member of the MAXIMUS Group (including MAXIMUS US) to the extent that they are inconsistent with or otherwise contrary to the Master Services Agreement or any obligations thereunder;

(collectively, the "Undertakings").

For the purpose of this Section 3.1 in particular and this Guarantee in general, control by one entity of another entity shall mean effective direct or indirect control, as the case may be, in respect of the second entity by the first entity including by way of ownership of securities or other ownership interests in the second entity by the first entity such that the first entity can elect a majority of the board of directors or other governing body of the second entity or such that the first entity can otherwise direct the management or the actions of the second entity, subject to the provisions of the Trust Agreement.

ARTICLE 4
NON-RELEASE OF GUARANTEE

4.1   Non-Release of Guarantee

The obligations and Undertakings of MAXIMUS Canada under this Guarantee are unconditional and MAXIMUS Canada hereby expressly agrees that, subject to Section 4.2, until the Obligations have been fulfilled, it shall not be released or discharged from its obligations and nor will its obligations be limited in any way hereunder by any matter or thing whatsoever that would otherwise release or discharge a guarantor or limit its obligations. Without limiting the generality of the foregoing, MAXIMUS Canada expressly agrees that the obligations and Undertakings of MAXIMUS Canada hereunder shall remain in effect and shall not be diminished or impaired, notwithstanding any of the following actions or events:

(a)   any withdrawal of any demand (including the commencement and continuance of any legal proceedings) by the Province for payment or performance by the Service Provider of any Obligations or for payment thereof under this Guarantee;

(b)   if, whether or not with MAXIMUS Canada or MAXIMUS US knowledge, the Province grants extensions of time, renewals, indulgences, amendments, modifications, waivers, releases, discharges, makes any compromise or transaction or arrangement or otherwise deals with any of the Obligations, the Master Services Agreement, the Transaction Documents, the Service Provider or any other party or with any security or performance bond or completion guarantee or similar assurance held by it;

(c)   any compromise by the Province of any of the Obligations or any other guarantee in respect thereof;

5

(d)   to the extent permitted at law, any invalidity or unenforceability of the Master Services Agreement, Transaction Documents, in whole or in part, against the Service Provider, including but not limited to the invalidity or unenforceability of any security or performance bond or completion guarantee or similar assurance intended to be granted or provided by the Service Provider or any other party to the Province under the Master Services Agreement, the Transaction Documents or otherwise;

(e)   the voluntary or involuntary liquidation, dissolution, consolidation or merger (or the sale or other disposition of all or part of the assets) of MAXIMUS Prime, MAXIMUS Sub, MAXIMUS Canada or MAXIMUS US;

(f)   the bankruptcy, receivership, insolvency, assignment for the benefit of creditors, reorganization, arrangement, composition or readjustment of debt, or other similar proceeding affecting MAXIMUS Prime, MAXIMUS Sub, MAXIMUS Canada or MAXIMUS US or any of their respective assets; or

(g)   the failure of the Province or any other party to take, protect or preserve any rights, security or performance bond or completion guarantee or similar assurance, from the Service Provider or any other party or the loss, diminution or unenforceability or impossibility to realize or abstention from realization of any such right, security, performance bond or completion guarantee or similar assurance, whether or not caused or resulting from any act or omission of the Province or any person acting for the Province or for whom the Province may be responsible.

4.2   Partial Release of Guarantee

If the Province acquires beneficial title to the shares of MAXIMUS Prime by exercising the Share Purchase Option pursuant to the Trust Agreement, the obligations and Undertakings of MAXIMUS Canada under this Agreement shall remain in effect after the occurrence of such event, but only with respect to the obligations and the Undertakings of MAXIMUS Canada hereunder which arose prior to such event and the obligations and the Undertakings of MAXIMUS Canada hereunder which arise after such event as a result of events, actions or omissions undertaken or occurring prior to such event.

ARTICLE 5
GUARANTEE CONTINUING

5.1   Continuing Guarantee

Except to the extent otherwise specifically contemplated herein, MAXIMUS Canada waives diligence, presentment and protest or other notice of any kind with respect to all Obligations. This Guarantee shall be construed as a continuing guarantee of all Obligations owing to the Province by the Service Provider under the Master Services Agreement and the Transaction Documents and not a guarantee of collection.

5.2   Proceeding Against MAXIMUS Canada

In pursuing its rights and remedies under this Guarantee against MAXIMUS Canada, the Province may, but shall be under no obligation to, pursue such rights and remedies as it may have against the Service Provider or any other guarantor, unless and until all the Obligations owing to the Province

6

shall have been fulfilled, but in no event before any such Obligations are due pursuant to the Master Services Agreement or applicable Transaction Document. Any failure by the Province to pursue any such rights or remedies against the Service Provider or any guarantor shall not relieve MAXIMUS Canada from its obligations under this Guarantee.

5.3   Reinstatement

This Guarantee shall be reinstated if at any time any payment of any Obligations must be returned by the Province upon the insolvency, bankruptcy, dissolution, liquidation or reorganization of the MAXIMUS Prime, MAXIMUS Sub, MAXIMUS Canada or MAXIMUS US.

ARTICLE 6
REPRESENTATIONS AND WARRANTIES

6.1   Representations and Warranties of MAXIMUS Canada

MAXIMUS Canada represents and warrants as follows to the Province, as of the date hereof and at all times during the continuing existence of this Guarantee, and acknowledges and agrees that the Province is relying on such representations and warranties and is entitled to do so in entering into this Guarantee, the Master Services Agreement and the other Transaction Documents:

(a)   MAXIMUS Canada represents and warrants that it is duly organized and validly existing under the laws of Nova Scotia and has all necessary power, capacity and legal authority to enter into this Guarantee and to perform its obligations hereunder;

(b)   all of the issued and outstanding shares in the capital of MAXIMUS Prime are registered in the name of the Trustee and owned beneficially by MAXIMUS Canada pursuant to the Trust Agreement and all of the issued and outstanding shares in the capital of MAXIMUS Sub are registered in the name of and owned beneficially by MAXIMUS Prime;

(c)   MAXIMUS Canada represents and warrants that it has full power and authority to execute and deliver this Guarantee and has taken all necessary action to authorize its execution, delivery and performance of this Guarantee and this Guarantee has been duly executed and delivered by it and constitutes a legal, valid and binding obligation of MAXIMUS Canada enforceable against it in accordance with its terms, subject to applicable bankruptcy, insolvency and other laws of general application limiting the enforceability of creditors' rights and to the fact that specific performance and injunction are equitable remedies available only in the discretion of the court;

(d)   MAXIMUS Canada represents and warrants that both MAXIMUS Canada and the Service Provider are solely subject to the laws of Canada and the provinces therein and not subject to the laws or jurisdictions of any foreign country including, without limitation, not being subject to the laws or jurisdiction of the United States of America;

(e)   MAXIMUS Canada represents and warrants that neither the execution and delivery of this Guarantee nor compliance with the terms thereof by it:

(i)   has resulted or shall result in a violation of any Applicable Laws;

7

<blockquote>

(ii)   has resulted or shall result in a breach of, or constitute a default, under constating documents, any shareholders agreement, any internal policy or any shareholder or directors' resolution of MAXIMUS Canada;

(iii)   has resulted or shall result in a breach of, or constitute a default under, any instrument or agreement to which MAXIMUS Canada is a party or by which MAXIMUS Canada is bound; or

(iv)   requires the approval or any consent of any Person or any Governmental Authority except such as has been obtained as of the date hereof; and

</blockquote>

(f)   MAXIMUS Canada represents and warrants that there are no laws in effect in the jurisdiction in which it is organized or principally conducts its business that limits its maximum liability hereunder, except for laws limiting the ability of MAXIMUS Canada to incur liabilities that render it insolvent, unable to pay its debts as they become due or with insufficient or inadequate capital and except for laws requiring approvals, consents, authorizations or registrations that have been obtained or made.

ARTICLE 7
NO SUBROGATION

7.1   No Subrogation or Contribution

MAXIMUS Canada shall not be entitled to be subrogated to any of the rights of the Province against the Service Provider for payments made by MAXIMUS Canada under this Guarantee, nor shall it be entitled to seek any contribution from the Service Provider for payments made by it under this Guarantee, unless all amounts then due and payable to the Province under the Master Services Agreement or applicable Transaction Document, in respect of which demand for payment has been made under this Guarantee, have been satisfied and paid in full.

ARTICLE 8
TAXES

8.1   Taxes

Any and all payments by MAXIMUS Canada hereunder shall be made free and clear of and without deduction for any and all present or future taxes, levies, imposts, deductions, charges or withholdings, and all liabilities with respect thereto, excluding Taxes which shall be adjusted for in accordance with this Section 8.1. If MAXIMUS Canada shall be required by law to deduct any Taxes from or in respect of any sum payable to the Province hereunder:

(a)   the sum payable shall be increased as may be necessary so that after making all required deductions (including deductions applicable to additional sums payable under this Section 8.1) the Province will receive an amount equal to the sum it would have received had no such deductions been made;

(b)   MAXIMUS Canada shall make such deductions; and

(c)   MAXIMUS Canada shall pay the full amount deducted to the relevant Governmental Authority in accordance with Applicable Laws.

8

Within thirty (30) days of any payment of Taxes by MAXIMUS Canada as contemplated in this Section 8.1, MAXIMUS Canada will furnish to the Province the original or a certified copy of a receipt evidencing payment thereof and MAXIMUS Canada will indemnify the Province for the full amount of Taxes paid by it or any liability arising therefrom or with respect thereto, whether or not such Taxes were correctly or legally asserted, within thirty (30) days of the Province's request therefore. Without prejudice to the survival of any other agreement contained herein, the agreements and obligations of MAXIMUS Canada contained in this Section 8.1 shall survive the satisfaction and payment in full of the Obligations and the termination or revocation of this Guarantee.

ARTICLE 9
CONSIDERATION

9.1   Consideration

It is a condition of the grant, execution and delivery of the Master Services Agreement and the other Transaction Documents that MAXIMUS Canada execute and deliver this Guarantee. MAXIMUS Canada acknowledges and agrees that the grant, execution and delivery of the Master Services Agreement and the other Transaction Documents by the Service Provider is in the best interests of MAXIMUS Canada and that MAXIMUS Canada expects to derive benefit therefrom. MAXIMUS Canada makes this Guarantee knowing that the Province shall rely on this Guarantee in entering into the Master Services Agreement and the other Transaction Documents. MAXIMUS Canada conclusively acknowledges that reliance by the Province hereon is in every respect justifiable and that it received adequate and fair consideration for this Guarantee.

ARTICLE 10
MISCELLANEOUS

10.1   Payments

MAXIMUS Canada agrees that where an Obligation owing to the Province is to be performed, satisfied and fulfilled by the making of a payment to the Province, such payment shall be paid to the Province in the currency, at the location and in the manner specified in the Master Services Agreement or applicable Transaction Document.

10.2   Notices

(a)   Any notice, designation, communication, request, demand or other document, required or permitted to be given or sent or delivered hereunder to any Party shall be in writing and shall be sufficiently given or sent or delivered if it is:

(i)   given or delivered by personal delivery to the address of such Party described below;

(ii)   sent to the Party entitled to receive it by registered mail, postage prepaid, mailed in Canada addressed in the manner described below; or

(iii)   sent to the Party entitled to receive it by fax.

9

(b)   Notices shall be sent to the following addresses or fax numbers:

   (i)   In the case of the Province:

   Ministry of Health Services
   2-2 1515 Blanshard St.
   Victoria, British Columbia
   V8W 3C8

   Attention: Executive Contract Manager
   Fax no.: (250) 952-1638

   (ii)   In the case of MAXIMUS Canada:

   MAXIMUS Canada Inc.
   2nd Floor, 609 Broughton Street
   Victoria, British Columbia
   V8W 1C8

   Attention: President
   Fax number: (250) 220 4036

Any Party may change its address or fax number for notices upon giving not less than five (5) Business Days' prior written notice to the other Party in the manner provided in this Section 10.2.

   (c)   Any demand, notice or communication shall be deemed to be made or given when actually received by the recipient Party.

10.3   Amendment

This Guarantee may not be modified or amended except by a written instrument executed by or on behalf of each of the Parties to this Guarantee and consented to expressly and specifically by each of the Parties.

10.4   Assignment

This Guarantee will be binding upon and enure to the benefit of the Parties and their respective successors and permitted assigns. MAXIMUS Canada may not assign its obligations under this Guarantee or any part thereof without the prior written consent of the Province. The Province may assign this Guarantee and its benefits and interest therein in conjunction with the assignment of the interest of the Province in, to and under the Master Services Agreement in accordance with that agreement.

10.5   Waiver

The observance of any term of this Guarantee may be waived by the Province, but such waiver shall be effective only if it is in writing and signed by the Province. No delay or omission on the part of the Province in exercising any right or privilege under this Guarantee shall operate as a waiver thereof, nor shall any waiver on the part of the Province of any right or privilege under this Guarantee operate as a waiver of any other right or privilege under this Guarantee nor shall any

10

single or partial exercise of any right or privilege preclude any other or further exercise thereof or the exercise of any other right or privilege under this Guarantee. A waiver by the Province of any right or remedy on any occasion shall not be construed as a bar to any right or remedy that the Province would otherwise have on any future occasion.

10.6   Governing Law and Attornment

This Guarantee shall be governed by and construed in accordance with the laws, other than choice of law rules, of the Province of British Columbia and, to the extent applicable, the federal laws of Canada. The Parties hereby irrevocably submit to the exclusive jurisdiction of the courts of the Province of British Columbia and agree that any action which may be brought in connection with this Guarantee shall be brought in the Province of British Columbia.

10.7   Further Assurances

MAXIMUS Canada will, from time to time, execute and deliver all such further documents and instruments and do all such further acts and things as the Province may reasonably require to carry out or better evidence or perfect the full intent and meaning of this Guarantee.

10.8   Obligations as Covenants

Each obligation of MAXIMUS Canada in this Guarantee, even though not expressed as a covenant, is considered for all purposes to be a covenant.

10.9   Language

The parties have agreed that this Guarantee and all documents related thereto will be drafted in the English language. Les parties aux présentes ont convenu que cette convention et tous 1es documents qui s'y rapportent soient rédigés en langue anglaise.

10.10   Counterparts

This Guarantee may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one agreement binding on all the Parties, notwithstanding that all the Parties are not signatories to the original or same counterpart.

[Remainder of page intentionally left blank.]

11

10.11   Rules of Construction

The article and section headings contained in this Guarantee are for reference purposes only and will not affect in any way the meaning or interpretation of this Guarantee. As used in this Guarantee, unless otherwise provided to the contrary:

(a)   all references to days will be deemed references to calendar days; and

(b)   any reference to a "Section" or "Article" will be deemed to refer to a section or article of this Guarantee.

Unless the context otherwise requires, as used in this Guarantee, all terms used in the singular will be deemed to refer to the plural as well, and vice versa. The words "hereof," "herein" and "hereunder" and words of similar import referring to this Guarantee refer to this Guarantee as a whole and not to any particular provision of this Guarantee. Whenever the words "include," "includes" or "including" are used in this Guarantee, they will be deemed to be followed by the words "without limitation." All references in this Guarantee to "$" or "dollars" shall be deemed to mean and refer to Canadian Dollars.

IN WITNESS WHEREOF, the Parties have executed this Guarantee as of the date first above written.

MAXIMUS CANADA INC.

By: _____

     Name:
     Title:

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

By: _____

     David Woodward,
     Deputy Minister, Strategic Initiatives and
     Corporate Services, Ministry of Health
     Services

12

ACKNOWLEDGMENT AND CONSENT

The undersigned representatives of the Service Provider hereby acknowledge receipt of a copy of this Guarantee and agree to and consent to its provisions including, without limitation, the giving of notice to MAXIMUS Canada of default by the Service Provider under the Master Services Agreement or any other Transaction Document.

Dated as of November 4, 2004.

MAXIMUS BC HEALTH INC.

By: _____
      Name:
      Title:

MAXIMUS BC HEALTH BENEFIT OPERATIONS, INC.

By: _____
      Name:
      Title:

13

TRUST AGREEMENT

THIS AGREEMENT is entered into as of November 4, 2004.

BETWEEN:

>**MAXIMUS CANADA INC.**, a company organized under the laws of Nova Scotia, with an office located at 2nd Floor, 609 Broughton Street, Victoria, British Columbia, V8W 1C8
>
>("MAXIMUS Canada")

AND:

>**HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA AS REPRESENTED BY THE MINISTER OF HEALTH SERVICES**
>
>(the "Province")

AND:

>**VALIANT TRUST COMPANY**, a trust company wholly owned by the Canadian Western Bank and organized under the *Loan and Trust Corporations Act* (Alberta), with an office located at Suite 310, 606 – 4th Street S.W., Calgary, Alberta, T2P 1T1
>
>(the "Trustee")
>
>(MAXIMUS Canada, the Province and the Trustee are sometimes referred to herein individually as a "Party", and collectively as the "Parties")

WHEREAS:

A.   The Province currently manages and delivers health benefits operations in British Columbia including the business operations and technology in support of the Medical Services Plan and PharmaCare Plans;

B.   The Province has entered into the Master Services Agreement with the Service Provider pursuant to which the Service Provider has agreed to perform for the benefit of the Province, its residents, Province Customers and Stakeholders the Services during the term of the Master Services Agreement;

C.   In conjunction with the Master Services Agreement, the Parties wish to execute this Agreement in order to establish a trust structure which enhances and promotes the privacy and security of Province Data;

VDO_DOCS #1335282 v. 18

D.   MAXIMUS Canada has agreed to transfer to, and settle on, the Trustee all of the issued and outstanding shares (the "Shares") in the capital of MAXIMUS Prime for the benefit of MAXIMUS Canada and the Province, as applicable, and the Trustee has agreed to accept and hold the Shares in trust, subject to and in accordance with the terms and conditions set out in this Agreement; and

E.   In conjunction with the Master Services Agreement, MAXIMUS Canada wishes to grant an option to the Province to purchase the Shares from MAXIMUS Canada upon Termination of the Master Services Agreement.

NOW THEREFORE, in consideration of the respective covenants and agreements provided in this Agreement and the payment of $10 by the Province to MAXIMUS Canada which includes a $5 payment expressly in respect of the option herein granted (the receipt and sufficiency of which are hereby acknowledged by the Parties), the Parties covenant and agree as follows:

ARTICLE 1
DEFINITIONS

1.1   This Agreement is entered into pursuant to and in conjunction with the Master Services Agreement. Capitalized terms used but not otherwise defined herein shall have the meanings ascribed to such terms in the Master Services Agreement.

1.2   Unless otherwise provided herein, capitalized terms shall have the meanings given to those terms as set forth below:

(a)   "Actual Disclosure Event" has the meaning given to in Article 5 of this Agreement.

(b)   "Agreement" means this trust agreement among MAXIMUS Canada, the Province and the Trustee.

(c)   "Business Day" means a day other than Saturday, Sunday or a statutory holiday in British Columbia.

(d)   "Contrary Direction" has the meaning given to it in Section 4.2.

(e)   "Directions" has the meaning given to it in Section 4.2.

(f)   "Master Services Agreement" means the Master Services Agreement dated November 4, 2004 between the Service Provider, MAXIMUS Canada, MAXIMUS, Inc. and the Province, all Schedules annexed thereto and all documents incorporated by reference therein including the Proposal, the Transaction Documents and the JSD Agreement, together with all amendments or supplements made in accordance with the provisions thereof.

(g)   "Option Exercise Notice" has the meaning given to it in Section 6.3.

2

(h)   "Potential Disclosure Event" has the meaning given to it in Article 5 of this Agreement.

(i)   "Share Purchase Option" means the option granted by MAXIMUS Canada to the Province to purchase the Shares from MAXIMUS Canada upon Termination of the Master Services Agreement.

(j)   "Statutory Declaration of a Disclosure Event" has the meaning given to it in Article 5 of this Agreement.

(k)   "Trust" means the trust established and governed by this Agreement.

(l)   "Trustee" means Valiant Trust Company in its capacity as trustee of the Shares and the Trust under this Agreement and not in its individual capacity, and any successor trustee under this Agreement in its capacity as such during the period it is serving in such capacity.

ARTICLE 2
SETTLEMENT OF THE SHARES AND CREATION OF THE TRUST

2.1   In order to create the Trust, MAXIMUS Canada hereby:

(a)   transfers legal title to the Shares to the Trustee and in connection therewith agrees to deliver forthwith the share certificate in the name of the Trustee representing the Shares;

(b)   settles on the Trustee, in trust for the benefit of MAXIMUS Canada, the Shares; and

(c)   appoints the Trustee to act as trustee, effective as of the date of execution and delivery hereof, with full power to manage and deal with the Shares and execute any instrument, document or encumbrance in respect of the Shares for the sole benefit and account of MAXIMUS Canada, at the sole direction of MAXIMUS Canada as principal and beneficial owner, subject to and strictly in accordance with the terms and conditions of this Agreement.

ARTICLE 3
TRUST

3.1   The Trustee hereby declares that effective upon the settlement of the Shares by MAXIMUS Canada pursuant to Article 2 it will hold the Shares in trust for the benefit of MAXIMUS Canada, subject to and strictly in accordance with the terms and conditions of this Agreement.

3

ARTICLE 4
POWERS AND DUTIES OF THE TRUSTEE

4.1   The powers of the Trustee under this Agreement and in respect of the Shares will be limited to those powers set forth in this Article 4 and any other powers expressly granted to the Trustee under this Agreement and no implied covenants or obligations shall be read into this Agreement against the Trustee.

4.2   Subject to Article 5, the Trustee hereby acknowledges and agrees that:

(a)   the Trustee will hold legal title to the Shares as nominee, agent and bare trustee for the sole benefit and account of MAXIMUS Canada as principal and beneficial owner and the Trustee will have no equitable or beneficial interest therein, and the equitable and beneficial interest in the Shares will be vested solely and exclusively in MAXIMUS Canada in accordance with the terms and conditions of this Agreement;

(b)   the Trustee will, subject to the limitations otherwise set forth in this Section 4.2 or otherwise set forth in this Agreement, do all acts and things in connection with the Shares, the affairs of MAXIMUS Prime and, indirectly, MAXIMUS Sub, in accordance with the sole direction in writing ("**Directions**") of MAXIMUS Canada including (without limitation) the following:

(i)   exercise all voting rights with respect to the Shares including, without limitation, the voting rights in respect of the election of directors of MAXIMUS Prime;

(ii)   receive all dividends, distributions, interest, benefits, profits or any other advantage in respect of the Shares on behalf of MAXIMUS Canada and hold the same for the sole use, benefit and advantage of MAXIMUS Canada;

(iii)   act as agent of MAXIMUS Canada, as principal, in respect of any matter relating to the Shares or the performance or observance of any contract or agreement relating to the Shares; and

(iv)   such other acts or things relating to the affairs of MAXIMUS Prime or, indirectly, MAXIMUS Sub, to the extent the Trustee is entitled to do such other acts or things by virtue of its legal ownership of the Shares;

(c)   the Trustee will provide a copy of any Direction to the Province as soon as reasonably practicable;

(d)   where the Province determines in its sole discretion that the actions contemplated in the Direction may result in the disclosure of Province Data contrary to the terms of the Master Service Agreement or could otherwise result in an imminent risk of disclosure of Province Data contrary to the terms of the Master Services Agreement, then the Province shall deliver a statutory declaration to the Trustee

4

stating the same (a **"Contrary Direction"**), with a copy to MAXIMUS Canada (for greater certainty the Trustee shall have no independent obligation to make any such determination and shall only restrict its actions as contemplated herein where it receives such Contrary Direction from the Province and the Trustee shall have no obligation to ascertain the validity or accuracy of the contents of such statutory declaration delivered by the Province hereunder) and upon receiving a Contrary Direction the Trustee will not act as directed pursuant to the Direction but shall act instead in accordance with the Contrary Direction; and

(e)   the Trustee will not execute any instrument, document or encumbrance in respect of the Shares or otherwise do any actions or things in connection with the Shares, the affairs of MAXIMUS Prime or, indirectly, MAXIMUS Sub, until:

(i)   it has received a Direction from MAXIMUS Canada;

(ii)   three (3) Business Days following the Trustee's delivery of a copy of the Direction to the Province, provided that the Trustee has not within such three (3) Business Days received a Contrary Direction from the Province in which case the Trustee shall act in accordance with the Contrary Direction; and

(iii)   the Direction is not otherwise contrary to the terms and conditions of this Agreement.

ARTICLE 5
POTENTIAL OR ACTUAL DISCLOSURE OF PROVINCE DATA

5.1   Where either (a) the Province or MAXIMUS Canada, in its sole discretion, determines after reviewing the then current circumstances that there is an imminent risk that the Province Data may be disclosed contrary to the terms of the Master Services Agreement and that there are no other reasonable options available to the Party making such determination to prevent disclosure of the Province Data (**"Potential Disclosure Event"**) or (b) where the Province or MAXIMUS Canada, in its sole discretion, determines that the Province Data has been intentionally disclosed pursuant to an order of a foreign jurisdiction (**"Actual Disclosure Event"**), then the Party making either such determination may deliver to the Trustee and the other Party a statutory declaration (**"Statutory Declaration of a Disclosure Event"**) stating the fact of the Potential Disclosure Event or Actual Disclosure Event. Upon delivery of the Statutory Declaration of a Disclosure Event:

(a)   the entirety of the beneficial and equitable interest of MAXIMUS Canada in the Shares will forthwith completely and wholly be extinguished, and thereupon the beneficial and equitable interest in the Shares will vest solely, completely and exclusively in the Province; and

5

(b)   the Trustee will thereupon no longer take any directions whatsoever from MAXIMUS Canada in relation to the Shares, MAXIMUS Prime, MAXIMUS Sub, or otherwise.

5.2   Upon delivery of the Statutory Declaration of a Disclosure Event, the Trustee acknowledges and agrees that the Trustee will hold legal title to the Shares as nominee, agent and bare trustee for the sole benefit and account of the Province as principal and beneficial owner and the Trustee will have no equitable or beneficial interest therein, and the equitable and beneficial interest in the Shares will be vested solely and exclusively in the Province, subject to and in accordance with this Agreement.

5.3   The Trustee acknowledges and agrees that during the entire period of time it holds legal title to the Shares as nominee, agent and bare trustee for the sole benefit and account of the Province as the principal and beneficial owner, it shall do all acts and things in connection with the Shares, the affairs of MAXIMUS Prime and, indirectly, MAXIMUS Sub, in accordance with the sole direction of the Province including (without limitation) the following:

(a)   exercise all voting rights with respect to the Shares including, without limitation, the voting rights in respect of the election of directors of MAXIMUS Prime;

(b)   act as agent of the Province, as undisclosed principal, in respect of any matter relating to the Shares or the performance or observance of any contract or agreement relating to the Shares;

(c)   perform such other acts or things relating to the affairs of MAXIMUS Prime or, indirectly, MAXIMUS Sub, to the extent the Trustee is entitled to do such other acts or things by virtue of its legal ownership of the Shares; and

(d)   subject to Section 5.4 hereof, receive all dividends, distributions, interest, benefits, profits or any other advantage in respect of the Shares on behalf of the Province and hold the same for the sole use, benefit and advantage of the Province.

During the entire period of time the Trustee holds legal title to the Shares as nominee, agent and bare trustee for the sole benefit and account of the Province pursuant to this Article 5, the Trustee shall not disclose to third parties that it is acting on behalf or for the benefit of the Province, except pursuant to any law, order, regulation or ruling applicable to or binding upon the Trustee.

Notwithstanding the foregoing, the Trustee will not execute any instrument, document or encumbrance in respect of the Shares or otherwise do any actions or things in connection with the Shares, the affairs of MAXIMUS Prime or, indirectly, MAXIMUS Sub until it has received direction from the Province.

The Trustee shall provide MAXIMUS Canada with a copy of any direction that it receives from the Province in respect of the Province's rights hereunder until such time as

6

legal title to the Shares is transferred to the Province pursuant to Section 5.6 or the beneficial interest of MAXIMUS Canada is restored pursuant to Section 5.4.

5.4 The Province shall retain the beneficial and equitable interest in the Shares, until the following:

(a) In respect of a Potential Disclosure Event, where the Province, in its sole discretion, determines after reviewing the then current circumstances that the risk of disclosure in relation to the Potential Disclosure Event no longer exists and will not exist if the beneficial interest of MAXIMUS Canada in the Shares is restored, then the Province will deliver a statutory declaration to the Trustee and MAXIMUS Canada stating this fact. Forthwith upon the delivery of such a statutory declaration, the entirety of the beneficial interest of the Province in the Shares will be completely and wholly extinguished, and thereupon the beneficial interest in the Shares will vest solely, completely and exclusively in MAXIMUS Canada. Notwithstanding the foregoing, following the vesting of the beneficial and equitable interest in the Shares in the Province and in the absence of the delivery by the Province of a statutory declaration described in this Section 5.4(a), where MAXIMUS Canada disagrees with the Province that a risk of disclosure in relation to the Potential Disclosure Event still exists or may exist if the beneficial interest of MAXIMUS Canada in the Shares were to be restored, MAXIMUS Canada may apply in writing to the Privacy Commissioner of British Columbia for a determination as to whether the risk of disclosure in relation to the Potential Disclosure Event no longer exists and will not exist if the beneficial interest of MAXIMUS Canada in the Shares is restored. Following such an application, if the Privacy Commissioner determines that the risk of disclosure in relation to the Potential Disclosure Event no longer exists and will not exist if the beneficial interest of MAXIMUS Canada in the Shares is restored, then forthwith upon such a determination by the Privacy Commissioner, the Province shall deliver to the Trustee and MAXIMUS Canada the statutory declaration so contemplated in this Section 5.4(a).

(b) In respect of an Actual Disclosure Event, the Province may, in its sole discretion, determine whether the entirety of its beneficial interest in the Shares will be completely and wholly extinguished and MAXIMUS Canada's beneficial interest in the Shares will be restored and, at such a point in time, the Province will deliver a statutory declaration to the Trustee and MAXIMUS Canada stating this fact. Forthwith upon the delivery of such a statutory declaration, the entirety of the beneficial interest of the Province in the Shares will be completely and wholly extinguished, and thereupon the beneficial interest in the Shares will vest solely, completely and exclusively in MAXIMUS Canada. Notwithstanding the foregoing, following the vesting of the beneficial and equitable interest in the Shares in the Province and in the absence of the delivery by the Province of a statutory declaration described in this Section 5.4(b), where MAXIMUS Canada reasonably determines that it has established mechanisms to ensure that it is not reasonably possible for there to be a future Actual Disclosure Event if the beneficial interest of MAXIMUS Canada in the Shares were to be restored,

7

MAXIMUS Canada may apply in writing to the Privacy Commissioner of British Columbia for a determination as to whether the proposed mechanisms will ensure that it will not be reasonably possible for there to be a future Actual Disclosure Event if the beneficial interest of MAXIMUS Canada in the Shares is restored. Following such an application, if the Privacy Commissioner determines that such mechanisms will in fact ensure that it will not be reasonably possible for there to be a future Actual Disclosure Event if the beneficial interest of MAXIMUS Canada in the Shares is restored, then forthwith upon such a determination by the Privacy Commissioner, the Province shall deliver to the Trustee and MAXIMUS Canada the statutory declaration so contemplated in this Section 5.4(b) subject to nothing herein limiting or in any way restricting any other right that the Province may have including any termination rights that the Province can otherwise exercise under the Master Services Agreement.

Following the restoration of MAXIMUS Canada's beneficial and equitable interest in the Shares pursuant to this Section 5.4 or upon legal title in the Shares being transferred to the Province pursuant to Section 5.6, the Province shall forthwith make payment to MAXIMUS Canada of an amount of money equal to the amount of all the dividends, distributions, interest, benefits, profits or any other direct monetary amounts the Province received directly in respect of the Shares for and during the entire period of time during which the Province held the beneficial and equitable interest in the Shares. This obligation shall survive termination or expiry of this Agreement.

5.5   Forthwith upon the beneficial and equitable interest in the Shares arising in the Province pursuant to this Article 5 (and, for greater certainty, following either a Potential Disclosure Event or an Actual Disclosure Event), the Joint Executive Committee shall, as soon as practicable, convene a meeting to monitor the circumstances of Potential Disclosure Event or Actual Disclosure Event and consider such other related matters as the members of the Joint Executive Committee may, in their reasonable discretion, deem appropriate. The Joint Executive Committee shall thereafter convene meetings for the same purpose or purposes at least weekly for a period of 90 days or until the beneficial and equitable interest in the Shares of MAXIMUS Canada is restored, whichever event occurs first.

5.6   If the Province retains the beneficial interest in the Shares for 90 consecutive days, then the Trustee shall, upon delivery of a request from the Province, forthwith upon or at any time after the later of the 90th day after the beneficial interest of the Province arose and the date that the Privacy Commissioner makes a determination as contemplated herein (where a request from MAXIMUS Canada was submitted not more than 60 days after the Province's beneficial interest arose with a copy of the same having been sent at such time to the Trustee) transfer legal title to the Shares to the Province and in connection therewith will immediately deliver the applicable share certificate in the name of the Province representing the Shares. Upon delivery of such share certificate this Agreement shall be deemed to be terminated and of no further force or effect.

8

ARTICLE 6
SHARE PURCHASE OPTION

6.1   MAXIMUS Canada agrees to grant to the Province the option to purchase the Shares from MAXIMUS Canada upon Termination of the Master Services Agreement ("**Share Purchase Option**"). For greater certainty, the Share Purchase Option is inclusive of the legal title and entirety of the beneficial interest in the Shares.

6.2   Where the Province notifies MAXIMUS Canada that it is contemplating the exercise of its Share Purchase Option, MAXIMUS Canada shall cause the Service Provider to assist and cooperate fully with the Province to facilitate the possible purchase and sale pursuant to the Share Purchase Option and to further provide the Province with all assistance and access reasonably required by the Province in order that the Province conduct all due diligence reasonably required by the Province to determine whether the Province will exercise its Share Purchase Option.

6.3   In order to exercise the Share Purchase Option, at any time during the period commencing on the day immediately preceding the Termination Date of the Master Services Agreement and ending 180 days after Termination Date, the Province shall deliver a written notice (the "**Option Exercise Notice**") to the Trustee, with a copy to MAXIMUS Canada, notifying the Trustee that the Province is exercising its Share Purchase Option pursuant to this Agreement. The Option Exercise Notice shall specify the date of exercise (which may be the date of the notice itself).

6.4   Upon receipt of the Option Exercise Notice, the Trustee agrees to forthwith transfer the Shares to the Province and in connection therewith agrees to immediately deliver the applicable share certificate in the name of the Province representing the Shares.

6.5   As soon as reasonably practicable upon or after the transfer of the Shares to the Province pursuant to the Share Purchase Option and in any event not later than sixty (60) days after the following amounts are determined, the Province agrees, as consideration for the transfer of the Shares pursuant to the Share Purchase Option, to make payment to MAXIMUS Canada an amount equal to the consolidated shareholders equity of MAXIMUS Prime and MAXIMUS Sub (determined in accordance with Canadian generally accepted accounting principles consistently applied) calculated as of the Termination Date. MAXIMUS Canada hereby agrees, effective upon the transfer of the Shares, to indemnify and save harmless the Province in respect of any Losses or any other liabilities (contingent or absolute) in respect of MAXIMUS Prime and MAXIMUS Sub to the extent that the same are not reflected in the calculation of the shareholders equity of MAXIMUS Prime and MAXIMUS Sub.

For greater certainty nothing herein shall limit any amounts otherwise payable by the Province to the Service Provider in respect of Termination including the Termination for Convenience Fee and all such amounts shall be deemed to be cash of the Service Provider regardless of whether or not they have been paid to the Service Provider at the time of exercise of the Share Purchase Option and the amount payable by the Province to MAXIMUS Canada shall be adjusted accordingly.

9

Where the amount of the payment pursuant to the above calculation in this Section 6.5 equals less than zero dollars, then MAXIMUS Canada shall as soon as reasonably practicable upon or after the transfer of the Shares to the Province pursuant to the Share Purchase Option, but in no event later than 60 days thereafter, make payment to the Province an amount equal to the full amount by which the above calculation results in an amount less than zero dollars. Where the Province and MAXIMUS Canada cannot agree upon any amounts so contemplated in this Section 6.5 within 30 days after the transfer of the Shares then such disagreement shall be deemed to be a Dispute and shall be governed in accordance with the terms of the Master Services Agreement. Late payment of any amounts hereunder shall result in interest calculated and payable in the same manner as calculated and payable pursuant to the Master Services Agreement. This obligation of payment shall survive termination or expiry of this Agreement.

6.6   Upon Termination and expiry of the 180 day option exercise period referenced in Section 6.3 above, if the Province has not exercised the Share Purchase Option then MAXIMUS Canada has the right to deliver a statutory declaration to the Trustee and to the Province stating that there has been a Termination and the 180 day option exercise period has expired (the "Trust Termination Statutory Declaration"). Upon delivery of the Trust Termination Statutory Declaration the Province shall have fourteen (14) days to deliver a contrary notice to the Trustee and MAXIMUS Canada disputing such Trust Termination Statutory Declaration in which case such matter shall be deemed to be a Dispute and governed in accordance with the terms of the Master Services Agreement. Upon expiry of such fourteen (14) day period where no contrary notice is delivered by the Province then the Trustee agrees to forthwith transfer the Shares to MAXIMUS Canada and in connection therewith agrees to immediately deliver the applicable share certificate in the name of MAXIMUS Canada representing the Shares. Upon such transfer of Shares to MAXIMUS Canada this Agreement shall be deemed to be terminated and of no further force or effect and any rights of the Province in or to the Shares, including the Share Purchase Option, shall be terminated effective upon termination of this Agreement.

ARTICLE 7
RESIGNATION AND REMOVAL OF THE TRUSTEE AND TERMINATION OF TRUST

7.1   The Trustee may at any time resign, with or without cause, and be discharged from this Trust by giving at least 90 days notice in writing thereof to the Province and MAXIMUS Canada. Upon receiving such notice of resignation, MAXIMUS Canada (or the Province, where the Province holds the beneficial interest in the Shares pursuant to Article 5 hereof) shall promptly appoint a successor trustee that is reasonably acceptable to the other Party by written instrument, in duplicate, with one copy to the successor trustee and one copy to the other Party to this Agreement.

7.2   The Trustee may at any time be removed and discharged from this Trust, upon mutual agreement of the Province and MAXIMUS Canada evidenced in writing, and by giving at least 30 days notice in writing to the Trustee. Upon removal of the Trustee, MAXIMUS Canada (or the Province, where the Province holds the beneficial interest in the Shares

10

pursuant to Article 5 hereof) shall promptly appoint a successor trustee that is reasonably acceptable to the other Party by written instrument, in duplicate, with one copy to the successor trustee and one copy to the other Party to this Agreement.

7.3   Any resignation or removal of the Trustee and appointment of a successor trustee pursuant to this Article 7 shall become effective only upon acceptance of appointment by the successor trustee, such acceptance to be evidenced by transfer of legal title to the Shares to the successor trustee and the successor trustee executing, acknowledging and delivering to its predecessor Trustee an instrument accepting such appointment hereunder and a true copy of such instrument shall be delivered to MAXIMUS Canada and the Province and, without any further act, deed or conveyance, the successor Trustee shall assume and become fully vested with all the rights, powers, duties and obligations of its predecessor Trustee hereunder, with like effect as if named as Trustee herein.

7.4   Any corporation or trust company into which the Trustee may be merged or converted or with which it may be consolidated, or any corporation or trust company resulting from any merger, conversion or consolidation to which the Trustee shall be party, or any corporation or trust company succeeding to the business of the Trustee, shall be successor of the Trustee hereunder, without the execution or filing of any paper or any other act on the part of any of the Parties hereto other than the necessary transfer of legal title of the Shares (if applicable), anything herein to the contrary notwithstanding. In addition, no change of name of the Trustee shall affect its right or capacity to act as Trustee hereunder.

7.5   The Parties acknowledge and agree that this Trust may be terminated upon mutual agreement of the Province and MAXIMUS Canada evidenced in writing, and by giving at least 30 days notice in writing to the Trustee. The Parties further acknowledge and agree that this Trust shall forthwith be terminated upon the occurrence of either of the following:

(a)   The Trustee transfers the legal title to the Shares to the Province pursuant to Section 5.6 hereof;

(b)   The Trustee transfers the legal title to the Shares to the Province pursuant to the Option Exercise Notice, as more particular described in Section 6.4 hereof; or

(c)   The Trustee transfers the legal title to the Shares to MAXIMUS Canada pursuant to Section 6.6.

For greater certainty, upon transfer of the Shares to the Province or MAXIMUS Canada, the entirety of the beneficial and equitable interest in the Shares will vest solely in such Party, to the exclusion of all others, and the entirety of the other Party's beneficial and equitable interest in the Shares will be wholly, completely and forever extinguished.

11

ARTICLE 8
FEES AND EXPENSES

8.1   The Province shall pay the Trustee for the above-mentioned services and for all additional services required to fulfill its obligations hereunder or provided in connection herewith in accordance with the tariff or schedule of fees attached as Schedule A hereto, which fees are subject to revision by the Trustee from time to time on thirty (30) days' written notice, and shall reimburse the Trustee for all reasonable costs and expenses other than costs and expenses in respect of ordinary course corporate filings and actions of the Service Provider that MAXIMUS Canada would have otherwise incurred but for this Trust Agreement, which shall be payable by MAXIMUS Canada.

8.2   Notwithstanding the foregoing, any payments or disbursements made by the Trustee in respect of the Shares in accordance with this Agreement will be made as the agent of and for the account of MAXIMUS Canada (or the Province, where the Province holds the beneficial interest in the Shares pursuant to Article 5 hereof), as principal, and MAXIMUS Canada (or the Province, where the Province holds the beneficial interest in the Shares pursuant to Article 5 hereof), will reimburse the Trustee for any amount reasonably and properly expended by the Trustee in connection with the Shares with the consent or direction of MAXIMUS Canada (or the Province, where the Province holds the beneficial interest in the Shares pursuant to Article 5 hereof).

8.3   The Province or MAXIMUS Canada, as the case may be, shall pay the Trustee the fees and expenses within thirty (30) days of the date of the Trustee's invoice. The Parties acknowledge that late payment may be subject to interest charges as indicated on the invoice.

8.4   The Parties agree that the fees of the Trustee are confidential information. As such, the Parties agree not to disclose such fees to a third party without the Trustee's prior written consent, save and except for disclosure (a) to the Parties' professional advisors, and (b) as required or otherwise compelled by law.

8.5   The provisions of this Article 8 shall survive the resignation or removal of the Trustee or the termination of this Agreement.

ARTICLE 9
INDEMNIFICATION

9.1   The Trustee shall not be liable for any action taken or omitted to be taken by the Trustee under or in connection with this Agreement, except for losses caused by the Trustee's bad faith, willful misconduct or gross negligence.

9.2   MAXIMUS Canada hereby agrees to indemnify and hold harmless the Trustee, its affiliates, their current and former directors, officers, employees and agents (collectively, the "Indemnified Parties"), from and against any and all claims, demands, losses, penalties, costs, expenses, fees and liabilities, including, without limitation, legal fees and expenses, directly or indirectly arising out of, in connection with, or in respect of, the

12

Trustee's holding of title to or dealing with the Shares as trustee for and on behalf of MAXIMUS Canada, except where same results from gross negligence, willful misconduct or bad faith on the part of the Indemnified Parties.

9.3   The Province hereby agrees to indemnify and hold harmless the Indemnified Parties from and against any and all claims, demands, losses, penalties, costs, expenses, fees and liabilities, including, without limitation, legal fees and expenses, directly or indirectly arising out of, in connection with, or in respect of, the Trustee's holding of title to or dealing with the Shares as trustee for and on behalf of the Province, except where same results from gross negligence, willful misconduct or bad faith on the part of the Indemnified Parties.

9.4   Each of MAXIMUS Canada and the Province agree that its liability hereunder shall be absolute and unconditional, regardless of the correctness of any representations of any third parties and regardless of any liability of third parties to the Indemnified Parties, and shall accrue and become enforceable without prior demand or any other precedent action or proceeding.

9.5   Notwithstanding any other provision of this Agreement, and whether such losses or damages are foreseeable or unforeseeable, the Trustee shall not be liable under any circumstances whatsoever for any (a) breach by any Party of securities law or other rule of any securities regulatory authority, (b) lost profits or (c) special, indirect, incidental, consequential, exemplary, aggravated or punitive losses or damages.

9.6   The provisions of this Article 9 shall survive the resignation or removal of the Trustee or the termination of this Agreement.

ARTICLE 10
FURTHER ASSURANCES

10.1   The Trustee will perform all such other acts and things and execute all such other documents as are necessary or desirable in the reasonable opinion of the Province and/or MAXIMUS Canada to evidence or carry out the terms or intent of this Agreement.

ARTICLE 11
NO WAIVER

11.1   No failure or delay on the part of any Party in exercising any right, power or privilege under this Agreement will operate as a waiver thereof, nor will any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof or the exercise of any other right, power or privilege. Except as may be limited herein, any Party may, in its sole discretion, exercise any and all rights, powers, remedies and recourses available to it under this Agreement or any other remedy available to it and such rights, powers, remedies and recourses may be exercised concurrently or individually without the necessity of making any election.

13

ARTICLE 12
AMENDMENTS

12.1 The provisions of this Agreement may only be varied or amended with the consent in writing of the Province and MAXIMUS Canada and, where they affect the Trustee, with consent in writing of the Trustee.

ARTICLE 13
GOVERNING LAW

13.1 This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia and the laws of Canada applicable therein, and the obligations, rights and remedies of the Parties hereunder shall be determined in accordance with such laws (in each case, without regard to principles of conflicts of laws).

ARTICLE 14
GENERAL

14.1 The Parties agree that nothing in this Agreement or any transfer of beneficial ownership rights hereunder, affects the rights of the Province under any other agreement, including (without limitation), the Financial Guarantee, the Performance Guarantee, the other Transaction Documents or the Master Services Agreement.

ARTICLE 15
NOTICES

15.1 Any notice, request, demand, authorization, direction, consent, waiver or other document provided or permitted by this Agreement to be made upon, given or furnished to, or filed with, the Trustee shall be sufficient for every purpose hereunder, including, without limitation, effective delivery, if made, given, furnished, delivered or filed in writing or by fax in accordance with this section with the Trustee at:

> **Valiant Trust Company**
> Suite 310, 606 - 4th Street S.W.
> Calgary, Alberta, T2P 1T1, Canada
>
> Attention: Bob Morris
> Fax no.: (403) 233-2857

or such other address as may be specified in writing by the Trustee to the Province and MAXIMUS Canada at least three (3) Business Days prior to the date on which such new address is to be effective.

15.2 Any notice, request, demand, authorization, direction, consent, waiver or other document provided or permitted by this Agreement to be made upon, given or furnished to, or filed with, the Province shall be sufficient for every purpose hereunder, including, without

14

limitation, effective delivery, if made, given, furnished, delivered or filed in writing or by fax in accordance with this section with the Province at:

> **Ministry of Health Services**
> 2-2 1515 Blanshard St.
> Victoria, British Columbia
> V8W 3C8
>
> Attention: Executive Contract Manager
> Fax no.: (250) 952-1638

or such other address as may be specified in writing by the Province to the Trustee and MAXIMUS Canada at least three (3) Business Days prior to the date on which such new address is to be effective.

15.3   Any notice, request, demand, authorization, direction, consent, waiver or other document provided or permitted by this Agreement to be made upon, given or furnished to, or filed with, MAXIMUS Canada shall be sufficient for every purpose hereunder, including, without limitation, effective delivery, if made, given, furnished, delivered or filed in writing or by fax in accordance with this section with MAXIMUS Canada at:

> **MAXIMUS Canada Inc.**
> 2nd Floor, 609 Broughton Street
> Victoria, British Columbia, Canada
> V8W 1C8
>
> Attention: President
> Fax no.: (250) 220 4036

or such other address as may be specified in writing by MAXIMUS Canada to the Trustee and the Province at least three (3) Business Days prior to the date on which such new address is to be effective.

ARTICLE 16
SEVERABILITY OF PROVISIONS

16.1   If any one or more of the covenants, agreements, provisions or terms of this Agreement or the application thereof to any Party or circumstance shall be for any reason whatsoever held illegal, invalid or unenforceable by final determination of a court of proper jurisdiction, then such covenants, agreements, provisions or terms, or the application thereof to persons and circumstances held illegal, invalid or unenforceable, shall be deemed severable from the remaining covenants, agreements, provisions or terms of this Agreement and shall in no way affect the validity or enforceability of the remaining provisions of this Agreement.

15

ARTICLE 17
INTERPRETATION

17.1   In this Agreement, words importing the singular number include the plural and vice versa and words importing gender include all genders.

17.2   The terms "this Agreement", "hereof", "hereunder", and similar expressions refer, unless otherwise specified, to this Agreement taken as a whole and not to any particular Article, Section, Schedule or other portion hereof.

17.3   Unless otherwise expressly provided herein, all references to payments or dollar amounts in this Agreement refer to or are expressed in Canadian dollars.

17.4   The division of this Agreement into articles, sections, clauses and paragraphs and the insertion of headings are for convenience of reference only and shall not affect its construction or interpretation.

ARTICLE 18
ENTIRE AGREEMENT

18.1   This Agreement constitutes the entire agreement and understanding of the Parties with respect to its subject matter and supersedes all oral communications and prior writings with respect thereto.

ARTICLE 19
COUNTERPARTS AND SECTION HEADINGS

19.1   This Agreement may be executed in counterparts, each of which shall be deemed to be an original but such counterparts shall together constitute but one and the same instrument.

[Remainder of page intentionally left blank.]

16

ARTICLE 20
ENUREMENT

20.1   This Agreement will enure to the benefit of and be binding upon the respective successors, legal representatives and assigns of the Parties.

IN WITNESS WHEREOF the Parties have executed this Agreement.

SIGNED, SEALED AND DELIVERED in the presence of:)
)
)
) **MAXIMUS CANADA INC.**
)
_____)   By: _____
Name   )   Name:
)   Title:
)
_____)
Address   )
)
)
_____)
Occupation   )

SIGNED, SEALED AND DELIVERED in the presence of:) **HER MAJESTY THE QUEEN IN RIGHT**
) **OF THE PROVINCE OF BRITISH**
) **COLUMBIA, as represented by the**
) **Minister of Health Services**
_____)
Name   )
)
_____)   By: _____
Address   )   David Woodward,
)   Deputy Minister, Strategic Initiatives
)   and Corporate Services, Ministry of
_____)   Health Services
Occupation   )

SIGNED, SEALED AND DELIVERED in the presence of:) **VALIANT TRUST COMPANY**
)
)
_____)   By: _____
Name   )   Name:
)   Title:
_____)
Address   )
)
_____)
Occupation   )

17

VDO_DOCS #1335282 v. 18

SCHEDULE A

FEES

A-1

**Ministry of Health
PharmaCare**

Business Continuation Plan

**September 2003
Version 2.2**

TABLE OF CONTENTS

Table of Contents
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 3
HTH-2012-00106 Schedule M

Table of Contents
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 5
HTH-2012-00106 Schedule M

Ministry of Health
PharmaCare

Business Continuation Plan

Overview

September 2003
Version 2.2

OVERVIEW

This page is deliberately blank

Overview
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 10
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

OVERVIEW

This page is deliberately blank

Overview
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 12
HTH-2012-00106 Schedule M

INTRODUCTION

PharmaNet is administered by the PharmaCare Division, Ministry of Health Services. PharmaCare's mission statement is, "To improve the health status of British Columbians by providing reimbursement to ensure reasonable access to and appropriate use of prescription drugs and related benefit services for eligible residents of the province."

PharmaCare Management is determined to be prepared in the event of a disaster that would cause disruption to the delivery of service to British Columbians. A disaster is defined as an event such as a prolonged power outage, fire, water leaks, flood or explosion causing physical damage or prevention of access to 1515 Blanshard Street.

The primary objective of this *Business Continuation Plan* is to enable the organization to minimize the impact of a disaster by reestablishing normal business operations within a reasonable timeframe.

S. 15

OVERVIEW

PURPOSE OF THIS DOCUMENT

This document is *PharmaCare's Business Continuation Plan* and has been prepared to enable PharmaCare to continue essential business operations after a major disruptive event a   S. 15

The purpose of this *Business Continuation Plan* is to document the recovery strategies, required resources, and procedures necessary to continue essential operations.   S. 15

This plan will:

1. Re-establish essential functions in an efficient manner;
2. Minimize costs incurred to continue essential functions;
3. Minimize confusion and the potential for errors in the continuation process; and
4. Avoid duplicated effort by continuation personnel.

ASSUMPTIONS

PharmaCare's *Business Continuation Plan* provides for continuation of service should the business premises of PharmaCare at   S. 15   suddenly become unavailable for use.

This *Plan* is based on the validity of the following assumptions:

1. A local site disaster has occurred rendering part or all of the facilities at   S. 15   ther destroyed or completely inaccessible.

2. The situation that caused the disaster is localized t   S. 15   S. 15   the site of PharmaCare business operations.

3. It is not a catastrophe affecting a major portion of the city. It should be noted however, that the Plan would still be functional and effective even in an area-wide disaster, such as an earthquake.

4. The Ministry of Management Services,   S. 15
       S. 15   facilities are still operable.

5. Functional and operational support is available from other government departments, agencies and other business enterprises
       S. 15

6. The disaster has not resulted in the loss of the majority of PharmaCare employee   S. 15
       S. 15

7. The availability and accessibility of a Business Continuation Site is a critical requirement for the implementation of this plan.

Overview
Page 6

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 14
HTH-2012-00106 Schedule M

STRUCTURE OF THIS DOCUMENT

This manual may be used as a complete document, or by individual team sections, which may be extracted and distributed as complete kits. The appendices to be distributed with each kit are labelled A, B, etc.

The *Business Continuation Plan* is composed of eleven major sections:

Section 1   Overview
Section 2   Plan Strategy
Section 3   Plan Activation
Section 4   Continuation Management Team
Section 5   Administration Team
Section 6   System Support Team
Section 7   Operations Team Procedures
Section 8   HelpDesk
Section 9   Plan Maintenance
Section 10 Plan Rehearsals and Education
Section 11 Appendices

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Overview
Page 7

Page 15
HTH-2012-00106 Schedule M

OVERVIEW

The **Overview** provides a description of this document and defines the plan scope - from both a disaster scenario and an essential function viewpoint. It also provides an overview of the recovery strategy and the supporting organization required to implement the plan.

Plan Strategy outlines the required responses to a disaster and includes initiating the *Business Continuation Plan*, notification requirements and responsibility areas for activating the Business Continuation Site. "Business Continuation Phases" addresses the three phases of the *Business Continuation Plan* from the initial emergency to the recovery phase.   S. 15

S. 15

Plan Activation provides an overview of the processes and procedures required to activate the plan, including first alert procedures, disaster verification, damage assessment, team activation and establishment of the Command Centre at the Business Continuation Site. This section addresses general response to a disruptive event until a decision is made to activate the operational teams responsible for continuing defined essential business functions.

The **Continuation Management Team** section contains the procedures for the overall direction of the *Business Continuation Plan*. This team is responsible for ascertaining the extent of damage and activating the *Business Continuation Plan*.

The **Administration Team** provides administrative support and coordinates internal communications. The procedures and areas of responsibility for this team are outlined in this section.

The **Systems Support Team** is responsible for providing systems support to the PharmaCare emergency teams. Roles, responsibilities, and system setup and recovery procedures are included in this section.

The **Operations Team** is responsible for the continuation of essential services performed by   S. 15   Procedures for relocation of th   S. 15   are included here. Procedures for   S. 15   re also contained within this section.

The   S. 15   s responsible for performing normal   S. 15 functions. Procedures for   S. 15   d specific BCP site procedures are also included in this section.

Plan Maintenance defines the maintenance and plan distribution responsibilities, procedures and timeframes for ensuring the *Business Continuation Plan* is current.

Plan Rehearsals and Education provides a schedule of Business Continuation Plan rehearsals. An overview of staff training is also contained in this section.

DISTRIBUTION

This document, in whole or in part, is distributed to each member of the *Business Continuation Team(s)*. It is also distributed to others not primarily involved with the direct recovery effort.

MAINTENANCE

The *Plan* is a document that reflects the changing environment and requirements of Ministry of Health Services, PharmaCare. Therefore, the *Plan* requires the continued allocation of resources to maintain it and to keep it in a constant state of readiness. This task includes updating the *Plan* and revising this document to reflect updates, testing the updated *Plan,* and training personnel.

The *Business Continuity Management Team* ensures that the *Plan* undergoes a formal review on a quarterly basis. Annually, this Team initiates a complete review of the *Plan*, which may result in major revisions to this document. All revisions will be reviewed, approved, and distributed to all authorized personnel.

TESTING

Testing the *Business Continuation Plan* is an essential element of preparedness. Partial tests of individual components and recovery plans of specific *Continuation Teams* will be carried out on regular basis. A comprehensive exercise of our continuity capabilities and support by our designated recovery facilities will be performed on a yearly basis.

AREAS OF RESPONSIBILITY

The essential services included in the *Business Continuation Plan* and the team with lead responsibility for delivery of Business Continuation services are:

1. Management Team
   - Conduct damage assessment
   - Establish Command Centre at the Business Continuation Site
   - Authorization of plan activation
   - Conduct plan activation meetings
   - Direct all continuation activities

2. The Operations Team

   S. 15   for Business Continuation Site
   - Establishing the PharmaNet Help Desk
   - Distribution of Fanout
   - Responding to telephone enquiries
   - Processing claims for pharmacies, individuals and third parties
   - Corrective action for destroyed offline claims

3. The Administration Team
   - Staff Communication
   - Administrative Support

4. The Systems Team

   S. 15

All business functions and services listed above are deemed to be essential PharmaCare functions. All other business functions will be deferred until these essential functions are operational, at which time the management team will re-evaluate priorities and establish other business operations.

As essential business functions are carried on at the   S. 15

S. 15

Overview
Page 10

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 18
HTH-2012-00106 Schedule M

Ministry of Health
PharmaCare

Business Continuation Plan

Plan Strategy

September 2003
Version 2.2

PLAN STRATEGY

This page is deliberately blank

Plan Strategy
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 20
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

PLAN STRATEGY

This page is deliberately blank

Plan Strategy
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 22
HTH-2012-00106 Schedule M

OVERVIEW

A Command Centre / Business Continuation Site will be established at S. 15 The *Continuation Management Team*, other Team Leaders and required support staff will be instructed to report to the Command Centre as needed to initiate continuation operations.

If the emergency situation is estimated to be of short duration, S. 15 S. 15 Client Service Representatives may be relocated to the Command Centre / Business Continuation S. 15 S. 15 The Command Centre and Business Continuation sites are located S. 15

PharmaCare has entered into an agreement with S. 15 provide a **Business Continuation Site** at S. 15 Information about the Business Continuation Site and its location can be found in *Appendix A* of this document.

Note: If the BCP site is not available the Continuation Management Team Leader will identify an alternate site.

Upon notification of a disruptive event, the *Continuation Management Team* will meet at the Command Centre to conduct verification and assessment processes. A decision will be made as to which components of the *Plan*, if any, are required to be activated. If primary facilities and resources can be recovered within a short time, the *Continuation Management Team* may decide S. 15 S. 15

Once essential functions and priorities have been identified, it may be necessary to review and modify the pre-planned strategies described in this document. These strategies will focus on short-term continuation operations. Once activation plans have been initiated, additional resources will be employed to support long-term outages and the eventual resumption of all business functions.

PharmaCare personnel authorized to activate the *Business Continuation Plan* are listed in *BCP contact list* of this document.

The continuation organization S. 15

S. 15

ORGANIZATION STRUCTURE

The *Continuation Management Team* is composed of key management personnel. The primary responsibilities of the *Continuation Management Team* include:

- conducting site damage assessment and plan activation meetings;
- authorizing activation of the *Business Continuation Plan*;
- notifying the Executive Director of PharmaCare of the situation and *Business Continuation Plan* activation status (Executive Director will escalate appropriately within the Ministry of Health Services);
- notifying S. 15 of *Business Continuation Plan* activation;
- communication with external organizations and media liaison;
- re-evaluating and establishing continuation priorities;
- commencing steps to secure a replacement work site; and
- directing all continuation operations.

The *Operations Team* is responsible for the continuation of essential functions performed by the Operations Section.

The *Administration Team* is responsible for administrative support and communication with staff.

**PHARMACARE
BUSINESS CONTINUATION TEAMS**
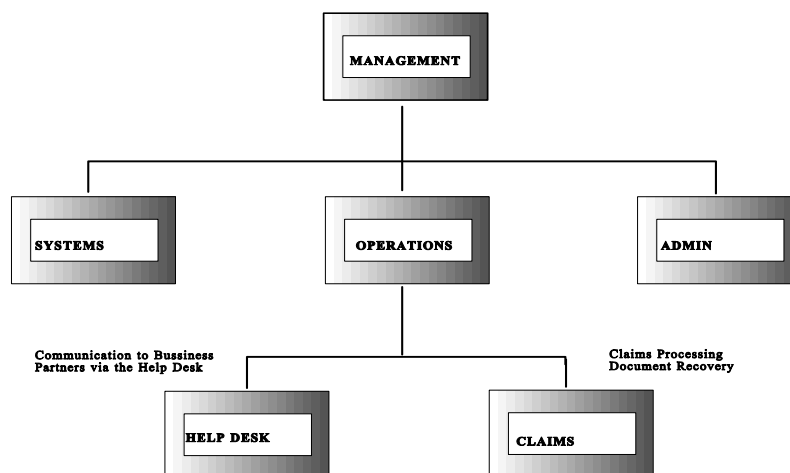
DISASTER RESPONSE

This section describes the six required responses to a disaster, or to a problem that could evolve into a disaster:

1. Disaster Notification
2. Initiate PharmaCare's Business Continuation Plan
3. Notify teams responsible for recovery
4. Activate the designated Business Continuation Site
5. Prepare and distribute public information
6. Provide support services to aid recovery

1. Disaster Notification

The detection and reporting of an event which could result in a disaster affecting PharmaCare's essential services is the responsibility of all PharmaCare employees. When a situation occurs that could result in the interruption of PharmaCare's critical services, established escalation procedures must be followed. The *Business Continuation Management Team* must be contacted. All members of this team are authorized to activate the *Business Continuation Plan* and alert S. 15   If no members of this team are available, the Executive Director of PharmaCare may provide authorization to initiate the *Business Continuation Plan.*

2. Initiation of the Business Continuation Plan

Initiation of PharmaCare's *Business Continuation Plan* is the responsibility of the *Continuation Management Team Leader*, or alternate. The following activities will be performed:
‣ Assemble at the Command Centre   S. 15
‣ Plan for the activation of the Business Continuation Site
‣ Determine the need for public information
‣ Post 'fanout' message to pharmacie   S. 15
   available at PharmaCare's Blanshard Street office, the fanout
                          S. 15
‣ Contact other Business Continuation Teams as required.

3. Team Notification

Upon the official disaster declaration, the following teams must be notified: (*Note: The areas of responsibility for each of these teams is outlined in their relevant sections.*)
‣ Operations Team
‣ Systems Support Team
‣   S. 15   Team
‣ Administration Team
‣ Claims Processing Sub-Team   S. 15

The following personnel must also be notified:
‣ Executive Director of PharmaCare
‣ MoH Communications & Public Affairs (if required)
‣ On-call staff (if required)

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Strategy
Page 7

Page 25
HTH-2012-00106 Schedule M

4. Activate the Business Continuation Site

Responsibility for activating the designated Business Continuation Site is delegated to the *Continuation Management Team*. In the absence of the *Continuation Management Team Leader*, responsibility reverts to the alternate. Within   S. 15   of the occurrence, the team leader, or alternate determines the prognosis for recovery of the damaged area through consultation with other *Management Team* members, and possibly representatives from other *Continuation Teams*.

If the estimated occupancy or recovery of the damaged area cannot be accomplished for a prolonged period,   S. 15 will be asked to secure an alternate location for PharmaCare.

Note: A prolonged period is defined a   S. 15   If the disaster occurs when the   S. 15   equirements are reduced, i.e. during the summer months, the 'prolonged period' may be a few weeks longer, as negotiated with   S. 15

5. Distribution of Public Information

The *Continuation Management Team Leader* (or alternate) is responsible for directing all meetings and discussions with the news media and the public, in conjunction with the *Executive Director* of *PharmaCare* and the MOH Communications and Public Affairs Branch. In the absence of the *Continuation Management Team Leader* or alternate, the responsibility reverts to the senior official present at the scene.

6. Provision of Support Services

During, and following a disaster, PharmaCare's *System Support Team* and the *Administration Team* are responsible for assisting all other *Business Continuation Teams* by providing administrative and technical assistance to ensure that all teams have been informed of the disaster, and that technical services are restored and operational.

BUSINESS CONTINUATION PLAN PHASES

The *Business Continuation Plan* pertains specifically to a disaster disabling the PharmaNet Help Desk and Payment and Claims Processing area. These functional areas provide operational support to pharmacies and business partners across BC. The *Business Continuation Plan* provides for relocation of the Help Desk and recovery of critical applications and services within eight hours from the time a disaster has been declared.

This section addresses three phases of *Business Continuation Plan*:

1. Emergency Phase
2. Backup Phase
3. Recovery Phase

1. Emergency Phase

The emergency phase begins with the initial response to a disaster. During this phase, the existing emergency plans and procedures of the *Business Continuation Management Team* direct efforts to; protect life and property with the primary goal of implementing the initial response. Site security is established by local support services such as the Police and Fire Departments. The *Operations Team* is alerted and begins monitoring the situation in preparation for the continuation of essential services.

If the emergency situation appears to affect PharmaCare's office location S. 15 either through damage to critical support services, or access to the facility is prohibited, the *Operations Team* will closely monitor the event, notifying other *Business Continuation Teams* as required to assist in damage assessment. Once access to the facility is permitted, an assessment of the damage is made to determine the estimated length of the outage. If the facility is not accessible, then the estimate includes the time until the effect of the disaster on the facility can be evaluated.

If the estimated outage is less than S. 15 recovery will be initiated under normal operational recovery procedures. If the disaster affects the utilities at S. 15 i.e. a power outage disables the HelpDesk workstations and PharmaNet connections, but the telephones remain operational, some of the Help Desk staff may be relocated to the Business Continuation Site at S. 15 until PharmaNet connection is re-established at S. 15

If the outage is estimated to be longer than 12 hours, the Continuation Management Team activates the *Business Continuation Plan*. The recovery process then moves into the *back-up phase*.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Strategy
Page 9

Page 27
HTH-2012-00106 Schedule M

The *Business Continuation Management Team* remains active until recovery is complete to ensure that PharmaCare will be ready to respond, should the status of the situation change.

2. Back-up Phase

The back-up phase begins with the initiation of the appropriate *Business Continuation Teams* for outages estimated to be longer than S. 15   In the initial stage of the back-up phase, the goal is to resume critical support services. Processing will resume either at S. 15   or at the designated Business Continuation Site, depending on the assessment of damage to equipment and physical structure of the building.

In the back-up phase, the Business Continuation Site must support critical services and applications for up to six weeks and as many Category II applications as resources and time permit. During this period, processing of these systems resumes, possibly in a degraded mode, up to the capacity of the Business Continuation Site. Within this six-week period, PharmaCare headquarters   S. 15 S. 15   will be returned to full operational status if possible.

If the damaged area requires a longer period of reconstruction, then a second stage of back-up is initiated. During the second stage, BC   S. 15   is contacted to provide PharmaCare with a more permanent location.

3. Recovery Phase

The time required for recovery of the functional areas and the eventual restoration of normal business processes depends on the damage caused by the disaster. The timeframe for recovery can vary from several hours to several days. In either case, the recovery process begins immediately after the disaster and takes place in parallel with back-up operations at the designated Business Continuation Site. The primary goal is to restore normal operations as soon as possible.

CRITICAL SERVICES AND APPLICATIONS

The object of this *Plan* is to restore critical services (*Category I*) within four hours, and essential services (*Category II*) within ⟨S. 15⟩ ⟨S. 15⟩ f a disaster that disables any functional area and/or essential services supporting PharmaNet or functions in that area.

This section identifies applications and services that have the highest priority and must be restored within ⟨S. 15⟩ of the official activation of the *Business Continuation Plan*. Specifically, each function is allocated a place in one of four risk categories, as described below:

Category I
⟨S. 15⟩ **Functions**

⟨S. 15⟩

Category II
⟨S. 15⟩ **Functions**

▶
▶   ⟨S. 15⟩
▶

(*Note: Category II functions are to be initiated if the duration of the emergency is expected to exceed* ⟨S. 15⟩

Category III
⟨S. 15⟩ **Functions**

⟨S. 15⟩

(*Note: Category III functions are to be initiated if the duration of the emergency is expected to exceed* **three weeks**.)

Category IV
⟨S. 15⟩ **Functions**

⟨S. 15⟩

(*Note: Category IV functions are important to PharmaCare operations, but due to their nature, and the frequency they are run, can be* **suspended** *for the duration of the emergency.*)

Ministry of Health
PharmaCare

Business Continuation Plan

Plan Activation

September 2003
Version 2.2

PLAN ACTIVATION

This page is deliberately blank

Plan Activation
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 31
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

PharmaCare Business Continuation Plan
September 2003, Version 2.2
Plan Activation
Page 3

Page 32
HTH-2012-00106 Schedule M

PLAN ACTIVATION

This page is deliberately blank

Plan Activation
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 33
HTH-2012-00106 Schedule M

OVERVIEW

This section of the *Business Continuation Plan* provides a high level overview of the plan activation procedures.

This chapter provides the following procedures:

1. Plan Activation Flow
2. First Alert Procedures
3. Team Activation Procedures

Once a potential disaster situation has been detected, the first point of contact is a member of the   S. 15

PLAN ACTIVATION FLOW

This subsection provides an overview of the plan activation flow, a high level walk-through of the sequential procedures to be followed when a disruptive event occurs until the operational teams are activated.

DISRUPTIVE EVENT
1. Any disruptive event (fire, water leaks, explosion, etc.) causing physical damage or preventing access to   S. 15

FIRST ALERT PROCEDURE
1. Event discovered.
2. Follow emergency response procedures (first aid, police, fire, etc.)

DISASTER VERIFICATION
1. Verify that emergency procedures were followed (fire, police, etc.)
2. Collect preliminary information.
3. Activate initial response personnel.
4. Conduct preliminary assessment.

DAMAGE ASSESSMENT
1. Assess preliminary information gathered during disaster verification.
2. Gather additional damage and resource availability information.
3. Establish Command Centre.
4. Fanout Message to Pharmacies.
5. Decide on emergency team activation.

PLAN ACTIVATION
1. Notify S. 15 f *Continuation Plan* Activation.
2. Activate systems and operational team call-out procedures.
3. Fanout Message to Pharmacies.
4. Assemble teams at the Business Continuation Site.
5. Activate individual operational team procedures.

FIRST ALERT PROCEDURES

This procedure provides a set event review and escalation procedure to ensure that management and support personnel are appropriately notified following any potentially disruptive event.

All PharmaCare employees and contract personnel should be aware of the first alert procedures as well as the standard building emergency procedures.

Identification of a disruptive situation or a disaster event may come from a number of sources (i.e., any employee, building security, police or fire officials, external alarm monitoring company, etc.) In the event of a fire, explosion, bomb threat or any other emergency situation, the normal building evacuation procedures will be followed first.

Any individual detecting a disruptive event should:

1. Follow standard building emergency procedures. Call 911. Ensure personal safety issues have been addressed (*See Appendix B)*

2. Notify a member of the Continuation Management Team.

3. Contact any of the initial response contacts.
   - See *BCP contact list* (*Continuation Management Team*)- Start at the top of the list. All of these individuals are authorized to activate the *Continuation Plan*.

4. Provide the following information to the person contacted:
   - Your name
   - Description of the disruptive event
   - Preliminary report of damages and injuries
   - Any information regarding attempted or actual alert contacts
   - Phone number and location where you can be reached
   - If other staff are present at the time of the disaster, having completed the evacuation procedures and primary contact procedures, request staff to go home and await further contact. Request that they do not speak to the media. Wait for the arrival of the contact person.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Activation
Page 7

Page 36
HTH-2012-00106 Schedule M

TEAM ACTIVATION PROCEDURES

Individual *Team Leaders* have detailed Plan Activation procedures within their respective team plans. The following statements provide a high level overview of the specific team activation procedures.

1. Based on the level of activation, the Team Leaders will initiate team call-out procedures as documented in the individual team plans. A list of all teams and team members and phone numbers is maintained in BCP contact list. Team members will report to their designated work area at the Business Continuation Site at

    S. 15

2. Inform all team members that if they are approached by the media, they are to minimize adverse publicity and direct the media representatives to the Ministry media liaison person:

    Executive Director, Communications & Public Affairs

    S. 15

3. If pressed for a statement, the pre-approved statement is:

    "The problem is being handled in accordance with emergency procedures prepared by the PharmaCare Division of the Ministry of Health Services. The Business Continuation Management Team is now meeting to assess the situation and initiate certain preplanned activities to minimize disruption and ensure the critical business functions of PharmaCare are continued in a timely manner. The Continuation Management Team will be issuing a public statement as to the extent of the damage and the continuation activities shortly."

    Please refer to Appendix C Communications for additional press release statements.

This concludes the *Continuation Plan* activation procedures. At this stage in the process, the *Team Leaders* or their alternates will be responsible for following the procedures documented for their team.

Plan Activation
Page 8

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 37
HTH-2012-00106 Schedule M

Ministry of Health
PharmaCare

Business Continuation Plan

Continuation Management Team

September 2003
Version 2.2

CONTINUATION MANAGEMENT TEAM

This page is deliberately blank

Continuation Management Team
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.1

Page 39
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

CONTINUATION MANAGEMENT TEAM

This page is deliberately blank

Continuation Management Team
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.1

Page 41
HTH-2012-00106 Schedule M

MANDATE

The *Continuation Management Team* provides overall direction for continuous operations. The team is responsible for ascertaining the extent of the damage, activating the continuation organization and Command Centre / Business Continuation Site. This team also has responsibility for notifying appropriate team members and directing continuation operations.

The *Continuation Management Team* is composed   S. 15
         S. 15   anagement personnel. See *BCP Contact List* for a complete list and contact numbers.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Continuation Management Team
Page 5

Page 42
HTH-2012-00106 Schedule M

CONTINUATION MANAGEMENT TEAM

RESPONSIBILITIES

The primary responsibilities of the *Continuation Management Team* include:

1. Conduct plan activation meetings.
2. Conduct review of damage assessment.
3. Provide authorization for activating the plan.
4. Notify S. 15 f Continuation Plan activation.
5. Establish Command Centre.
6. Notify the Executive Director of PharmaCare, of the situation and status. (Executive Director will escalate appropriately within the Ministry of Health Services)
7. Communicate with external organizations and media liaison in coordination with the Executive Director.
8. Re-evaluate and establish continuation priorities.
9. Direct all continuation operations.

RESOURCE REQUIREMENTS

The following resources are the basic requirements to begin planning by the *Continuation Management Team*:

- Copy of PharmaCare's Business Continuation Plan;
- Access to a workstation connected to   S. 15
- S. 15 desks, telephones and cellular phone; for Continuation Management Team an S. 15 esks with telephones and workstations for   S. 15   al S. 15 esks and workstations to be allocated to th   S. 15   as soon as possible.
- Access to administrative support for development of press releases.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Continuation Management Team
Page 7

Page 44
HTH-2012-00106 Schedule M

CONTINUATION MANAGEMENT TEAM

PROCEDURES

At this stage in the continuation process, most of the members of the *Continuation Management Team* will commence their responsibilities as operational team leaders. The *Continuation Management Team Leader* will be responsible for the following ongoing continuation management activities:

1. Maintain ongoing contact with the Executive Director of PharmaCare advising of the status of continuation activities and any key issues that may arise.

2. Direct   S. 15   Client Service Representatives to the Command Centre to restore HelpDesk support services.

   Note: If relocation is due to a power outage, confirm that power is available at   S. 15

3. Work with Communication & Public Affairs to develop and issue a press release summarizing the extent of the damage to   S. 15   explaining the pre-planned business continuation process. Assure everyone that PharmaCare business activities are completely under control.

4. Receive and review update reports from individual *Team Leaders* on the status of their continuation activities. Resolve any problems encountered.

5. Initiate and monitor activities, as required, to salvage records and assets from   S. 15   or eventual normal business operations. If necessary, salvage operations.

6. Resolve business issues, if, and as, they arise.

7. Inform the Provincial Emergency Program regarding building or property damage. *See BCP Contact List.*

8. Contact   S. 15   regarding long-term replacement work site, if that possibility exists.

9. Upon notification from team leaders that business activities are underway, convene a meeting of the *Continuation Management Team* to plan for long-term restorative activities and strategies.

Continuation Management Team
Page 8

PharmaCare Business Continuation Plan
September 2003, Version 2.1

Page 45
HTH-2012-00106 Schedule M

FIRST ALERT PROCEDURES

This procedure provides a set event review and escalation procedures to ensure that management and support personnel are appropriately notified following any potentially disruptive event.

All PharmaCare employees and contract personnel should be aware of the first alert procedures as well as the standard building emergency procedures.

Identification of a disruptive situation or a disaster event may come from a number of sources (i.e., any employee, building security, police or fire officials, external alarm monitoring company, etc.) In the event of a fire, explosion, bomb threat or any other emergency situation, the normal building evacuation procedures will be followed first.

Any individual detecting a disruptive event should:

1. Follow standard building emergency procedures. **Call 911.** Ensure personal safety issues have been addressed (*See Appendix B)*

2. Notify a member of the Continuation Management Team.

3. Contact any of the **initial response contacts**.
   - See *BCP Contact List* (*Continuation Management Team*), start at the top of the list. All of these individuals are authorized with S.15 to activate the *Continuation Plan*.

4. Provide the following information to the person contacted:
   - Your name
   - Description of the disruptive event
   - Preliminary report of damages and injuries
   - Any information regarding attempted or actual alert contacts
   - Phone number and location where you can be reached
   - If other staff are present at the time of the disaster, having completed the evacuation procedures and primary contact procedures, request staff to go home and await further contact. Request that they do not speak to the media. Wait for the arrival of the contact person.

ONGOING RESPONSIBILITIES

All members of the *Continuation Management Team* are responsible for the following continuation preparedness activities:

1. Review the *Continuation Plan* semi-annually to ensure that it continues to meet PharmaCare's business objectives.

2. Ensure each team member is aware and familiar with *Plan* responsibilities and procedures.

3. Maintain your copy of the *Continuation Plan* and keep a copy at your residence.

4. Submit all suggestions and ideas for improvements to the *Plan* to the *Continuation Plan Coordinator*.

5. Ensure that all personnel consider business continuation preparedness a part of their normal job responsibilities.

Continuation Management Team
Page 10

PharmaCare Business Continuation Plan
September 2003, Version 2.1

Page 47
HTH-2012-00106 Schedule M

DISASTER VERIFICATION PROCEDURES

This procedure mobilizes the individual identified as the *Disaster Verifier* who was notified during the first alert procedure. During the disaster verification process, a preliminary evaluation will be performed to determine whether or not the *entire Continuation Management Team* is to be activated. All members of the *Continuation Management Team* should have a copy and be familiar with these procedures.

The member of the *Continuation Management Team* first notified of the disruptive event will assume the responsibilities of the *Disaster Verifier* and perform the following tasks:

1. While on the telephone with the individual performing the FIRST ALERT, obtain the following information:
    - Who is making the alert?
    - What is the nature of the problem?
    - Have emergency services (911) been notified?
    - Have any people been injured?
    - How severe is the building damage?
    - Can access to the building be gained?
    - Caller's phone number and location
    - Time and date of phone call

2. Provide information as to when you will arrive and confirm where you will meet the person performing the FIRST ALERT. Advise the caller that you will make all further management contacts.

1. Contingency Contact

3. Notify another member of the *Continuation Management Team* that a potential disaster situation exists. This person will become the *Contingency Contact*.

4. Provide the following information to the *Contingency Contact*:
    - Preliminary assessment information;
    - Status of alert contact attempts;
    - Name and contact phone number of the individual making the FIRST ALERT;
    - Estimated time of your arrival at the disaster sit   S. 15
      S. 15   and
    - Estimated time for a follow-up call to the *Contingency Contact* with a status report.

5. Take your copy of the *Business Continuation Plan* and your Ministry of Health Services Picture Identification and go to   S. 15
      S. 15

2. Disaster Verification

6. Upon your arrival, meet with the individual who made the FIRST ALERT, and Facilities (BCBC), Fire and Police representatives to obtain the following information:

   - Can the facility be entered?
   - If not, when will access be allowed?
   - Estimate of damage to the building?
   - Estimate of damage to the contents?

7. If you can enter   S. 15   tour the building and evaluate the extent of the damage. Decide if the situation warrants call-out of the entire *Continuation Management Team* or if business operations are likely to be able to be continued at the facility within S. 15 ours.

8. If the building is accessible and operations will continue on-site, notify the *Contingency Contact* to terminate business continuation activities. Ensure all team leaders are aware of the nature of the problem and the required on-site clean-up required prior to commencing normal business operations.

9. If the situation warrants a call-out of the full *Continuation Management Team*, advise the *Contingency Contact* of the disaster situation and ask them to assemble the **Continuation Management Team at the** S. 15 **uilding** S. 15 S. 15 *designated as the 'Command Centre and Business Continuation Site'*). The *Contingency Contact* will contact all the other team members and advise to meet at above location.

10. Report to the Command Centre and await the arrival of the remaining members of the *Continuation Management Team*.

Continuation Management Team
Page 12

PharmaCare Business Continuation Plan
September 2003, Version 2.1

Page 49
HTH-2012-00106 Schedule M

CONTINGENCY CONTACT PROCEDURES

The *Contingency Contact* is the member of the management team contacted by the *Disaster Verifier*.

After receiving notice that a potential disaster situation exists, the *Contingency Contact person* will:

1. Obtain the following information from the *Disaster Verifier*:
   - name and phone number of individual making FIRST ALERT
   - preliminary assessment of damage
   - estimated time of *Disaster Verifier's* arrival at   S. 15
              S. 15
   - estimated time of follow-up call from *Disaster Verifier*.

2. Phone / contact all other *Continuation Management Team* members and *Systems Team Leader and* put them on alert. (The list of team members and contact telephone numbers are in *BCP Contact List.*)

3. After the *Disaster Verifier* has completed the update status call, contact all other *Continuation Management Team* members and either advise them to stand down or to report to the Command Centre a   S. 15

4. Proceed to the Command Centre taking your copy of the *Business Continuation* Plan and yo   S. 15   picture id.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Continuation Management Team
Page 13

Page 50
HTH-2012-00106 Schedule M

DAMAGE ASSESSMENT PROCEDURES

The damage assessment phase of plan activation procedures commence when the members of the *Continuation Management Team* convene at the Command Centre to hear the report of the *Disaster Verifier*. During this phase, the *Continuation Management Team* will decide which, if any, of the continuation teams need to be activated or whether business operations can continue at   S. 15

When the *Continuation Management Team* members convene at the Command Centre, they are responsible for the following activities:

1. Listen to the preliminary report of the Disaster *Verifier* and, as required, reassess the nature and extent of the damage to those areas of   S. 15   that will impact each business unit's ability to continue business operations on-site.

2. Obtain facility and content damage reports from any on-site authorities, emergency response personnel, S. 15 personnel, etc.

3. Obtain injury reports from on-site emergency personnel and agree on family notification responsibilities. (*Note: If PharmaCare is responsible for notifications, this activity is assigned to the Administration Team.*)

4. If access to   S. 15   s restricted or prohibited, obtain an updated estimate of when access will be allowed.

5. Direc   S. 15   staff to the Command Centre / Business Continuation site. Allocate S. 15 esks with phones and workstations to   S. 15   taff on their arrival.

6. Formulate a Continuation Plan activation or termination strategy.

7. Determine and assign responsibilities, if and as required, for the physical security of   S. 15   Check with *Management Services, Facilities Section* regarding any actions taken or planned to secure the building.

The *Team Leader* or *Alternate Team Leader* will:

1. Notify the Executive Director of PharmaCare of the circumstances surrounding the disruptive event and the decision of the *Continuation Management Team* (Executive Director will escalate appropriately within the Ministry of Health).

Continuation Management Team
Page 14

PharmaCare Business Continuation Plan
September 2003, Version 2.1

Page 51
HTH-2012-00106 Schedule M

2. Advise the *Administration Team Leader* to advise all team leaders to proceed to the Business Continuation Site.

3. Initiate individual team procedures.

4. Ensure that each *Continuation Team* is represented. (Details regarding this site and its location can be found in *Appendix A*.)

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Continuation Management Team
Page 15

Page 52
HTH-2012-00106 Schedule M

CONTINUATION MANAGEMENT TEAM CHECKLISTS

Team Leader Checklist

Sequence	*Team Leader Responsibilities*	Completed	Follow-up
1	**Disaster Verification Procedures** 1. Obtain 1st Alert information 2. Indicate arrival time and meeting place with reporting staff member 3. Notify Contingency Contact of situation 4. Proceed t S. 15 site, take BCPlan copy and S. 15 picture ID. 5. Obtain a copy of the 1st Alert Report (BCP Manager's Guide) 6. Meet with emergency staff, estimate damage to building and contents 7. Determine if business can continue at current site within S. 15 hours *OR* if Continuation Management Team should be called out		
2	**Determine if Operations Continue on Site / Full Call-Out of Continuation Management Team** **Operations Continue on Site** 1. Notify Contingency Contact to terminate Continuation activities and to update team leaders re: status and requirements for on-site clean-up before commencing normal business operations **Call Out of Continuation Management Team** **Note: during power outage, confirm with security staff that power is available a** S. 15 1. Advise Contingency Contact of status, ask them to contact the Continuation Management Team to assemble at BCP site 2. Report to Command Centre and wait for arrival of team.		

3	**Establish Command Centre at BCP Site**
	 1. Authorize Plan Activation
	 2. Direct all continuation activities
	 3. Notify appropriate staff;
	     a. Executive Director of PharmaCare
	        (Executive Director to escalate within Ministry)
	     b. S. 15
	     c. External Organizations
	     d. Ministry Media liaison		

Sequence	*Team Leader Responsibilities (con't)*	Completed	Follow-up
4	**Conduct Plan Activation Meetings**		
	1. Ensure Continuation Team is represented and roles are assigned		
	2. Provide / obtain detailed report from Disaster Verifier		
	3. Review whether operations can continue a S. 15 S. 15 *R* if all teams should be activated		
	4. Obtain facility and content damage reports from emergency staff		
	5. Obtain injury reports		
	a. Determine family notification requirements, delegate notification task to PharmaCare's Communications designate		
	6. Assess access t S. 15 obtain estimate for time until site is accessible		
	7. Formulate Continuation Plan activation or termination strategy		
	a. Send half of the HelpDesk staff to the BCP Site in preparation to receive telephone calls		
	b. Submit request to Telus as appropriate		
	8. Determine & assign responsibilities S. 15 S. 15 ecurity		
	9. Re-evaluate and determine continuation priorities		
	10. Advise Team Leaders to notify teams to proceed to BCP site		
	11. Initiate individual team procedures		
5	**Advise Team to Commence Operational Team Leader Roles**		
	1. Maintain contact with Executive Director of PharmaCare, advise of status and key issues		
	2. Review Team Leader status reports		

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Continuation Management Team
Page 17

Page 54
HTH-2012-00106 Schedule M

CONTINUATION MANAGEMENT TEAM

Contingency Contact Checklist

Contingency Contact Responsibilities	Completed	Follow-up
Contingency Contact Procedures		
1. Obtain 1st Alert Information from Disaster Verifier		
2. Obtain preliminary damage assessment		
3. Obtain estimated time of Disaster Verifier's arrival at 1515 Blanshard Street		
4. Obtain estimated time of follow-up call from Disaster Verifier		
5. Maintain ongoing log of all key decisions and activities		
6. Provide log of activities for the Record Keeper (BCP Manager's Guide)		
7. Put Continuation Management and Systems Team members on alert, refer to BCP Contact List		
8. Receive status update from Disaster Verifier		
9. Advise Continuation Management Team to either stand down or report to Command Centre		
10. Proceed to Command Centre if required, take BCPlan, and MoHS picture ID		
11. Maintain whiteboard or flip chart to track key activities		

Continuation Management Team
Page 18

PharmaCare Business Continuation Plan
September 2003, Version 2.1

Page 55
HTH-2012-00106 Schedule M

Record Keeping Checklist

Record Keeping Responsibilities	Completed	Follow-up
1. Obtain activity log as found in BCP Manager's Guide, from Contingency Contact		
2. Maintain ongoing log of all key decisions and activities		
3. Obtain log of Communications activities from designated communications team member		
4. Produce regular status reports for Team Leader		
5. Forward status reports to Emergency Operations Center after approval by Team Leader		

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Continuation Management Team
Page 19

Page 56
HTH-2012-00106 Schedule M

Operations & Planning Checklist

Operations & Planning Responsibilities	Completed	Follow-up
1. Maintain contact with Team Leader, advise of status and key issues		
2. Maintain ongoing log of all key decisions and activities (BCP Manager's Guide)		
3. Provide log of Operations activities on a regular basis for the Record Keeper		
4. Direct S. 15 taff to BCP site		
5. Work with communication and Public affairs to develop and issue a press release, provide copy of same to communications team member		
6. Review Team Leader status reports *If required:* a. Initiate and monitor salvage activities for records and assets at S. 15 b. Notify Provincial Emergency Program c. Contact S. 15 regarding a long-term replacement site		
7. Resolve business issues as they arise		
8. Allocate resources as required		
9. Monitor staff for fatigue and provide relief staff as required		
10. Direct all mobilization and demobilization activities		
11. Ensure appropriate documentation of activities is maintained by team members		

PharmaCare's Communications Checklist

PharmaCare's Communications Responsibilities	Completed	Follow-up
1. Answer all telephone inquiries		
2. Maintain ongoing log of all telephone requests and responses, prioritize same. Refer to BCP Manager's Guide for log		
3. Provide log of Communications activities on a regular basis for the Record Keeper		
4. Obtain injury report from team leader, notify appropriate family members regarding location of injured staff		
5. Maintain communications with PharmaCare staff, Ministry staff, Communications staff and Business partners under the direction of the Team Leader		
6. Obtain copies of Press Release statements from Operations & Planning staff		
7. Commence fanout of information to PharmaCare staff as directed by the Team Leader		
8. Forward status reports to Emergency Operations Cente S. 15 – S. 15 after approval by Team Leader		

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Continuation Management Team
Page 21

Page 58
HTH-2012-00106 Schedule M

Logistics Checklist

Logistics, Finance & Administration Responsibilities	Completed	Follow-up
Logistics		
1. Assist with communications as required		
2. Ensure medical requirements are addressed		
3. Address supply and facility requirements		
4. Address food requirements		
5. Maintain activity log of all key decisions and activities, provide regular update to Record Keeper (BCP Manager's Guide)		

Finance & Administration Checklist

Logistics, Finance & Administration Responsibilities	Completed	Follow-up
Finance		
1. Time tracking		
2. Procure resources and supplies		
3. Track compensation requirements		
4. Track claims and costs		
5. Maintain activity log of all key decisions and activities, provide regular update to Record Keeper (BCP Manager's Guide)		
Administration		
1. Obtain administrative support as required		
2. Communicate any resource or supply issues to the Operations and Planning designate		
3. Obtain office supplies as required		
4. Maintain activity log of all key decisions and activities, provide regular update to Record Keeper (BCP Manager's Guide)		

Ministry of Health
PharmaCare

Business Continuation Plan

Administration Team

September 2003
Version 2.2

This page is deliberately blank

Administration Team
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 62
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Administration Team
Page 3

Page 63
HTH-2012-00106 Schedule M

ADMINISTRATION TEAM

This page is deliberately blank

Administration Team
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 64
HTH-2012-00106 Schedule M

MANDATE

The *Administration Team* is responsible for administrative support and internal communications coordination during the continuation period. In addition, they are responsible for access to the Business Continuation Site.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Administration Team
Page 5

Page 65
HTH-2012-00106 Schedule M

ADMINISTRATION TEAM

RESPONSIBILITIES

The primary administration and communications responsibilities of the *Administration Team* include:

1. Providing a contact point for all personnel.
2. Providing administrative support services to the *Continuation Management Team* and operational teams as required.
3. Ensuring access to the Business Continuation Site.
4. Assigning available personnel to support tasks.

The *Administration Team* will provide a communications point for all PharmaCare staff who are not designated team members. All staff will register with the Administration personnel and will be called out as required.

The *Administration Team* is composed of key PharmaCare operational staff and clerical support staff.

Details of team leaders, alternate team leader, team members, and contact numbers are contained in *BCP Contact List.*

FIRST ALERT PROCEDURES

This procedure provides a set event review and escalation procedure to ensure that management and support personnel are appropriately notified following any potentially disruptive event.

Identification of a disruptive situation or a disaster event may come from a number of sources (i.e., any employee, building security, police or fire officials, external alarm monitoring company, etc.) In the event of a fire, explosion, bomb threat or any other emergency situation, the normal building evacuation procedures will be followed first.

Any individual detecting a disruptive event should:

1. Follow standard building emergency procedures. **Call 911.**
   Ensure personal safety issues have been addressed
   (See Appendix B)

2. Notify a member of the *Continuation Management Team*.

3. Contact any of the **initial response contacts**.
   - See *BCP Contact List* (*Continuation Management Team*), start at the top of the list. All of these individuals are authorized to activate the *Business Continuation Plan*.

4. Provide the following information to the person contacted:
   - Your name
   - Description of the disruptive event
   - Preliminary report of damages and injuries
   - Any information regarding attempted or actual alert contacts
   - Phone number and location where you can be reached
   - If other staff are present at the time of the disaster, having completed the evacuation procedures and primary contact procedures, request staff to go home and await further contact. Request that they do not speak to the media. Wait for the arrival of the contact person.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Administration Team
Page 7

Page 67
HTH-2012-00106 Schedule M

CONTINUATION PREPAREDNESS PROCEDURES

The *Administration Team* is responsible for the following continuation preparedness activities:

1. Collect emergency supplies identified by other teams; acquire any other emergency supplies identified and store them at the Business Continuation Site at S. 15 Update master list of emergency supplies.

2. Review the *Continuation Plan* semi-annually to ensure that it continues to meet PharmaCare's business objectives, and that you are familiar with your responsibilities.

3. Maintain your copy of the *Continuation Plan* and keep a copy of the plan at your residence.

4. Submit all suggestions and ideas for improvements to the *Plan* to the Team Leader or the Continuation Plan Coordinator.

5. Ensure that all personnel consider business continuation preparedness a part of their normal job responsibilities.

Administration Team
Page 8

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 68
HTH-2012-00106 Schedule M

ADMINISTRATION TEAM SUPPLIES CHECKLIST

Item	Qty	#To Replenish	Packed 3	Returned 3
3 Hole Punch	1			
Batch Tickets	1 Pkg			
Cheque Requisitions (1+2)	2 Pkgs			
Ruler	1			
Scissors	1			
Elastics	1 Box			
Envelopes	1 Pkg			
Staples	2 Boxes			
File Folders – Letter Size	1 Box			
Government Telephone Book	1			
Postal Code Book	1			
Labels	1 Pkg			
Standing Offer Purchase Orders	1 Book			
Post-It Notes	5 Pkgs			
Paper Clips	1 Box			
Paper for PC Printer	1 Box			
Pens and Pencils	2 Bxs/ea			
PharmaCare Business Continuation Plan Phone Numbers for Contacting Administration at Business Continuation Site in BCP Contact List	2			
PharmaCare Branch Staff List with Home Telephone numbers	2			
Highlight Pens	1 Pkg			
Staple Removers	6			
Staplers, Loaded	5			
Victoria Telephone Book	1			
Large Clips	1 Box			
Telephone Message Pads	8			
Erasers/Tape/Finger Pads	4			
Packing Tape	1			
Letter Sized Writing Pads	23			

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Administration Team
Page 9

Page 69
HTH-2012-00106 Schedule M

Ministry of Health
PharmaCare

Business Continuation Plan

Systems Support Team

September 2003
Version 2.2

SYSTEMS SUPPORT TEAM

This page is deliberately blank

Systems Support Team
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 71
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

This page is deliberately blank

Systems Support Team
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 73
HTH-2012-00106 Schedule M

MANDATE

The *Systems Support Team* is responsible for providing information systems support to the PharmaCare business continuation teams.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Systems Support Team
Page 5

Page 74
HTH-2012-00106 Schedule M

RESPONSIBILITIES

The primary responsibilities of the *Systems Support Team* include:

- Establish PharmaNet   S. 15   lectronic mail, and
  S. 15   connections
- Recovering essential Local Area Network operating system and directories
- Provide ongoing operational support
- Resolve all system problems as they occur

The *Systems Support Team* is composed of staff from the   S. 15

                         S. 15

following the disruptive event, the Team Leader may augment the team by bringing in additional staff and / or contractors as needed.

Systems Support Team
Page 6

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 75
HTH-2012-00106 Schedule M

PRIORITIES

The principal priority of the Systems Support and the ^{S. 15} Operations Teams are to establish telephone and ^{S. 15} operations. Relocation of HelpDesk Client Service Representatives and establishment of pharmacy telephone support is the main priority. The setup of workstation and application access may be established in conjunction with telephone setup; however telephone service to ^{S. 15} hould take precedence.

Details of team leaders, alternate team leader, team members, and contact numbers are contained in *Appendix D*.

FIRST ALERT PROCEDURES

This procedure provides a set event review and escalation procedure to ensure that management and support personnel are appropriately notified following any potentially disruptive event.

All PharmaCare employees and contract personnel should be aware of the first alert procedures as well as the standard building emergency procedures.

Identification of a disruptive situation or a disaster event may come from a number of sources (i.e., any employee, building security, police or fire officials, external alarm monitoring company, etc.) In the event of a fire, explosion, bomb threat or any other emergency situation, the normal building evacuation procedures will be followed first.

Any individual detecting a disruptive event should:

1. Follow standard building emergency procedures. **Call 911.** Ensure personal safety issues have been addressed

2. Notify a member of the *Continuation Management Team.*

3. Contact any of the **initial response contacts**.
    *   Start at the top of the list.

4. Provide the following information to the person contacted:
    *   Your name
    *   Description of the disruptive event
    *   Preliminary report of damages and injuries
    *   Any information regarding attempted or actual alert contacts
    *   Phone number and location where you can be reached
    *   If other staff are present at the time of the disaster, having completed the evacuation procedures and primary contact procedures, request staff to go home and await further contact. Request that they do not speak to the media. Wait for the arrival of the contact person.

Systems Support Team
Page 8

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 77
HTH-2012-00106 Schedule M

TEAM MANAGEMENT PROCEDURES

If you reach this stage in the process, the *Continuation Management Team* has completed their assessment of the situation and decided to invoke the *Continuation Plan.*

1. The *Team Leader* will contact the Recovery Leader and advise him to report to the Business Continuation site to arrange for availability of required backup tapes at that site. The *Team Leader* will contact other team members required immediately and advise them to report to the Business Continuation site.

2. Ensure that all team members or their alternates have been contacted. If not, ask the *Administration Team* to continue to trace them and delegate authority for their initial activities to another team member, if and as appropriate.

3. Instruct all staff **not** to answer any media questions, but to refer any and all questions to the *Continuation Management Team*.

4. Monitor the status of systems activities and observe staff for signs of fatigue. Ensure that refreshment and rest breaks are taken as required.

5. Provide regular status reports to the *Continuation Management Team*.

6. When operations have stabilized and as requested, meet with the *Continuation Management Team* to plan long-term restorative strategies and activities.

7. Coordinate the major recovery activities using the following Systems Recovery Procedures Checklist. This list is in chronological sequence:

S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Systems Support Team
Page 9

Page 78
HTH-2012-00106 Schedule M

TEAM PROCEDURES

Team member duties on arrival at the Business Continuation Site are:

Team Leader
- Coordinate systems activities and problem resolutions
- Phone external contacts to advise of situation:
  - Contractors
  -
  -                                    S. 15
  -
- Advise *Operations* Team *Leader* of anticipated LAN start-up time
- Advise Operations Team *Leader* when S. 15 is functional

       S. 15

- Contact off-site storage facility and arrange for backup tapes, to be available at Business Continuation Site (Appendix A)
- Monito S. 15   covery and provide updated estimates of time that S. 15 ill be operational to Systems Team Leader
- Work with team members following Systems Recovery procedures
- Certify PCs are fully operational after image restore
- Call   S. 15   f required
- Cabling Support available from IS if required

PharmaCare Workstation and   S. 15
- These are done during Image maintenance
- Assist Recovery Leader with PC Configuration verification
- Assist Recovery Leader with application verification
- Verify printing functionality
- Verify   S. 15   functionality

Server Technician – S. 15   **Future requirement?)**
- Restore required file services
- Provide support as needed to set up the   S. 15
- Providing ongoing support for th   S. 15
- Concurrent activity with PC set-up
- Assist Recovery Leader with PC configuration verification

Computer and Network Support -
- Verify modem and router are connected to the network
- Verify   S. 15

TIPS Desktop Services - S. 15
- Resolve any workstation problems as required
- Responsibilities include: standard configuration issues; memory issues; network card problems

IS - Technical Analyst - S. 15
- Resolve cabling problems as required
- Responsibilities: cable moves as required; cable scans; resolution of cable connection problems

ONGOING RESPONSIBIILITIES

All members of the *Systems Support Team* are responsible for the following continuation preparedness activities:

1. Ensure (update and replace as needed) that all technical materials are current on the BCP image at CITS in Training Room 5.

2. Ensure that copies of software for the *Business Continuation Plan* are updated as needed.

3. Review the *Continuation Plan* semi-annually to ensure that it continues to meet PharmaCare's business objectives.

4. Ensure each team member is aware and familiar with *Plan* responsibilities and procedures.

5. Maintain your copy of the *Continuation Plan* and keep a copy at your residence.

6. Submit all suggestions and ideas for improvements to the *Plan* to the *Continuation Plan Coordinator*.

7. Ensure that all personnel consider business continuation preparedness a part of their normal job responsibilities.

8. Conduc   S. 15   of *Business Continuation Plan* testing at the Business Continuation Site annually.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Systems Support Team
Page 11

Page 80
HTH-2012-00106 Schedule M

SYSTEM RECOVERY PROCEDURES

The following outlines the steps required to relocate help desk operations with minimal disruption in service for PharmaNet clients.

OVERVIEW

See the following sections for detailed instructions for each step.

The steps to perform system recovery are:

1. Recall las S. 15 opies of the backup fo   S. 15   **may not be available)**

2

                S. 15

3. Restor   S. 15   server as required (**Future requirements?)**
4. Test workstation connections
5. Test printer

Note   S. 15

Systems Support Team
Page 12

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 81
HTH-2012-00106 Schedule M

1. Business Continuation Backup Tapes

Contact   S. 15   phone number in Appendix E, to have the
last   S. 15   send to the Business
Continuation Site.

2. Add EWP IP Addresses to wrapper for Hnet05

1. Contact CITS to raise an alert to hav   S. 15   to the
       S. 15   listed in Appendix D.

SYSTEMS SUPPORT TEAM

SYSTEMS SUPPORT INVENTORY CHECKLIST

Item	Qty	# To Replenish	Packed	Returned
DOCUMENTATION				
S. 15 SOFTWARE DOCUMENTATION	1			
S. 15 SSIGNMENT BINDER	1			
PC CONFIGURATION INSTRUCTIONS	2			
SOFTWARE				
S. 15	2			
S. 15	2			
S. 15	2			
HARDWARE/SUPPLIES				
POWER CORDS S. 15	3			
PATCH CABLES S. 15	10			
COMPUTER TOOL KIT S. 15	1			
DISKETTES - S. 15	60			

Systems Support Team
Page 14

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 83
HTH-2012-00106 Schedule M

PRE-RELOCATION ACTIVITIES CHECKLIST

Sequence	Activity	Responsibility	Completed	Verified
1.	Notification of Business Continuation Plan activation to S. 15	Continuation Management Team		
2.	Contact PharmaCare Continuation Management Team	Systems Support Team		
3.	Contact Off Site Storage: ▸ Request backup tapes be available	**Future Requirements?**		
4.	*PharmaCare to open alert with* S. 15 *To have* S. 15 *dd the following IP addresses to* S. 15 <u>*inclusive*</u>.	Systems Support Team		
5.	Alert S. 15 of requirement to have phones forwarded to Business Continuation Site	Operations Team / S. 15 S. 15		
6.	Contact S. 15 taff to have them report to Business Continuation Site	Operations Team / S. 15 S. 15		
7.	▸ Fanout message to S. 15	Operations Team / S. 15		
8.	Contact External Resources: ▸ System managers ▸ MoH Directors ▸ S. 15	Operations Team		
9.	Notification to MoH Senior Management and Communications and Public Affairs (if required)	Management / Administration Team		

Note: Telephone numbers for all contacts are found in Appendix D of the Business Continuation Plan.

[1] If there is no connection to PharmaNet at PharmaCare's Blanshard Street office, contact the College of Pharmacists to request 'fanout' be initiated. This task is performed by the Help Desk Administrator or the Manager, Plan Operations only.

SYSTEMS SUPPORT CRITICAL APPLICATIONS CHECKLIST

APPLICATION/ORDER	INSTALLED	VERIFIED
1.		
2.		
3. S. 15		
4.		
5.		
6. PRINTERS		
7. FAX – **FUTURE REQUIREMENTS?**		
8. S. 15		

Systems Support Team
Page 16

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 85
HTH-2012-00106 Schedule M

ON-SITE RECOVERY PROCEDURES CHECKLIST

Sequence	Activity	Responsibility	Completed	Verified
1.	Contact to alert CITS OSG to add the following S. 15 S. 15 (Refer to Appendix D)	Systems Support Team		
2.	Telephones forwarded	S. 15		
3.	Telephone Set up	S. 15		
4.	Test Printers	Systems Support Team		

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Systems Support Team
Page 17

Page 86
HTH-2012-00106 Schedule M

POST-DISASTER PROCEDURES

Once the primary business facility of PharmaCare S. 15 S. 15 is declared safe to return and all areas are fully operational, staff are directed to return. The Business Continuation Site must be vacated and returned in the same state before occupancy.

1. Overview

All equipment, office supplies, documentation must be either stored in the designated area or returned to S. 15 Applications and files must be removed from the computer equipment (S. 15 S. 15 and any paper copies not required a S. 15 S. 15 must be shredded. Telephones must be rerouted to the S. 15 location and the router at the emergency location disabled.

2. Procedures

1. Contact CITS / Telus to request telephones be forwarded to S. 15 S. 15
2. Test telephones at S. 15 o ensure they have been forwarded and all queues are working correctly.
3. Contact PharmaCare staff to inform of return to primary work location
4. Distribute fanout message to pharmacies and business partners informing of return
5. Contact S. 15 nd request removal of S. 15 from S. 15
6. Pack and remove all equipment and documents to return t S. 15 S. 15 including recycled documents.
7. Pack and store all equipment and documents to remain at the Business Continuation Site
8. Shred documents no longer required
9. Perform *Post Mortem* and review of *Plan*

Systems Support Team
Page 18

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 87
HTH-2012-00106 Schedule M

POST-DISASTER ACTIVITIES CHECKLIST

Sequence	Activity	Responsibility	Completed	Verified
1.	Send 'fan-out' to S. 15 S. 15	Continuation Management Team		
2.	Contac S. 15 ▸ phones forwarded to S. 15	S. 15		
3.	Contac S. 15 and request removal of S. 15	Systems Support Team		
4.	Remove all documents and supplies, generated during the test/declared disaster, and return to S. 15 Pack supplies to remain at Disaster Recovery Site. Make note of supplies to be replenished including recycles.	All		
5.	Shred all documents and S. 15 problem logs.	All		
7.	Contac S. 15 staff and all other PharmaCare and external resource staff.	Continuation Management Team		
8.	Post Mortem	Continuation Management Team		

Note: Telephone numbers for all contacts are found in Appendix D of the Business Continuation Plan.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Systems Support Team
Page 19

Page 88
HTH-2012-00106 Schedule M

BRITISH COLUMBIA

**Ministry of Health
PharmaCare**

Business Continuation Plan

Operations Team

**September 2003
Version 2.2**

OPERATIONS TEAM

This page is deliberately blank

TABLE OF CONTENTS

OPERATIONS TEAM

MANDATE

The PharmaCare *Operations Team* is responsible for the continuation of essential functions performed by PharmaCare Operations. The primary responsibilities include:

PharmaNet	S. 15	
	S. 15	Program
	S. 15	Processing

OPERATIONS TEAM

ORGANIZATION

The *Operations Team* has one sub-team:

1.   S. 15

Details of the sub-team leader, alternates, team members and contact numbers are contained in *BCP Contact List*.

FIRST ALERT PROCEDURES

This procedure provides a set event review and escalation procedure to ensure that management and support personnel is appropriately notified following any potentially disruptive event.

All PharmaCare employees and contract personnel should be aware of the first alert procedures as well as the standard building emergency procedures.

Identification of a disruptive situation or a disaster event may come from a number of sources (i.e., any employee, building security, police or fire officials, external alarm monitoring company, etc.). In the event of a fire, explosion, bomb threat or any other emergency situation, the normal building evacuation procedures will be followed first.

Any individual detecting a disruptive event should:

1. Follow standard building emergency procedures. **Call 911.** Ensure personal safety issues have been addressed *(Appendix B).*

2. Notify the   S. 15   upervisor / Administrator *(BCP Contact List).*

3. The   S. 15   upervisor / Administrator will contact a contingency contact who will put the other members of the Continuation Management Team on alert. *(BCP Contact List).* Start at the top of the list, all of these individuals are authorized to activate the Business Continuation Plan.

4. Using the First Alert Procedures form in *BCP Manager's Guide*, provide the following information to the person contacted:
    ‣ Your name
    ‣ Description of the disruptive event
    ‣ Preliminary report of damages and injuries
    ‣ Any information regarding attempted or actual alert contacts
    ‣ Phone number and location where you can be reached
    ‣ If other staff is present at the time of the Business Continuation activation, having completed the evacuation procedures and primary contact procedures, request staff to go home and await further contact. Request that they do not speak to the media. Wait for the arrival of the contact person.

5. If time permits the CSR will log a call o S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Operations Team
Page 7

Page 95
HTH-2012-00106 Schedule M

OPERATIONS TEAM

CONTINUATION PREPAREDNESS PROCEDURES

The *Team Leader*, *Sub-Team Leader* and alternates are responsible for the following continuation preparedness activities:

1. Review the *Business Continuation Plan* semi-annually to ensure that it continues to meet PharmaCare's business objectives, and that you are familiar with your responsibilities.

2. Maintain your copy of the *Business Continuation Plan* and keep a copy of the plan at your residence.

3. Submit all suggestions and ideas for improvements to the *Plan* to the Team Leader or the Business Continuation Plan Coordinator.

4. Ensure that all personnel consider business continuation preparedness a part of their normal job responsibilities.

S. 15   **SUB-TEAM PROCEDURES**

1. Verify that th S. 15 at the Business Continuation Site is operating satisfactorily and that all required applications are installed.

2. Ensure telephones at the Business Continuation Site are operational.

3. Ensure correct escalation and reporting procedures are followed.

4. Report all problems or peculiarities to the sub-team leader.

S. 15   **WORKSTATIONS**

The   S. 15   workstations must be equipped with the following:

S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Operations Team
Page 9

Page 97
HTH-2012-00106 Schedule M

OPERATIONS TEAM

HELPDESK TEAM RESOURCE/SUPPLY REQUIREMENTS

Item	Qty	Storage Location	Packed	Returned
Backup Media	1 Box			
Calculator with Tape	1			
AA Batteries	28			
Headset Adapters	6			
Headsets	6			
Paper for PC Printer	1 Box			
PharmaCare Policy & Procedures Manual (on S. 15 Backup)	1			
Problem Tracking Pads	2 Doz.			
Victoria Telephone Book	1			
S. 15	1			
HelpDesk Policy / Procedure Manual	1			
PharmaNet Pharmacy Reference Guide	1			
Compliance Document	1			
Special Authority Manual	1			
S. 15	1			
Pharmacy Master	1			
Government Telephone Book	1			
Staff Contact List S. 15 S. 15				
Stamps and Stamp Pad	2			
Cheque Vouchers				
Payment Processing Procedures Document				

Note: These supplies must be maintained at the Business Continuation Site in the   S. 15

Operations Team
Page 10

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 98
HTH-2012-00106 Schedule M

STRATEGY

It is imperative that telephone services and PharmaNet connection be restored as quickly as possible. Upon arrival at the Business Continuation Site, telephone restoration must be given top priority.

There are three telephone numbers reserved with S. 15 or pharmacy queues as well as for the emergency and fax line. In the case where the S. 15 must be relocated to the Business Continuation Site, S. 15 hould be contacted with a Severity level 1 alert S. 15 must be contacted and requested to begin the transfer of the telephone queues to the Business Continuation Site.

I S. 15 telephone queues are operable, a status message can be recorded on the queue, however, should the telephone lines be inoperable a S. 15 fanout message must be distributed to all pharmacies providing them with emergency cellular numbers and the Business Continuation Site telephone queue number. A subsequent fanout will be distributed when the telephone queue has been forwarded to the Business Continuation Site.

If the outage is estimated to be longer than three days, a new number for the general public queue will be established.

This section describes procedures for the following:
1. Restoration of pharmacy S. 15 lephone service

    S. 15

2. Fanout Procedures
3. Relocating to the Business Continuation Site
4. After hours emergency reporting procedures
5. Vacating the Business Continuation Site

1. Restoration of Pharmacy Telephone Service

The restoration of S. 15 telephone service is of paramount importance. The major concern for telephone service is for pharmacies and S. 15 hould the *Business Continuation Plan* be estimated to be longer than three days, the Special Authority telephone numbers and fax lines will be established.

The re-establishment of telephone service may involve three strategies:
A.

B.   S. 15

C.   Handling Special Authority enquiries and faxes

OPERATIONS TEAM

S. 15

1. The attendin   ould immediately contact the   S. 15
   Administrator and the on-call   S. 15   upervisor.

2. The attendi   S. 15   hould immediately contac   S. 15   and report
   the problem as a Severity 1.

3. The on-call supervisor must record a temporary message on the
   existing pharmacy queues informing pharmacies that phone
   service is temporarily unavailable. Provide the Cellular
   telephone numbers. Stress that the Cellular telephone is to be
   used for **emergencies only**, i.e.,   S. 15   The
   Business Continuation Site number will be distributed by fanout
   within   S. 15   Refer to page 17 for detailed instructions.

4. If the *Business Continuation Plan* is activated the   S. 15
   Administrator or Supervisor should immediately contact   S. 15
   automated system to forward the telephones to the Business
   Continuation Site.

See Section 5, Forwarding HelpDesk Telephone Numbers, for a list of queues to the Business Continuation Site.

5. When the queue has been forwarded to the Business
   Continuation Site, change the recording to the normal pharmacy
   queue message.

S. 15

Prior to relocating to the Business Continuation Site, a fanout
message must be distributed providing pharmacies with the
emergency cell number and telephone queue number at the Business
Continuation Site. A subsequent fanout will be distributed when the
telephone queue has been forwarded to the Business Continuation
Site. This message may only be distributed by the   S. 15
Administrator, PharmaCare's Manager of Plan Operations, or the

S. 15

Note: In the absence of the Manager of Plan Operations,
PharmaCare's Director of Operations and Systems can
distribute the fan out message.

Note: Refer to # 2 Fanout Procedures on the following pages for fanout instructions..

An e-mail should also be sent to the following groups indicating the emergency telephone (red phone) number   S. 15

S. 15

Phone numbers and e-mail addresses are provided in BCP Contact List, the e-mail distribution list is   S. 15

S. 15

Special Authority inquiries can be re-routed to the   S. 15
If telephones at S. 15 re operational, the queue message should be changed indicating the Vancouver office telephone number.

Should telephone service not be available, a ministry broadcast should be distributed to physicians, the College of Physicians and Surgeons and BCMA. The message should indicate the telephone number for the   S. 15

To use the Ministry broadcast system, contact Lynn Pain at the MSP   S. 15   efer to **Appendix C** for the message text.

Note: This service is available during normal business hours and is reliant on telephone service, therefore should areas of the province experience telephone outages the message delivery will be delayed until telephone services are restored.

2. Fanout Procedures

*Only the   S. 15
Administrator, the Manager, Operations or the   S. 15
S. 15   is authorized to distribute a fanout.*

1. If telephone services to the   S. 15   are not available, a fanout must be distributed to the following groups: (Note   S. 15
S. 15   pproval will be obtained before a fanout is issued at the discretion of the   S. 15   dministrator or PharmaCare's Manager of Plan Operations.)

Note: In the absence of the Manager of Plan Operations, PharmaCare's Director of Operations and Systems can distribute the fan out message.

PharmaNet fanout

S. 15

S. 15

2. To send a fanout message:
   a. In PharmaNet screens, click on   S. 15
           S. 15
   b. Click on   S. 15
   c. Type the following text in the box, without using hard returns, auto word wrap

Note: If PharmaNet access the
S. 15   ffice, the
fanout can be initated from the   S. 15

Refer to Appendix C **to select appropriate message**

---

   a. Select <SAVE>
   b. Select <CLOSE>
   c. Select the message just created (e.g., 162); highlight it
   d. Select the group. If message is for all pharmacies, select   S. 15
   e. Highlight the   S. 15   des to get the message or choose ALL
   f. Select <APPLY ROUTING>
   g. Select <SAVE>
   h. Send an e-mail to the   S. 15   o confirm the content and message number of the fanout.

3. Relocation to the Business Continuation Site

Before relocating to the Business Continuation Site, ensure that the following steps are completed:

1. Place the call to   S. 15   or
     S. 15   to activate the *Business Continuation Plan* immediately following the *Plan* activation and decision to move to the Business Continuation Site. (*Note:* S. 15 *ay require up to* S. 15 *to perform the call forwarding activities, for the interim the queue at   ay be directly accessed vi* S. 15

2. Ensure all client service representatives know where / when to report for work.

3. Contact the   S. 15   to indicate that the *Business Continuation Plan* has been activated and that the fan-out messaging option may be initiated.

Upon arrival at the Business Continuation Site, the on-call supervisor or ___S. 15___ Administrator should perform the following tasks:

1. Verify that telephones are in working order
2. Record a message for the pharmacy queue
3. Ensure all CSRs are logged in to the queue and all workstations are operational

Note: If there is no connection to PharmaNet, contact the ___S. 15___ ___S. 15___ request 'fanout' be initiated. This task is to be performed by the ___S. 15___ Administrator or PharmaCare's Manager of Plan Operations only.

Note: In the absence of the Manager of Plan Operations, PharmaCare's Director of Operations and Systems can distribute the fan out message.

4. After Hours Emergency Reporting Procedures

Procedures for after hours support:

Telephones not operational:

1. Contac ___S. 15___ dministrator and / or on-cal ___S. 15___ Supervisor

2. Administrator or Supervisor contacts ___S. 15___ o request activation of PharmaCare's Plan. Provide the operator with the number ___S. 15___ (*Note: The pin number on the contact card must be provided to* ___S. 15___ *efore the Business Continuation procedures are initiated.*)

3. On-call supervisor to report on-site immediately.

4. ___S. 15___ Administrator to distribute a fanout message providing the telephone numbers at the Command Centre / Business Continuation Site as appropriate.
   Note: A fanout may only be distributed by; ___S. 15___ *dministrator, Manager of Plan Operations (PharmaCare's Director of Operations and Systems if the Mgr of Plan Operations is absent), or* ___S. 15___

   An e-mail should also be sent to the following groups indicating the emergency telephone (red phone) numbe ___S. 15___

   ___S. 15___

   Phone numbers and e-mail addresses are provided in BCP Contact List, the e-mail distribution list is ___S. 15___

5. Begin relocation procedures to the Business Continuation Site as appropriate.

If PharmaNet is Down:

1. The attending CSR should first contact   S. 15
2. Report the problem as a Severity 1.
3. Request that   S. 15   ntact the on-call PharmaNet support representati   S. 15   mmediately.
4. Contact the   S. 15   n-call supervisor immediately after contacti   S. 15
5. Log the call i   S. 15   and record the problem number
6. Notify all Client Service Representatives of the problem and provide the problem number. One CSR should be responsible for updating the status of the problem and directing other staff until the on-call supervisor arrives on site.
7. The on-call   S. 15   upervisor is responsible for alerting the   S. 15   dministrator immediately with full details and status of situation.
8. Preparation to relocate to Business Continuation Site.

5. Forwarding HelpDesk Telephone Numbers

The following table indicates the telephone numbers reserved at the Business Continuation Site. S. 15 should be provided with the original   S. 15   numbe   S. 15   and the number it should be forwarded to at the Business Continuation Site   S. 15

Before leavin S. 15
   S. 15   *call forward the Hot Line and Fax numbers to the Business Continuation Site.*

Original Telephone #	Forwarding Telephone # at the Business Continuation Site	Location
S. 15 Will automatically forward the following numbers: S. 15	S. 15	Pharmacy Queue and S. 15 Queue
	S. 15	hotline
		Fax Machine

Operations Team
Page 16

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 104
HTH-2012-00106 Schedule M

RECORDING A MESSAGE ON THE PHARMACY QUEUE

The   S. 15   supervisor   S. 15   Administrator PharmaCare's Manager of Plan Operations is responsible for recording a message on the pharmacy queue to notify callers of the disruption in service. If the phone system a   S. 15   s not operating, or you do not have access to the building, record the message remotely.

To change the front end message on the IVR:

Note: If a tone is heard before the recording is finished, the available time has run out and the recording has ended.

1.
2.   S. 15
3.   Enter 5 to access the greeting
4.   Press 8 to listen to the message
5.   Enter 5 to access the message in preparation for recording
6.   Enter 7 to record message

"Thank you for calling PharmaCare's information line and the PharmaNet   S. 15

7.   To verify the newly recorded message, enter 5 to access the greeting
8.   Press 8 to play back the message
9.   Press 0 to exit

To change the message on the HelpDesk Interalia:

1.
2.   S. 15
3.   Enter the number of the message you want to record
     1 = greeting
     2 = public night recording
     3 = emergency evacuation
     4 = 2nd recording, public
     5 = 2nd recording, pharmacy
     6 = from voice mail to queue
4.   Press 7 to change the message
5.   After the beep, record the following greetings:

"Thank you for calling PharmaCare. As a result of recent damage to our building, we are temporarily unable to provide telephone service. The   S. 15   being relocated and service will be restored shortly For urgent enquiries only, please call
     S. 15   (Refer to Appendix C – Business Continuation Communications)

6.   Press 8 to play back the message
7.   Press 0 to exit

OPERATIONS TEAM

1. Listening to Messages Remotely

To listen to a recorded message remotely:
1.
                              S. 15
2.
3. Select a message
4. Press 8 to hear the selected message
5. Press 8 again to stop playing the message
6. Press 0 to exit

Note: If a message is playing the announcer does not always respond when the 8 key is pressed. It may be necessary to press 8 more than once to stop playing the message.

RECORDING MESSAGES AT THE BUSINESS CONTINUATION SITE

Once the Business Continuation Site is operational, it is necessary to change the recorded message in Interalia at Business Continuation Site. The   S. 15   pervisor, administrator, or PharmaCare's Manager of Plan Operations have the authority to record messages. To record a new message:

1. Pharmacy Queues

1.
                        S. 15
2.
3. Enter the number of the message you want to record
    1 = greeting
    2 = 2nd recording, please hold
    3 = Site Inactive / Night Message
4. Press *7* to change the message
5. After the beep, record the following greetings:
    Refer to Appendix C for the message(s) text
6. Press 8 to play back the message
7. Press 0 to exit

2. Listening to Messages Remotely

To listen to a recorded message remotely:
1.
                        S. 15
2.
3. Select the *message* # you want to hear
    1 = greeting
    2 = 2nd recording, please hold
    3 = Site Inactive / Night Message
4. Press 8 to hear the selected message
5. Press 8 again to stop playing the message
6. Press 0 to exit

Note: If a message is playing the announcer does not always respond when the 8 key is pressed. It may be necessary to press 8 more than one to stop playing the message.

EVACUATION PROCEDURES

Note: Office supplies are available at the Continuation Site.
Proceed to the Continuation Site.

Ensure you have the following in your possession:

1.   S. 15   Identification
2. All reference material required to perform your job responsibilities

GETTING TO THE BUSINESS CONTINUATION SITE

Address:

S. 15

Directions:

S. 15   **o Business Continuation Site:**

S. 15

Upon Arrival

Report to th   S. 15   dministrator or Supervisor for instructions

Security

- Be prepared to show you   S. 15   pon arrival at th   S. 15   security desk   S. 15
- No data or supplies will be allowed out of the building without prior authorization.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Operations Team
Page 19

Page 107
HTH-2012-00106 Schedule M

OPERATIONS TEAM

AGENT LOGIN PROCEDURES AT THE BUSINESS CONTINUATION SITE

Note: *The headset must be plugged in before logging in.*

1. *Press* Make *Busy* until **not** flashing
2. *Press the In Calls button*
3. *Enter own Agen*   S. 15   *ake sure ID not already in use.*

Some phones are not labeled. Verify key locations from a labelled phone.

4. The *Not Ready* button will light up
5. Press *Not Ready* to take off *Not Ready*

Formatted: Bullets and Numbering

Note: *Please ensure that you are using the headset adapters to plug in your headset or you will experience problems hearing through your headset.*

Placing an Outgoing Call

1. Use bottom key in middle section to access an outgoing line
2. Dial 9

(Note: 9 is also used for long distance. For long distance press 9 and then 1 and then enter the area code and phone number)

Housekeeping Policy

Recovery facilities are maintained to be clean, orderly and safe. The following rules apply:

* Smoking is not allowed in the building
* No food or beverage to be taken outside the coffee area.
* The computer room and office areas are to be kept reasonably neat and orderly at all times.
* Corridors and space around equipment be kept free of obstacles.
* Wastebaskets with lids are to be used for scrap paper.
* Wastebaskets must not contain material, which might involve a   S. 15   o the Ministry.
* Upon departure, the facility should be returned to the same condition as it was upon your arrival.

USING THE INTERALIA PHONE SYSTEM

1. Queue Login Procedures

1. To operate the announcer remotely, dial the remote access telephone number and wait for the unit to answer and play out a high pitched tone. If the announcer is currently playing a message to a caller on line six, it will not answer the remote caller immediately. The remote line will continue to ring until the message has finished playing to the caller on line six.

2. Enter the master remote access code   S. 15   hen wait for high tone response from the announcer. If the wrong access code is entered, the announcer will hang up.

2. Finishing Remote Operations

When remote operations are complete   S. 15   This allows the remote line to revert to normal operations immediately. If a remote command is not received within 30 seconds after completion of the previous command, the unit will disconnect the remote operator.

The keys on the touch-tone keypad correspond to the following remote operations:

1 - Select Message 1
2 - Select Message 2
3 - Select Message 3
4 - Select Message 4
5 - Select Message 5
6 - Select Message 6
7 - Record the selected message
8 - Play the selected message (or end recording or playback)
9 - Change the Remote Access Code
0 - Hang up

When a remote operation is requested, the announcer responds with a high tone to indicate an affirmative response (OK). It responds with low tone to indicate a negative response (ERROR). For example, a request to play a message that has not been recorded will result in a low tone being heard.

3. Selecting Messages Remotely

A remote operator who accesses the announcer using the master remote access code can record or play any message the unit is configured to allow, as well as assign remote access codes to any individual message.

Before performing a remote operation, the operator must first select which message number the operation is to be performed on.

After an operator selects a message number, the message remains selected until a new selection is made or the remote line is disconnected.

The selected message defaults to message one when the remote line is accessed by the master remote access code.

To select a message number:

1. Press the digit on the telephone keypad (1,2,3,4,5,6) that corresponds to the message number.

2. The announcer responds with a low tone when the operator tries to select an illegal message and the previous message selection remains in effect.

   Note: Seven beeps confirms selection of the Standby Message.

4. Retrieving General Queue Voice Mail Messages

1. Dial
2. Ente   S. 15
3. Listen to the message
4. Record the details in the General Queue Voice Mail Log
5. Respond to the message asap (within two business days maximum).

Note: Such calls do not have to be logged in S. 15 *nless the call must remain open (i.e., if the information has been provided, it need not be logged in* S. 15

PRE-RELOCATION ACTIVITIES CHECKLIST

Note:
Telephone numbers for all contacts are found in BCP Contact List *of the Business Continuation Plan.*

Sequence	Activity	Responsibility	Complete	Verifie
1	Business Continuation Activation Notification to S. 15	Management Team		
2	Contact Continuation Team Leaders	Management Team		
3	Contact Team Members	Continuation Team Leaders		
4	Contact Business Continuation Site: Request backup tapes be available	System Support Team		
5	Open alert with S. 15 o contact S. 15 add Business Continuation Site S. 15 addresses to th S. 15 S. 15 **Refer to Appendix D**	System Support Team		
6	Alert S. 15 f requirement to have phones forwarded to Business Continuation Site	Operations Team/ S. 15		
7	Contact S. 15 taff to have them report to Business Continuation Site	Operations Team S. 15		
8	'Fanout' message to S. 15	Operations Team S. 15		
9	Contact External Resources: System Managers MoHS Directors S. 15 PharmaCare Representatives	Operations Team		
10	Notify MoHS Senior Management and Communications and Public Affairs (if required)	Management/ Administration Team		

Note:
If there is no connection to PharmaNet, contact the S. 15 o S. 15 o request 'fanout' be initiated. This task is to be performed by the S. 15 Administrator or the Senior Manager, Operations only.

Note:
In the absence of the Manager of Plan Operations the PharmaCare's Director of Operations and Systems can distribute the fanout message.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Operations Team
Page 23

Page 111
HTH-2012-00106 Schedule M

POST BUSINESS CONTINUATION PROCEDURES

Once normal operations have been restored, th   S. 15   ust be relocated back to   S. 15

1. Th   S. 15   dministrator or Supervisor contacts Telus to request de-activation of PharmaCare's Pre-Plan. Provide the operator with the num   S. 15   (*Note:*   S. 15   *on the contact card, must be provided*   S. 15   *efore the Business Continuation procedures are initiated*)

2. All CSRs should be directed to report to work a   S. 15   but must activate the **'make busy'** key on their telephone before leaving. Staff at the Business Continuation Site should be sent back to the normal work location. A supervisor or team leader should accompany the CSRs to ensure set up and restoration of services is completed. *A minimum of three staff should remain at the Business Continuation site until full service has been restored at*   S. 15

3. The team leader or supervisor should confirm that call forwarding is complete by testing the lines and that all workstations and connections are in place. Contact the Business Continuation Site to request that all CSRs return to   S. 15

4.   S. 15   upervisor or administrator will change the Night Greeting to the Site Inactive Greeting on the telephone queue at the Business Continuation Site as indicated on page 15 of this section.

5. Inform the following groups by phone that th   S. 15   has returned to the normal work location:

   S. 15

   Phone numbers are provided in *BCP Contact List*, the e-mail distribution list is   S. 15

6. Ensure the workspace at the Business Continuation Site is left in a clean and tidy state. All paper, manuals and supplies that are to be returned to   S. 15   should be packaged up; material to be left at the Business Continuation Site should be returned to the locked filing cabinet.

PAYMENT PROCESSING /CLAIMS STRATEGY

This section provides procedures on how to handle Payment Processing. There are two scenarios that may apply:

1. PharmaNet connection is available
2. PharmaNet connection is not available

If **PharmaNet is available** and the *Business Continuation Plan* is activated after the payment run on   S. 15   his function will remain as an   S. 15   ervice to be established if the *Business Continuation Plan* is estimated to excee   S. 15   Should the *Business Continuation Plan* be activated   S. 15   scheduled payment run   S. 15   this function will move to the 'critical' functions category. Once the telephones and   S. 15   services have been restored, Payment Processing services should be restored as a   S. 15   Procedures for the payment process are included in the   S. 15   olicy Procedure Manual with the   S. 15   upplies.

If **PharmaNet is not available**, the normal routine of performing the payment processing function is disrupted. In this scenario, manual procedures may be put in place. These procedures include estimating the amount of monies owed to each pharmacy based on an averag   S. 15   payment amount. (There are existing procedures in place to generate a financial report providing the previous   S. 15   payment report). Once this report is generated, manual cheque vouchers may be produced.

Additional staff may be required to produce manual cheques for each pharmacy.   S. 15

S. 15

Another option is to relocate the Payment Processing staff to a location that may have PharmaNet connection. These locations could be a   S. 15   o   S. 15
The decision on which option to be implemented will be made by the Business Continuation Management Team.

S. 15   rocessing can be halted for the duration of the *Business Continuation Plan*.

When normal business functions are resumed, reconciliation must be performed to check for under or over payments. Once PharmaNet is available, normally issued   S. 15

S. 15

OPERATIONS TEAM

OFF-LINE CLAIMS PROCESSING PROCEDURES

1. Contact facility manager to determine if and when the building will be accessible. Check with the *Continuation Management Team* regarding any information they may have regarding the condition of the building and contents.

2. If any claims are available, organize their recovery.

The Continuation Management Team is responsible for the overall recovery of materials from   S. 15

3. Arrange for the packaging of claims and have them sent to the Business Continuation Site. (Note: you may need hair dryers to dry wet paper. If the job is extensive, a document reclamation service may need to be contacted. Refer to Salvage Procedures Document stored at Business Continuation site. This activity is limited to   S. 15

1. Claims Processing Team Resource Requirements

Claims Processing workstations must be equipped with the following:

S. 15

POST BUSINESS CONTINUATION SITE PROCEDURES

1. Ensure that all telephones have the 'make busy' key activated.

2. Package all paperwork used during the payment run, the

    S. 15

3. Shred all paperwork no longer required. Check the

    S. 15   to ensure there is no material, which might

    S. 15

4. Package and store all supplies and documentation that is to remain at the recovery site. Make note of supplies that must be replenished.

5. Arrange for pickup and delivery of all supplies to be returned to

    S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Operations Team
Page 27

Page 115
HTH-2012-00106 Schedule M

Ministry of Health
PharmaCare

Business Continuation Plan

S. 15

September 2003
Version 2.2

S. 15

This page is deliberately blank

HelpDesk
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 117
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

MANDATE

The PharmaCar S. 15 s responsible for performing normal S. 15 unctions.

HelpDesk
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 119
HTH-2012-00106 Schedule M

FIRST ALERT PROCEDURES

This procedure provides a set event review and escalation procedure to ensure that management and support personnel is appropriately notified following any potentially disruptive event.

All PharmaCare employees and contract personnel should be aware of the first alert procedures as well as the standard building emergency procedures.

Identification of a disruptive situation or a disaster event may come from a number of sources (i.e., any employee, building security, police or fire officials, external alarm monitoring company, etc.) In the event of a fire, explosion, bomb threat or any other emergency situation, the normal building evacuation procedures will be followed first.

Any individual detecting a disruptive event should:

1. Follow standard building emergency procedures. **Call 911.** Ensure personal safety issues have been addressed *(Appendix B).*

2. Notify the   S. 15   Supervisor / Administrator *(BCP Contact List).*

3. The   S. 15   Supervisor / Administrator will contact a contingency contact who will put the other members of the Continuation Management Team on alert. *(BCP Contact List).*
   - Start at the top of the list. All of these individuals are authorized to activate the Business Continuation Plan.

4. Using the First Alert Procedures form in *BCP Manager's Guide*, provide the following information to the person contacted:
   ‣ Your name
   ‣ Description of the disruptive event
   ‣ Preliminary report of damages and injuries
   ‣ Any information regarding attempted or actual alert contacts
   ‣ Phone number and location where you can be reached
   ‣ If other staff is present at the time of the Business Continuation activation, having completed the evacuation procedures and primary contact procedures, request staff to go home and await further contact. Request that they do not speak to the media. Wait for the arrival of the contact person.

5. If time permits the CSR will log a call on   S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 5

Page 120
HTH-2012-00106 Schedule M

CONTINUATION PREPAREDNESS PROCEDURES

The *HelpDesk* staff are responsible for the following continuation preparedness activities:

1. Maintain your copy of the S. 15 section of the *Business Continuation Plan* and keep a copy of it at S. 15

2. Submit all suggestions and ideas for improvements to the S. 15 ministrator or Supervisor.

3. Ensure that all personnel consider business continuation preparedness a part of their normal job responsibilities.

HelpDesk
Page 6

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 121
HTH-2012-00106 Schedule M

HELPDESK WORKSTATIONS

The   S. 15   workstations must be equipped with the following:

S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 7

Page 122
HTH-2012-00106 Schedule M

STRATEGY

It is imperative that telephone services and PharmaNet connection be restored as quickly as possible. Upon arrival at the Business Continuation Site, telephone restoration must be given top priority.

There are three telephone numbers reserved wit S. 15 for pharmacy queues as well as for the emergency and fax line. In the case where the S. 15 must be relocated to the Business Continuation Site, S. 15 hould be contacted with a S. 15 alert and S. 15 automated system must be used to transfer the telephone queues to the Business Continuation Site.

Ideally, existing telephone queues can be forwarded to the Business Continuation Site, however, should the telephone lines be inoperable and the call forwarding feature not be available, a fanout message must be distributed to all S. 15 providing them with emergency cellular numbers and the Business Continuation Site telephone queue number. A subsequent fanout will be distributed when the telephone queue has been forwarded to the Business Continuation Site.

General Public Queue
If the outage is estimated to be longer than S. 15 a new number for the general public queue will be established.

This section describes procedures for the following:
1. Restoration of S. 15 elephone service

   S. 15

2. Fan Out Procedures
3. Relocating to the Business Continuation Site
4. After hours emergency reporting procedures
5. Vacating the Business Continuation Site

1. Restoration of Pharmacy Telephone Service

The restoration of S. 15 telephone service is of paramount importance. The major concern for telephone service is for S. 15 Should the disaster be estimated to be longer than S. 15 the S. 15 S. 15 telephone numbers and S. 15 will be established. The re-establishment of telephone service may involve three strategies:

A.

B.

   S. 15

C.

HelpDesk
Page 8

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 123
HTH-2012-00106 Schedule M

Scenario A: Queue Forwarding

See New Telephone numbers included in this procedure for a listing of original numbers to be forwarded to the emergency work site.

1. The attending CSR should immediately contact the   S. 15   Administrator and the on-call   S. 15   Supervisor.

2. The attending CSR should immediately contact   S. 15   nd report the problem as a   S. 15

3. The on-call supervisor must record a 'Temporary Interruption of Phones Service' message on the existing pharmacy queues informing pharmacies that phone service is temporarily unavailable. Provide the Cellular telephone numbers. Stress that the Cellular telephone numbers are to be used for **emergencies only**, i.e., connection problems.

4. If the *Business Continuation Plan* is activated the   S. 15   Administrator or Supervisor should immediately contact   S. 15   automated system to forward the telephones to the Business Continuation Site.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 9

Page 124
HTH-2012-00106 Schedule M

S. 15

Until the Business Continuation Site is established, a fanout message must be distributed providing pharmacies with the telephone queue number at the Business Continuation Site. Once the site is fully operational, the appropriate information can be communicated with a subsequent fanout message. This message can only be distributed by the   S. 15   dministrator, PharmaCare's Manager of Plan Operations, or the   S. 15

Note: In the absence of the Manager of Plan Operations, PharmaCare's Director of Operations and Systems can distribute the fan out message.

A fanout or e-mail should also be sent to the following groups indicating the emergency telephone   S. 15   numbe   S. 15

S. 15

Phone numbers and e-mail addresses are provided in *BCP Contact List*, e-mail distribution list is   S. 15

HelpDesk
Page 10

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 125
HTH-2012-00106 Schedule M

2. Relocation to the Business Continuation Site

Upon arrival at the Business Continuation Site, the on-call supervisor or ___S. 15___ Administrator should perform the following tasks:

1. Verify that telephones are in working order
2. Record a message for the pharmacy queue
3. Ensure all CSRs are logged in to the queue and all workstations are operational

3. After Hours Emergency Reporting Procedures

The procedures to follow for after hours support are:

Telephones are not operational:

1. Contact HelpDesk Administrator and / or on-call ___S. 15___ Supervisor.
2. Administrator or Supervisor contact ___S. 15___ request activation of PharmaCare's Plan
3. On-call supervisor to report on-site immediately. Direct staff to gather all available Ministry ___S. 15___
4. ___S. 15___ dministrator to distribute a fanout message providing the telephone numbers at the Business Continuation Site. (Note: A fanout may only be distributed by th ___S. 15___ Administrator, PharmaCare's Manager of Plan Operations, or the ___S. 15___

Note: In the absence of the Manager of Plan Operations, PharmaCare's Director of Operations and Systems can distribute the fan out message.

A fanout or e-mail should also be sent to the following groups indicating the emergency telephone ___S. 15___ number ___S. 15___

___S. 15___

Phone numbers and e-mail addresses are provided in *BCP Contact List*, e-mail distribution list is ___S. 15___

5. Begin relocation procedures to the Business Continuation Site.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 11

Page 126
HTH-2012-00106 Schedule M

S. 15

If PharmaNet is Down:

1. The attending CSR should first contact   S. 15
2. Report the problem as a Severity 1.
3. Request tha   S. 15   contact the on-call PharmaNet support representative from   S. 15   mmediately.
4. Contact the PharmaNet HelpDesk on-call supervisor immediately after contact with   S. 15
5. Log the call in S. 15 and record the problem number
6. Notify all Client Service Representatives of the problem and provide the problem number. One CSR should be responsible for updating the status of the problem and directing other staff until the on-call supervisor arrives on site.
7. The on-call   S. 15   pervisor is responsible for alerting the   S. 15   Administrator immediately with full details and status of situation.
8. Preparation to relocate to the Business Continuation Site.

4. Forwardin   S. 15   Telephone Numbers

The following table indicates the telephone numbers reserved at the Business Continuation Site and the numbers that will be forwarded from   S. 15

Before leaving   S. 15   *S. 15   call forward the Hot Line and Fax numbers to the Business Continuation Site.*

Original Telephone #	Forwarding Telephone # at Business Continuation Site	Location
S. 15 Will automatically forward the following numbers: S. 15	S. 15	Pharmacy Queue and Emergency Department Queue
	S. 15	hotline
		Fax Machine

HelpDesk
Page 12

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 127
HTH-2012-00106 Schedule M

Evacuation Procedures

Ensure you have the following in your possession:

1.   S. 15   dentification.
2. All reference material required to perform your job responsibilities.
3. Office supplies are available at the Business Continuation Site.
4. Proceed to the Business Continuation Site.

Getting to the Business Continuation Site

Address:

S. 15

Directions:

Fro   S. 15   **to Business Continuation Site:**
1.
2.
3.   S. 15

Upon Arrival

Access to the building i   S. 15

Enter the building through the main entrance.

Security

Present your   S. 15   ID at the   S. 15

S. 15

Report to th   S. 15   dministrator or Supervisor for instructions
‣ Be prepared to show your   S. 15   ID upon arrival at the Business Continuation Site.
‣ No data or supplies will be allowed out of the building without prior authorization.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 13

Page 128
HTH-2012-00106 Schedule M

S. 15   **LOGIN PROCEDURES AT THE BUSINESS CONTINUATION SITE**

Some phones are not labeled. Verify key locations from a labelled phone.

Note: *The headset must be* S. 15 *before logging in.*

1. *Press Make Busy until* **not** *flashing*
2. *Press the In Calls button*
3. *Enter own* S. 15
4. The *Not Ready* button will light up
   Press *Not Ready* to take off *Not Ready*

Note: *Please ensure that you are using the headset adapters to plug in your headset or you will experience problems hearing through your headset.*

Placing an Outgoing Call

1. Use the 6th key from the bottom to access an outgoing line
2. Dial 9
   (Note: 8 is used for long distance. For long distance press 8 and then 1 and then enter the area code and phone number)

Housekeeping Policy

Recovery facilities are maintained to be clean, orderly and safe. The following rules apply:

‣ Smoking is not allowed in the building
‣ No food or beverage to be taken outside the coffee area.
‣ The computer room and office areas are to be kept reasonably neat and orderly at all times.
‣ Corridors and space around equipment be kept free of obstacles.
‣ Wastebaskets with lids are to be used for scrap paper.
‣ Wastebaskets must not contain material, which might involve a S. 15
‣ Upon departure, the facility should be returned to the same condition as it was upon your arrival.

S. 15

S. 15   s accessed via a Web interface called S. 15   In your browser, go to

S. 15

You need your S. 15   ID & password to get into this site. This ID is

S. 15

HelpDesk
Page 14

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 129
HTH-2012-00106 Schedule M

S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 15

Page 130
HTH-2012-00106 Schedule M

S. 15

HelpDesk
Page 16

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 131
HTH-2012-00106 Schedule M

S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 17

Page 132
HTH-2012-00106 Schedule M

POST BUSINESS CONTINUATION PROCEDURES

Once normal operations have been restored, th   S. 15   must be relocated back to   S. 15

1. The   S. 15   Administrator or Supervisor contacts S. 15 to request deactivation of PharmaCare's Pre-Plan.

2. All CSRs should be directed to report to work a   S. 15
   S. 15   ut must activate the **'make busy'** key on their telephone before leaving. Staff at the Business Continuation Site should be sent back to the normal work location. A supervisor or team leader should accompany the CSRs to ensure set up and restoration of services is completed. A minimum of   S. 15   hould remain at the Business Continuation Site until full service has been restored at   S. 15

3. The team leader or supervisor should confirm that call forwarding is complete by testing the lines and that all workstations and connections are in place. Contact the Business Continuation Site to request that all CSRs return to
   S. 15

4.   supervisor or administrator should change the greeting on the telephone queues at the Business Continuation Site to state that the emergency number is no longer available and that the regula   S. 15   umbers are again operational.

5. Inform the following groups by phone that the   S. 15   has returned to the normal work location:

   S. 15

   Phone numbers and e-mail addresses are provided in *BCP Contact List*, e-mail distribution list is   S. 15

6. Ensure the workspace at the Business Continuation Site is left in a clean and tidy state. All paper, manuals and supplies that are to be returned to   S. 15   should be packaged up; material to be left at the Business Continuation Site should be returned to their storage location.

PAYMENT PROCESSING/CLAIMS STRATEGY

This section provides procedures on how to handle Payment Processing. There are two scenarios that may apply:

1. PharmaNet connection is available
2. PharmaNet connection is not available

If PharmaNet is available and the Business Continuation Plan is activated after the payment run on   S. 15   this function will remain as an   S. 15   ervice to be established if the Business Continuation Plan is estimated to exceed   S. 15   Should the Business Continuation Plan be activated immediately before a scheduled payment run   S. 15   this function will move to the   S. 15   functions category. Once the telephones and   S. 15   services have been restored, Payment Processing services should be restored as a second priority. Procedures for the payment process are included in th   S. 15   olicy Procedure Manual with the   S. 15   supplies.

Should   S. 15   not be available, the normal routine of performing the payment processing function is disrupted. In this scenario, manual procedures may be put in place. These procedures include   S. 15   based on   S. 15   here are existing procedures in place to generate a financial report providing the previous two-week payment report). Once this report is generated,   S. 15   may be produced.

Additional staff may be required t   S. 15   for each   S. 15   is available electronically on the backup tape located at the Business Continuation Site.

Another option is to   S. 15

    S. 15
    S. 15   The decision on which option to be implemented will be made by the Business Continuation Management Team.

    S. 15   can be halted for the duration of the *Business Continuation Plan*.

When normal business functions are resumed   S. 15   must be performed to check for   S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

HelpDesk
Page 19

Page 134
HTH-2012-00106 Schedule M

POST BUSINESS CONTINUATION SITE PROCEDURES

1. Ensure that all telephones have the 'make busy' key activated.

2. Package all paperwork used during the payment run, the

3. Shred all paperwork no longer required. Check the

4. Package and store all supplies and documentation that is to remain at the recovery site. Make note of supplies that must be replenished.

5. Arrange for pickup and delivery of all supplies to be returned to

HelpDesk
Page 20

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 135
HTH-2012-00106 Schedule M

BRITISH COLUMBIA

Ministry of Health
PharmaCare

Business Continuation Plan

Plan Maintenance

September 2003
Version 2.2

This page is deliberately blank

Plan Maintenance
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 137
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Maintenance
Page 3

Page 138
HTH-2012-00106 Schedule M

PLAN MAINTENANCE

This page is deliberately blank

Plan Maintenance
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 139
HTH-2012-00106 Schedule M

OVERVIEW

This section of the *Business Continuation Plan* defines the maintenance and plan distribution responsibilities, procedures and timeframes for ensuring that the *Business Continuation Plan* is current.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Maintenance
Page 5

Page 140
HTH-2012-00106 Schedule M

PLAN MAINTENANCE

MAINTENANCE

The *Plan* is a document that reflects the changing environment and requirements of Ministry of Health Services, PharmaCare. Therefore, the *Plan* requires the continued allocation of resources to maintain it and to keep it in a constant state of readiness. This task includes updating the *Plan* and revising this document to reflect updates, testing the updated *Plan,* and training personnel.

The *Business Continuity Management Team* ensures that the *Plan* undergoes a formal review on a quarterly basis. Annually, this Team initiates a complete review of the *Plan*, which may result in major revisions to this document. All revisions will be reviewed, approved, and distributed to all authorized personnel.

TEAM PARTICIPATION

Plan maintenance responsibilities are described within Continuation Preparedness Procedures and Ongoing Responsibilities throughout the *Business Continuation Plan.*

The following teams are responsible for submitting suggestions and ideas for improvements to the *Plan* to the *Plan Coordinator*.
- Continuation Management Team
- Administration Team
- Systems Support Team
- Operations Team
- S. 15   Team

REVIEW SCHEDULE

Each team is responsible for reviewing the plan   S. 15   The Continuation Management Team is responsible for a full review of the pla   S. 15

PLAN UPDATE

The *Plan Coordinator* is responsible for updating the plan on a   S. 15

S. 15

Plan Maintenance
Page 6

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 141
HTH-2012-00106 Schedule M

PLAN DISTRIBUTION

S. 15   of the Plan are distributed when updated to supervisory members. A distribution spreadsheet is maintained.

PLAN EDUCATION

The responsibility for providing generalized *Business Continuation Plan* education rests with the *Plan Coordinator.*

Copies of the *Business Continuation Plan* are distributed to new employees and PharmaCare supervisors review the material with staff as part of the orientation process.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Maintenance
Page 7

Page 142
HTH-2012-00106 Schedule M

Ministry of Health
PharmaCare

Business Continuation Plan

Plan Rehearsals & Education

September 2003
Version 2.2

PLAN REHEARSALS AND EDUCATION

This page is deliberately blank

Plan Rehearsals and Education
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 144
HTH-2012-00106 Schedule M

TABLE OF CONTENTS

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Rehearsals and Education
Page 3

Page 145
HTH-2012-00106 Schedule M

PLAN REHEARSALS AND EDUCATION

OVERVIEW

This section of the *Business Continuation Plan* defines the *Plan Rehearsal* and education activities to ensure a current and effective *Business Continuation Plan* with which staff are familiar.

This section will also provide an overview that should be provided during staff training.

Plan Rehearsals and Education
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 146
HTH-2012-00106 Schedule M

PLAN REHEARSALS

Testing of the *Business Continuation Plan* is an essential element of preparedness. Partial tests of individual components and recovery plans of specific *Continuation Teams* will be carried out on   S. 15
S. 15   hese tests may be   S. 15   nd will be planned in according to plan requirements.

A comprehensive exercise of our continuity capabilities and support by our designated recovery facilities will be performed on an annual basis.

PLAN TRAINING

The training material provided will be specific to the team responsibilities as reflected in the material distributed to those teams as detailed in the Plan Maintenance section of this manual.

TRAINING OUTLINE

The training will be divided into four sections;
- Strategy and Activation
- Procedures
- Teams
- Contacts

1. Plan Strategy
2. Plan Activation Criteria and Procedures
3. Team Roles and Responsibilities
   a. Continuation Management Team
   b. Administration Team
   c. Systems Support Team
   d. Operations Team
   e.   S. 15   Team
4. Post Implementation Procedures
5. Appendices

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Plan Rehearsals and Education
Page 5

Page 147
HTH-2012-00106 Schedule M

APPENDIX A—BUSINESS CONTINUATION SITE

September 2003

Version 2.2

APPENDIX A
BUSINESS CONTINUATION SITE

This page is deliberately blank

Appendix A—Business Continuation Site
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 149
HTH-2012-00106 Schedule M

PharmaCare has an agreement with   S. 15   provide a work site for PharmaCare's Business Continuation Plan. The information about this site is as follows.

Getting to the Business Continuation Site

Address:

S. 15

Directions:

From   S. 15   **o Business Continuation Site:**
1.
2.   S. 15
3.

Parking:

S. 15

Upon Arrival

Access to the building i   S. 15

Enter the building through the main entrance.

S. 15

Present your   S. 15   ID at the security desk.   S. 15

S. 15

Report to the   S. 15   dministrator or Supervisor for instructions

➢ Be prepared to show your   S. 15   ID upon arrival at the Business Continuation Site.
➢ No data or supplies will be allowed out of the building without prior authorization.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Appendix A—Business Continuation Site
Page 3

Page 150
HTH-2012-00106 Schedule M

APPENDIX A
BUSINESS CONTINUATION SITE

Facilities

S. 15 will provide the following equipment, services and facilities at the Business Continuation Site when a test is scheduled or a disaster declared:

- ➢ Worksite room   S. 15
    - ➢   S. 15 computer stations
    - ➢   S. 15 rinter
    - ➢   S. 15 digital telephone lines with
        - ➢ telephone sets suitable for use with head sets
        - ➢ call queueing
    - ➢ data network access to Span BC
    - ➢ S. 15 telephone line suitable for use with FAX machine
    - ➢ lockable filing cabinet for temporary supply storage
- ➢ Washrooms, personnel break, and rest rooms
- ➢ Meeting room as available

S. 15 will provide the following services and facilities at the Business Continuation Site on a continuous basis:

- ➢   S. 15

- ➢   S. 15   for use in the event of a disaster or test, on   S. 15
- ➢   S. 15

Appendix A—Business Continuation Site
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 151
HTH-2012-00106 Schedule M

APPENDIX B—PERSONAL SAFETY

September 2003

Version 2.2

This page is deliberately blank

Appendix B—Personal Safety
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 153
HTH-2012-00106 Schedule M

Introduction

This section of the Business Continuation Plan describes the policy of Ministry of Health Services in reference to personal safety and evaluation procedures.

1. It is the policy of Ministry of Health Services that safeguarding human life and welfare shall take precedence over any other considerations.

2. Fire evacuation is based on immediate total evacuation; bomb threat evacuation is based on evacuation where evaluation of the threat so indicates.

3. The emergency evacuation plan is based on evacuation under the control of wardens authorized to carry out specified procedures.

4. If clarification is required on any point concerning this emergency evacuation plan, contract your supervisor.

Fire

If you discover fire or detect smoke:

1. Operate the nearest fire alarm

2. Call 911 to report the location and nature of the fire

3. If the fire is small and you are confident that you can fight it with an extinguisher - do so - but be certain that you have someone with you at all times.

4. Walk quickly to your nearest emergency exit stairwell, and, once outside, proceed immediately to your designated assembly point.

Bomb Threat

1. Most bomb threats are received by telephone. If you receive such a call, concentrate on recording the exact wording of the message and the time received. To assist in the evaluation of a threat, try to obtain as much information as possible by questioning the caller as to motive, type of device, and location.

2. Immediately telephone 911 to report the incident. To avoid panic, do not discuss the incident with other employees.

3. If you receive a card or a letter containing a bomb threat, immediately present to your supervisor.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Appendix B—Personal Safety
Page 3

Page 154
HTH-2012-00106 Schedule M

4. If you find a suspicious device, do not attempt to remove or disturb it in any way. Immediately report to your supervisor and provide details of the location of the device.

5. If the alarm is sounded, follow standard evacuation procedures.

Earthquake

1. Most casualties result from falling objects and debris. Take cover under a desk or table. Step under a doorway or into a hallway as door frames and the inner core of a building are its strongest points and are least likely to collapse. Keep away from windows.

2. After the major shock has passed, stay calm, and do not panic. If asked, assist First Aid Attendants in giving aid to injured persons. Help others who may be trapped. Exercise caution - do not injure yourself. Do not use the telephone except in a real emergency - leave the lines open for official use.

3. Safely evacuate the building as soon as possible. Watch out for possible hazards such as electrical wires. Follow standard evacuation procedures and proceed to your designated assembly point. Listen to any special instructions from your floor wardens. In the event of a major shock, do not try to re-enter the building.

Standard Evacuation Guidelines

1. When you hear the alarm, proceed in an orderly fashion to your nearest stairwell emergency exit. Once outside, proceed immediately to your designated assembly point. Take personal property, such as briefcases and purses with you if you have them with you when the alarm bell sounds - do not attempt to return to your desk to get them. Keep exterior doorways clear and move to your assembly point promptly, to allow progress of those following, and to keep the area clear for fire and police department operation.

2. If you are in an elevator, get off at the ground floor, leave the building via the nearest exit and proceed to your assembly point. Do not attempt to board an elevator once the alarm has sounded.

3. During any emergency, do not use the telephone except where absolutely essential.

4. Ensure that all visitors, contract staff, and members of the public in your area are evacuated.

Appendix B—Personal Safety
Page 4

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 155
HTH-2012-00106 Schedule M

5. Do not leave your designated assembly point or attempt to re-enter the building until advised to do so.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Appendix B—Personal Safety
Page 5

Page 156
HTH-2012-00106 Schedule M

Appendix C—Business Continuation Communications

September 2003

Version 2.2

APPENDIX C
COMMUNICATIONS

This page is deliberately blank

Appendix C—Communications
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 158
HTH-2012-00106 Schedule M

This section of the *Business Continuation Plan* identifies the type of communications, when they should be actioned and the pre-defined text to be used.   The four types of messages are:

1. Interalia – Phone queue messages
2. Fanout – Messages communicated via PharmaNet
3. Ministry Broadcast Message – Messages communicated via Teleplan
4. Press Release – Authorized statements to be released to the Press

Interalia Messages

PharmaCare Regular Business Messages:

1. **Greeting**
Thank you for calling PharmaCare. All lines are currently busy. Please stay on the line and our agents will be happy to help you. For public inquiries, our phone lines are open Monday - Sunday, 8:00 am to 8:00 pm.

2. **Public Queue Night Recording**
Thank you for calling PharmaCare. Our office is currently closed. Our office hours are 8:00 am to 8:00 pm Monday – Sunday. Our lines are not as busy between 6:00 pm and 8:00 pm if you wish to try your call again during those hours.

3. **Emergency Evacuation**
We are conducting a fire drill and are unable to take your call at this time. You may stay on the line until an agent is available or you may wish to call back later.

4. **Second Recording – Public**
Thank you for your patience. Your call is important to us. For the public, please have your BC Medical CareCard number ready and the next available agent will be happy to help you.

5. **Second Recording – Pharmacy**
Thank you for your patience. Your call is important to us. You will be answered faster if you continue holding rather than redialing.

6. **From Voice Mail to Queue**
Thank you. Your call is now being queued for the next available agent.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Appendix C—Communications
Page 3

Page 159
HTH-2012-00106 Schedule M

Interalia Messages, cont.

PharmaCare Business Continuation Site Messages:

1. **All lines are Currently Busy**
   "Thank you for calling PharmaCare's Business Continuation Site. All lines are currently busy. Please stay on the line and the next available agent will be happy to help you. Our phone lines are open from 8:00 am to 8:00 pm, Monday through Sunday."

2. **Please Hold**
   "Thank you for your patience, your call is important to us. We apologize for any inconvenience, normal service will be resumed as soon as possible. You will be answered faster if you continue holding rather than re-dialing."

3. **Night Message**
   "Thank you for calling PharmaCare's Business Continuation Site. Our site is currently closed. We regret that we are unable to provide twenty-four hour phone support due to conditions beyond our control. Our temporary office hours are 8:00 am to 8:00 pm Monday through Sunday. Please call back during these hours."

4. **Site Inactive Message**
   "PharmaCare's Business Continuation Site is currently closed, the   S. 15   as resumed normal operations, please utilize the   S. 15   hone numbers designated for your area. Thankyou."

   Note: The Site Inactive Message replaces the Night Message when the Business Continuation Site is closed.

Fanout Messages

If telephone services to the   S. 15   e not available a fanout message must be distributed to the following groups:

Note   S. 15   approval will be obtained before a
         S. 15   s distributed at the discretion of the   S. 15
     Administrator or the Director, Operations

▶
▶   S. 15

The following groups will receive the fanout information either by telephone or e-mail. The global e-mail distribution list called
            S. 15   ill distribute the message to the groups listed below:

▶
▶   S. 15
▶
▶

1. **Temporary Interruption of Phone Service**
    PharmaCare **'insert current date'** As a result of recent damage to our building, th   S. 15   is temporarily unable to provide phone service. The   is in the process of relocating to the Business Continuation Site and service will be restored shortly. For emergency calls only, contact us at   S. 15
              S. 15

2. **Business Continuation Site is Operational**
    PharmaCare **'insert current date'** The HelpDesk is now operational at the Business Continuation Site and can be reached at   S. 15   For   S. 15   nquiries contact our
                      S. 15

3. **Verification of Plan C or G Eligibility or Residency Status**
    PharmaCare **'insert current date'** If you cannot verify Plan C, Plan G or residence status for a client due to system availability problems, please obtain payment from the client and instruct them to submit their receipt(s) to PharmaCare for processing.

    Note: As of Jan 4, 2000 temporary coverage may be entered for Plan C and Plan G after verification with Human Resources or Mental Health.

Ministry Broadcast System

Should telephone service not be available, a ministry broadcast
should be distributed to physicians, the   S. 15

      S. 15

To use the Ministry broadcast system, contact Lynn Pain at the MSP

      S. 15

Teleplan broadcast message:

As a result of the recent damage to the PharmaCare building,
PharmaCare is unable to process Special Authority enquiries and
faxes.

Note: This service is available during normal business hours and is
reliant on telephone service, therefore should areas of the
province experience telephone outages the message delivery
will be delayed until telephone services are restored.

Press Recommended Responses

Inform all team members that if they are approached by the media, they are to minimize adverse publicity and direct the media representatives to the Ministry media liaison person:

Executive Director, Communications & Public Affairs (Refer to BCP Contact List contact information)

Scenario 1 - Generic Response

"The problem is being handled in accordance with emergency procedures prepared by the PharmaCare Division of the Ministry of Health Services. The Business Continuation Management Team is now meeting to assess the situation and initiate certain preplanned activities to minimize disruption and ensure the critical business functions of PharmaCare are continued in a timely manner. The Continuation Management Team will be issuing a public statement as to the extent of the damage and the continuation activities shortly."

Scenario 2 - PharmaNet Down

"The PharmaNet computer system is temporarily unavailable, PharmaCare staff are working to restore system access as quickly as possible. PharmaCare would like to reassure the public they may obtain their medications from their community pharmacies despite this temporary system problem. Further updates will be issued as information is available."

Scenario 3 - PharmaCare Site affected but PharmaNet is not

"Due to circumstances beyond our control access to the PharmaCare building is temporarily unavailable. The PharmaNet computer system remains fully functional and the public may obtain medications from their community pharmacies without disruption. The problem is being handled in accordance with emergency procedures prepared by the PharmaCare Division of the Ministry of Health Services. PharmaCare management are now meeting to assess the situation and initiate certain preplanned activities to minimize disruption and ensure the critical business functions of PharmaCare are continued in a timely manner. A public statement as to the extent of the building damage and the business continuation activities will be issued as soon as the information is available."

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Appendix C—Communications
Page 7

Page 163
HTH-2012-00106 Schedule M

APPENDIX D— S. 15

September 2003

Version 2.2

This page is deliberately blank

Appendix D —
Page 2

S. 15

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 165
HTH-2012-00106 Schedule M

Following is a list o   S. 15

S. 15

S. 15

Appendix E — Voice Telecommunications Service Request (TSR)

September 2003

Version 2.2

APPENDIX E—VOICE TELECOMMUNICATIONS SERVICE REQUEST (TSR)

The electronic form is available at:

S. 15

Appendix E—Voice Telecommunications Service Request (TSR)   *PharmaCare Business Continuation Plan*
Page 2   *September 2003, Version 2.2*

Page 168
HTH-2012-00106 Schedule M

APPENDIX F — Ministry of Health Backup Procedures

September 2003

Version 2.2

This page is deliberately blank

Appendix F—Ministry of Health Backup Procedures
Page 2

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Page 170
HTH-2012-00106 Schedule M

The Ministry of Health Infrastructure Services department is responsible for all backup procedures for the Ministry of Health Services and Ministry of Health Planning.

A full backup is performed nightly on each server.   S. 15

                                                        S. 15

Refer to BCP Contact List for contact information.

PharmaCare Business Continuation Plan
September 2003, Version 2.2

Appendix F—Ministry of Health Backup Procedures
Page 3

Page 171
HTH-2012-00106 Schedule M

APPENDIX G — S. 15

This page is deliberately blank

Pages 174 through 187 redacted for the following reasons:
- -
S. 15

Contact Lists: Business Continuation Plan

NOTE: If you need a work number, check the BC Government Directory or the Global Address book in your email in case that person's phone number has changed.

The tables related to Pharmacare teams list business, home, pager and cellular telephone numbers for all team members. If a pager or cellular phone number is not listed, it is due to it not being available. The entries in the *Role* column have the following meanings:

LEAD   Team Leader

ALT   Alternate Team Leader

MEM   Team Member

CALL   Team Member (On-call if required).

Continuation Management Team

(Note: All members of this team are authorized to activate Pharmacare's Business Continuation Plan. The only other Pharmacare staff member with this authorization is the Pharmacare Director.)

Name	Role	Bus. Phone	Home Phone	Pager	Cell

Comment [ja1]: Update source: rd

S. 15, S. 22

Pharmacare Directors

*(Note: The Pharmacare Executive Director **should not** be contacted by any first responders unless all members of the Continuation Management Team are unreachable.)*

Name	Role	Bus. Phone	Home Phone	Pager	Cell

Comment [ja2]: Update source: wallet card

S. 15, S. 22

Pages 189 through 193 redacted for the following reasons:
- -
S. 15, S. 22

Contact List

MINISTRY OF HEALTH   MEDICAL SERVICES PLAN
CLAIMS EMERGENCY PAYMENT
CONTACT LIST
As of May , 2004

MINISTRY OF HEALTH

MEDICAL SERVICES PLAN – Claims Management

3-1 1515 Blanshard Street, VICTORIA

Darlene Letendre	(250)952-3187	Darlene.Letendre@gems2.gov.bc.ca
		Executive Director; M&PS, Health Benefits Operations
Melanie Douglas	(250) 952-3373	Melanie.Douglas@gems6.gov.bc.ca
		Director, MSP Operations
Ruth Orr	952-3108	Ruth.Orr@gems9.gov.bc.ca
		Manager; MSP, Business Services
Sharron Wickens	952-3042	Sharron.Wickens@gems8.gov.bc.ca
		Administrator; Provider Programs

MINISTRY OF HEALTH

MEDICAL SERVICES PLAN – Registration and Premium Billing

2-1 1515 Blanshard Street, VICTORIA

| Ruth Orr | 952-3108 | Ruth.Orr@gems9.gov.bc.ca |
| | | Manager; MSP Business Services |

MINISTRY OF HEALTH
FINANCIAL SERVICES
4-1 1515 Blanshard Street, VICTORIA

Katherine Foster	952-1930	Katherine.Foster@gems7.gov.bc.ca Manager, Financial Systems
George Day	952-1953	George.Day@gems4.gov.bc.ca Director; Pharmacare - Decision Support
Dave Van Sweiten	952-2053	Dave.VanSwieten@gems2.gov.bc.ca Director; Accounting Operations Branch

MINISTRY OF HEALTH
MEDICAL SERVICES PLAN – Managed Operations
712 Yates Street, VICTORIA

Michael Gergel	952-6884	Michael.Gergel@gems2.gov.bc.ca Project Manager; S, Health Benefits Operations
Kelly Dougan	952-6223	Kelly.Dougan@gems3.gov.bc.ca Senior Analyst/Programmer – MSP Claims Payment
Wilmar Blizard	952-6331	Wilmar.Blizard@gems8.gov.bc.ca Senior Analyst/Programmer – Payment Authority

MINISTRY OF FINANCE
PROVINCIAL TREASURY - CASH MANAGEMENT
109 - 620 SUPERIOR ST, VICTORIA

Nick Krischanowsky	387-7105	Nick.Krischanowsky@gems8.gov.bc.ca A/Director; Provincial Treasury – Banking/Cash Management Branch
Meiying Liu	387-7110	Meiying.Liu@gems5.gov.bc.ca Payment Supervisor; Provincial Treasury-Banking/Cash Management Branch
Cora Hoover	387-7111	cora.hoover@gems6.gov.bc.ca Payment Supervisor; Provincial Treasury-Banking/Cash Management Branch– Payment Authority
Alison Gunn	356-1274	Alison.gunn@gems1.gov.bc.ca Senior Manager Banking Operations; Provincial Treasury-Banking/Cash Management Branch

MINISTRY OF FINANCE
CORPORATE ACCOUNTING SERVICES
612/614 Government St.
P O Box 9473

Catherine Clarke	356-9531	Catherine.Clarke@gems7.gov.bc.ca
		Director, Technology Operations; Corporate Accounting Services
Anwar Khalil	356-5817	Anwar.Khalil@gems9.gov.bc.ca
		Senior Payment Services Analyst; Corporate Accounting Services
Steve Wilson	356-9311	Steve.Wilson@gems6.gov.bc.ca
		Manager, Application Development; Corporate Accounting Services

CREDIT UNION CENTRAL OF BRITISH COLUMBIA

| Contact via Provincial Treasury | | |

**MEDICAL SERVICES PLAN
CLAIMS BRANCH
EMERGENCY PAYMENT PROCESS**

S. 15

**MEDICAL SERVICES PLAN
CLAIMS BRANCH
EMERGENCY PAYMENT PROCEDURES**

In the event of a disaster, the Director of Operations will:

- Initiate the Emergency Payment Procedures
- Keep the Director of Operations, and the Assistant Deputy Minister of the Medical Services Plan (MSP) informed of the situation;
- Inform Financial Services, Provincial Treasury, and Payees (See Contact List).
- Liaise with Financial Services, CAS, Provincial Treasury and physicians (see contact list);
- Send one copy of all emergency reports to Financial Services – S. 15
  S. 15
- Sign th S. 15 and forward to Financial Services
- Have S. 15 n case automated system does not work.

In the event of a disaster, the Manager of MSP Business Services will:

ADMINISTRATOR, PROVIDER PROGRAMS MSP CLAIMS

- Have staff ready to answer the Provider Services phone lines. Have ready a copy of the Emergency detail reports that will be required to answer queries. For queries use MPPD and MPPN transactions.
- Prepare a list of all payees requiring manual cheques. Double check the S. 15
  S. 15 Than can be found on the MPPA transactions.
- Authorize requests for manual cheques. Stock of cheque requisitions.
- Review to spot payees that may require Stop Payment. A list of Stop Payments must be delivered to Financial Services.
- Request and Mail Manual Cheques as they are authorized and created.

In the event of a disaster, the Manager, Financial Services will:

MANAGER, FINANCIAL SERVICES

- Ensure Emergency Payment Authorit   S. 15   s signed;
- Approve the Emergency Payment for release to   S. 15   hrough the   S. 15
    S. 15
- Advise the   S. 15
            S. 15
- Have tapes on hand in case automated system does not work.

In the event of a disaster, the Provincial Treasury, Cash Management will:

PROVINCIAL TREASURY, CASH MANAGEMENT

- Transfer funds to cover the Emergency Payment into the electronic bank account;
- If Cash Management system is operational:
    o Use disk file specified on Emergency Payment Authority;
- If Cash Management is NOT operational:
    o Inform th   S. 15

    o   S. 15

In the event of a disaster, the Credit Union will:

CREDIT UNION CENTRAL OF BRITISH COLUMBIA

- Process the diskette/file sent over by Provincial Treasury.

CONTACT LIST

S. 15

BRITISH COLUMBIA

Ministry of Health Services and Ministry of Health Plannning

MSP CLAIMS PAYMENT

RECOVERY OF EMERGENCY PAYMENT(S)

Functional Application Manual

Author:	Kelly Dougan
	Senior Programmer Analyst, IMG, Managed Operations
Creation Date:	June 01, 2004
Last Updated:	June 01, 2004
Version:	1.0
Original Requirements Document Identifier	MVS Doclib
Document Location	\\Parade\S45299\Shared\Helpdocs\Payment\Source\emergency.doc

Document Control

Change Record

Date	Author	Version	Change Reference
June 1, 2004	Kelly Dougan	1.0	Original Document

Reviewers

Name	Position
Darlene Letendre	Executive Director; Health Benefits Operations, MPS
Melanie Douglas	Director, MSP Operations
Ruth Orr	Manager; MSP Business Services
Katherine Foster	Manager, Financial Services
Sharron Wickens	Administrator, Provider Programs
Michael Gergel	Project Manager; S, Health Benefits Operations
Kelly Dougan	Senior Programmer Analyst, IMG, Managed Operations
Lee Urquhart	Systems Administrator, MSP Operations
Rob Holloway	Senior Business Consultant, Health Care Services

BACKGROUND

S. 15

S. 15

Ministry of Health Services and Ministry of Health Plannning

CLAIMS DIVISION

PAYMENT SYSTEM

EMERGENCY PAYMENT PROCEDURES

Functional Application Manual

7/20/2012   Z:\Agreements - Contracts\Master Services Agreement_MSA\MSA Closing Book Documents\PDF Copies of MSA and Schedules (except Schedule M)\Schedule M - Business Continuity and Disaster Recovery\App 3a_Emergency Payment Procedures Manual.docApp 3a_Emergency Payment Procedures Manual.doc   1

Page 204
HTH-2012-00106 Schedule M

Author:	Kelly Dougan
	Senior Programmer Analyst, IMG, Managed Operations
Creation Date:	May 31, 2004
Last Updated:	May 31, 2004
Version:	1.0
Original Requirements Document Identifier	MVS Doclib
Document Location	

S. 15

7/20/2012   Z:\Agreements - Contracts\Master Services Agreement_MSA\MSA Closing Book Documents\PDF Copies of MSA and Schedules (except Schedule M)\Schedule M - Business Continuity and Disaster Recovery\App 3a_Emergency Payment Procedures Manual.docApp 3a_Emergency Payment Procedures Manual.doc   2

Page 205
HTH-2012-00106 Schedule M

Document Control

Change Record

Date	Author	Version	Change Reference
May 31, 2004	Kelly Dougan	1.0	Original Document

Reviewers

Name	Position
Darlene Letendre	Executive Director; Health Benefits Operations, MPS
Melanie Douglas	Director, MSP Operations
Ruth Orr	Manager; MSP, Business Services
Katherine Foster	Manager, Financial Services
Sharron Wickens	Administrator, Provider Programs
Michael Gergel	Project Manager; S, Health Benefits Operations
Kelly Dougan	Senior Programmer Analyst, IMG, Managed Operations
Lee Urquhart	Systems Administrator, MSP Operations
Rob Holloway	Senior Business Consultant, Health Care Services

7/20/2012   Z:\Agreements - Contracts\Master Services Agreement_MSA\MSA Closing Book Documents\PDF Copies of MSA and Schedules (except Schedule M)\Schedule M - Business Continuity and Disaster Recovery\App 3a_Emergency Payment Procedures Manual.docApp 3a_Emergency Payment Procedures Manual.doc   3

Page 206
HTH-2012-00106 Schedule M

7/20/2012   Z:\Agreements - Contracts\Master Services Agreement_MSA\MSA Closing Book Documents\PDF Copies of MSA and Schedules (except Schedule M)\Schedule M - Business Continuity and Disaster Recovery\App 3a_Emergency Payment Procedures Manual.docApp 3a_Emergency Payment Procedures Manual.doc   4

Page 207
HTH-2012-00106 Schedule M

7/20/2012   Z:\Agreements - Contracts\Master Services Agreement_MSA\MSA Closing Book Documents\PDF Copies of MSA and Schedules (except Schedule M)\Schedule M - Business Continuity and Disaster Recovery\App 3a_Emergency Payment Procedures Manual.docApp 3a_Emergency Payment Procedures Manual.doc   5

Page 208
HTH-2012-00106 Schedule M

S. 15

7/20/2012   Z:\Agreements - Contracts\Master Services Agreement_MSA\MSA Closing Book Documents\PDF Copies of MSA and Schedules (except Schedule M)\Schedule M - Business Continuity and Disaster Recovery\App 3a_Emergency Payment Procedures Manual.docApp 3a_Emergency Payment Procedures Manual.doc   6

Page 209
HTH-2012-00106 Schedule M

INTRODUCTION

BACKGROUND

S. 15

Design Criteria

1

S. 15

7/20/2012   Z:\Agreements - Contracts\Master Services Agreement_MSA\MSA Closing Book Documents\PDF Copies of MSA and Schedules (except Schedule M)\Schedule M - Business Continuity and Disaster Recovery\App 3a_Emergency Payment Procedures Manual.docApp 3a_Emergency Payment Procedures Manual.doc   8

Page 211
HTH-2012-00106 Schedule M

Notes

S. 15

Ministry of Finance – Corporate Accounting System (CAS)

The Ministry of Finance's Corporate Accounting System is referred to as CAS.

S. 15

Pages 213 through 215 redacted for the following reasons:
- -
S. 15
S. 15,
S. 15,

Summary of the MSP Claims Payment System

S. 15

Pages 217 through 252 redacted for the following reasons:
- -
S. 15,
S. 15,
S. 15, S. 22

S. 15   # Call out Numbers for Network Problems #1

1. One CSR sends an email t   S. 15   o notify all office users
   that PharmaNet is down.

2.   S. 15   SRs split   S. 15   ages of numbers to call.

3. Each CSR calls their list of clients (below).

4. Sample message:

   This is (*your name*) from the Ministry of Health PharmaNet Help Desk. The
   PharmaNet system is currently unavailable. The outage started at (*give time of
   outage*). There is no estimated time of recovery as yet, however Pharmacare staff
   are working to restore system access as quickly as possible. Please advise
   pharmacies to batch transactions until further notice. The status of this problem
   will be updated on the message on the PharmaNet Help Desk phone line ever   S. 15
      S. 15   The PharmaNe   S. 15   Phone numbers are:

           S. 15

Client	Contact	Phone	Alt Phone

           S. 15

S. 15   **Call out Numbers for Network Problems #2**

1. One CSR sends an email to   S. 15   to notify all office users that PharmaNet is down.

2.   S. 15   CSRs spli   S. 15   pages of numbers to call.

3. Each CSR calls their list of clients (below).

4. Sample message:

   This is (*your name*) from the Ministry of Health PharmaNet   S. 15   The PharmaNet system is currently unavailable. The outage started at (*give time of outage*). There is no estimated time of recovery as yet, however Pharmacare staff are working to restore system access as quickly as possible. Please advise pharmacies to batch transactions until further notice. The status of this problem will be updated on the message on the PharmaNet   S. 15   phone line every two hours. The PharmaNet   S. 15   Phone numbers are:

   S. 15

Client	Contact	Phone	Alt Phone

S. 15

S. 15

Call out Numbers for Network Problems #3

1. One CSR sends an email to   S. 15   to notify all office users that PharmaNet is down.

2. S. 15 CSRs split S. 15 pages of numbers to call.

3. Each CSR calls their list of clients (below).

S. 15

Public Communications Branches

Sample Message:

Hello, my name is (*your name*) calling from Pharmacare   S. 15   'm calling to inform you that the PharmaNet computer system is temporarily unavailable. Pharmacare staff are working to restore system access as quickly as possible.

The public may obtain medications from their community pharmacies despite this temporary system problem. We suggest that people go to their regular pharmacy because copies of their records are stored there so the outage will not affect them. The status of this outage will be updated on the PharmaNet   S. 15   phone line every two hours. The PharmaNet   S. 15   phone numbers are:

S. 15

Client	Contact	Phone	Alt Phone

S. 15

Change Record

Date	Author	Version	Change Reference

S. 15

Ministry of Health Services

Managed Operations Technical Disaster Recovery Plan

Management Procedures

PharmaNet

Author:	Managed Services Documentation Team
Creation Date:	2001 February 22
Last Updated:	2004 June 28
Document Number:	S. 15
Version:	Version 1.1

Page 257 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

Preface

Purpose   This manual provides in-depth context and explanation of the procedures for managing a potential disaster at S. 15 S. 15 hat has the ability to disrupt PharmaNet processing operations. The manual addresses non-technical tasks, such as managing a potential disaster and communicating the disaster to stakeholders. **This is a companion document to the Recovery Manager's Guide which you must first refer to first when there is an emergency.**

Audience   This document is intended for staff involved in recovering from a PharmaNet disaster, including the disaster recovery manager, IMG senior management, PharmaNet HelpDesk staff, PharmaCare business analysts, S. 15 technical staff, and the ministry's Communications Branch.

Structure   This document includes the following chapters:

Introduction	Introduces the concept of a disaster and provides an overview of the recovery process.
Outstanding issues	Contains information about issues that need to be resolved.
First alert procedure	Describes the procedure to be followed when a (potential) disaster is first detected at S. 15 Includes procedures for alerting senio management and appointing a recovery manager.
Get ready phase	Explains the required steps to prepare for managing a disaster. Includes assessment of when to declare a disaster and calculation of the estimated recovery time.
Get set phase	Describes steps for recovering PharmaNet at the recovery site after disaster declaration. Steps include allocating technical recovery tasks, communicating the recovery process to clients, and validating the recovered system.
Go phase	This chapter describes how to resume PharmaNet operations and process normal business at the recovery site.
Information lists	Provides information about recovery details.
Appendices	Provides additional information related to disaster recovery.

Related documents   *Recovery Manager's Guide*

Contact Lists

Managed Operations Service Recovery Plan: Technical Procedures

Terms and conventions

     Example of a warning.

     Provides additional information that requires special emphasis. It can be a reminder about prerequisites for the task at hand, sources of additional information, etc.

Contents

Introduction

This manual explains how to manage a potential disaster   S. 15
S. 15   hat has the ability to disrupt the operation of the PharmaNet complex.
A disaster is any event that stops PharmaNet system processing for more than
   S. 15   xamples of disastrous events are; fire, water leak, or an explosion at
S. 15   hich results (or may result) in the PharmaNet complex disruption. This
document describes how to respond to a potential disaster and outlines the steps
required in the event of an actual disaster.

This document describes management tasks that are addressed by the business
management team rather than the technical recovery team. These tasks are:

- Management of a (potential) disaster
- Disaster communications
- Preparing for and resuming normal operations.

Technical tasks, which are the responsibility of Managed Operations Open Systems
Group (MO/OSG), are described in *Managed Operations Service Recovery Plan,
Technical Procedures.*

Recovery process phases

The recovery from a disaster consists of the following phases:

- S. 15   problem escalates to a potential disaster
- First Alert Procedure
- Get Ready
- Get Set
- Go

   S. 15

   S. 15   is a well-established process carried out between PharmaNet
      S. 15   ustomer Service. They call in people as needed to deal with the
particular problem. Senior Managers at PharmaCare are notified using the Wallet Card
contact list (see Recovery manager's Guide). By the time the problem is escalated to a
potential disaster, many staff, especially technical staff, are already working on the
problem.

First alert procedure

When a potential disaster is first detected a   S. 15   he following tasks are completed:

- MO/OSG or other S. 15 staff notify the PharmaNet HelpDesk
-    S. 15   CSR starts the process of notifying superiors
- PharmaCare selects a recovery manager, who is responsible for managing the
  disaster until normal processing of PharmaNet data has resumed at S. 15 r the
  recovery site.

Get Ready

In the Get Ready phase, the following tasks are completed:

Recovery Manager

The recovery manager alerts the technical advisor from MO/OSG to get ready for a potential disaster.

While the technical team completes the tasks below, the recovery manager assesses whether a disaster should be declared and communicates the status of the situation to all staff involved from the technical recovery team to the ministry communications branch.

A management recovery team is mobilized as necessary to make phone calls to contacts and to help assess the potential disaster. The likely team members are a business analyst and an administrator.

Technical Team

The technical recovery team validates the   S. 15   t the recovery site, verifies the trickle feed of data is working and, if applicable, prepares an emergency backup of the production database. The "Managed operations Technical Disaster Recovery Plan: Technical Procedures" directs technical recovery team tasks.

If the situation warrants, MO/OSG continues with normal problem determination and resolution.

Get Set

After the recovery manager declares a disaster, the technical recovery team is authorized by the manager to execute recovery tasks **up to the point where production services could start at the Disaster Recovery site.**

Recovery Task execution includes:
- Restoring the database at the recovery site
- Creating a backup
- Verifying the servers at the recovery site.

The recovery manager oversees other tasks, such as:
- Ongoing communication with PharmaNet customers and the Ministry communications branch
- Preparations to resume pharmacy operations by the business analyst
- User validation and acceptance of the recovered system by PharmaNet HelpDesk CSRs.

Page 8 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 263
HTH-2012-00106 Schedule M

Go

Recovery Manager

Once the recovery manager is satisfied that the PharmaNet complex has been properly recovered, they will authorize MO/OSG to start production services, including scheduled backups.

Business Analyst

The business analyst oversees the return to normal operating routine and prepares to handle any data loss issues.

Managed Operations

Managed Operations assesses the physical damage in the computer room and orders the required replacement hardware and software.

Return to home site

After operations have resumed at the recovery site, Managed Operations can start planning to return PharmaNet processing to S. 15 The steps for the return to the home site are similar to the ones for resuming processing at a recovery site, but in a more controlled environment.

Refer to "Task 24: Return to home site."

Outstanding Issues

This document was updated following a test run-through of a disaster held   S. 15
S. 15   utstanding issues not resolved in this document are:

Undeclared disaster as a general outage

An undeclared disaster is a general outage of betwee   S. 15   or a partial
outage of the system for any length of time. Most of the procedures described here are
useful for managing a general outage, but need to be further refined.

Staggered approach to getting pharmacies back online

An outage of   S. 15   causes a large backlog of transactions to build up on the
local pharmacy systems. When PharmaNet comes back online, that backlog overloads
the system causing many timeouts and increased data corruption such as orphaned
records. The procedure for enacting a staggered approach is not yet defined.

Test Procedure to verify data content

Once PharmaNet is running at the DRS, the data content must be verified as being
complete and current. This procedure has not been created yet.

Coming home process undefined

The Coming Home process is still largely not documented although many of the tasks
here would be used to move operations from the disaster recovery site in   S. 15
S. 15

First alert procedure

When a potential disaster is detected at S. 15 MO/OSG or othe S. 15 staff will notify
the PharmaNet   S. 15   A HelpDesk CSR starts the process of notifying superiors.
Finally, PharmaCare management selects a recovery manager, who is responsible for
managing the disaster until normal processing of PharmaNet data has resumed at
S. 15   r the recovery site.

First alert procedure overview

ITSD

Report potential disaster

PharmaNe S. 15 CSR

Log call i S. 15
Get details
Fill in Alert Details form

Aler S. 15 Supervisor

Remove IVR from queue
Record new Interalia message
Perform other S. 15
emergency procedures

S. 15 supervisor

S. 15 administrator

Director of PharmaCare Operations

Appoint Recovery Manager
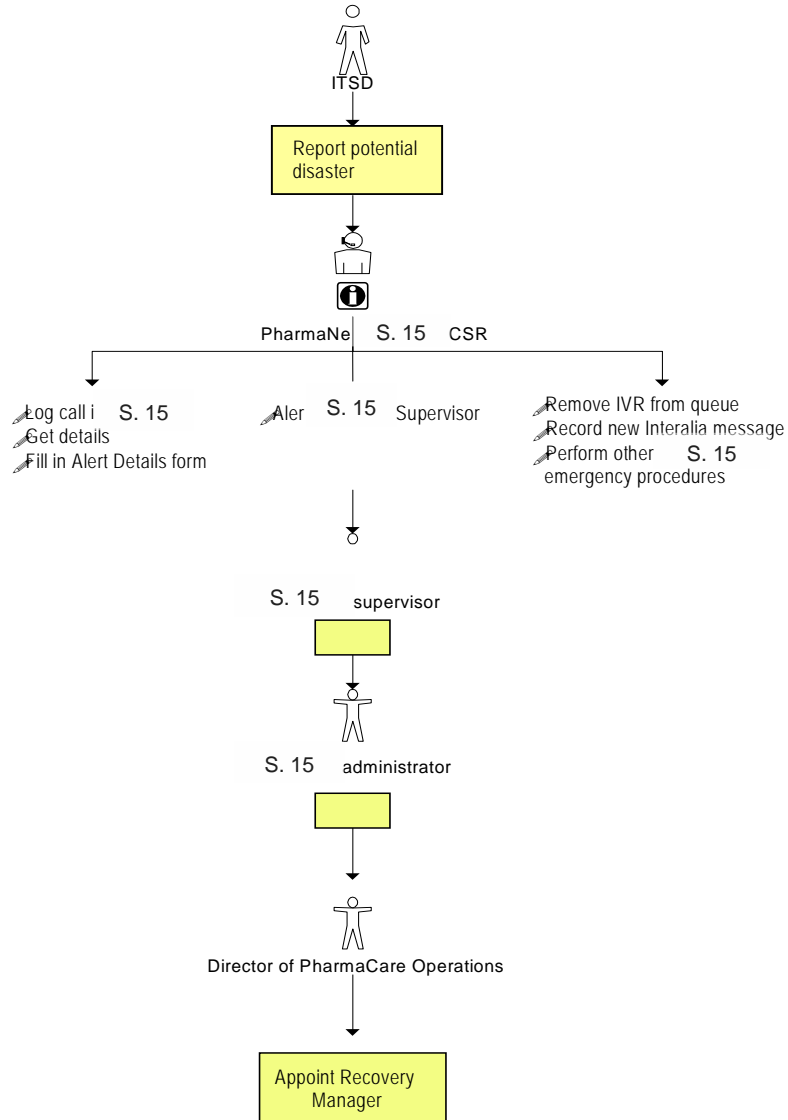
Task 1: Receiving a disaster call

Responsibility	PharmaCare S. 15 CSR
Purpose of task	• To record incident in S. 15 **Note:** if S. 15 is unavailable, manually log the call. Record details about the disaster. • To alert S. 15 supervisor
Milestones	☐ Incident logged in S. 15 ☐ Alert Details collected as much as possible ☐ S. 15 upervisor alerted
Background	Th S. 15 Open Systems Group (OSG) or other staff a S. 15 otifies the PharmaNet S. 15 that a potential disaster has occurred at S. 15 Consequently, the PharmaNet complex is unavailable, or in danger of becoming unavailable.
Timing	If S. 15 has damage or has been evacuated, a recovery manager should be appointed within one hour of logging the disaster call. The CSR must alert the S. 15 supervisor ASAP.
Checklist:	• Senior Manager Wallet Card contacts • S. 15 Call out Numbers for Network Problems • First Alert checklist

Procedure

Responding to a disaster call

1. While receiving a disaster call, record information in hand-written notes or in S. 15

2. Notify th   S. 15   upervisor (or administrator) about the disaster and provide the information from notes or   S. 15

3. Log the incident i S. 15 and update the status as the situation changes. If S. 15 is unavailable, manually log the call.

4. Ask a second CSR to complete the steps below under 'Responding to PharmaNet outage', immediately.

Responding to PharmaNet outage

1. Record an Interalia phone queue message as described in "Interalia Messages" on page 68.

2. Call the contact lists named   S. 15   all out Numbers for Network Problems" in the Recovery Manager's Guide.

3. Perform other activities as documented in th [S. 15] rocedures Manual for PharmaNet outages. Refer to section 5.0 Troubleshooting, section 5.3.2. PharmaNet (Host) Complex Problems.

4. Remove IVR from the [S. 15] queue ONLY when PharmaNet is completely unavailable. (With PharmaNet unavailable, the IVR provides no benefit, it just adds a delay for the caller.)

Task 2: Alert management of disaster

Responsibility	The [S. 15] supervisor / [S. 15] administrator (may delegate to a [S. 15] CSR)
Purpose of task	• Ensure PharmaCare management are alerted of the disaster. • Ensure all Senior Management on the PharmaCare Communications Contact List are alerted of the potential disaster.
Milestones	☐ PharmaCare management notified. ☐ Completed contact of all staff indicated in PharmaCare Communications Contact List.
Background	The [S. 15] (OSG) or other staff at [S. 15] otifies the PharmaNet [S. 15] that a potential disaster has happened at [S. 15] s a result, the PharmaNet complex is unavailable, or in danger of becoming unavailable.
Timing	If [S. 15] has damage or has been evacuated, a recovery manager should be appointed within [S. 15] of logging the disaster call. The [S. 15] upervisor / [S. 15] dministration must alert PharmaCare management on PharmaCare Communications Contact List ASAP.
Checklist:	• Possible Recovery Team members contact list • First Alert checklist

Procedure

Summarize alert details for update

1. Write a short point form situation summary, before notifying any contacts. Use the Communication Update form.

2. Contact appropriate senior management indicated on PharmaCare [S. 15] Call out Numbers for Network Problems contact lists.

   • Use your written summary to explain the situation

   • Request that senior management approve a recovery manager

   • Answer questions as appropriate and advise the [S. 15] dministrator of any urgent questions you were unable to answer

   • Use the *Communication Log* to indicate staff that were successfully contacted and staff that could not be reached.

Task 3: Appoint a recovery manager

Responsibility	PharmaCare management
Purpose of task	• To appoint a recovery manager
Milestones	☐ Recovery manager appointed
Background	The S. 15 (OSG) or other staff at S. 15 otifies the PharmaNet S. 15 hat a potential disaster has occurred at S. 15 As a result, the PharmaNet complex is unavailable, or in danger of becoming unavailable.
Timing	If S. 15 has damage or has been evacuated, a recovery manager should be appointed within one hour of logging the disaster call. Alert th S. 15 pervisor as soon as possible.
Checklist:	• S. 15 Call out Numbers for Network Problems contact lists • First Alert checklist

Procedure

The Director of PharmaCare Operations or an alternate appoints a recovery manager.

Alternates for the Director of PharmaCare Operations are the Manager of Plan Operations and the PharmaCare Executive Director.

The senior manager may call the recovery manager candidates or request the S. 15 SR to make the calls.

Recovery manager role and responsibilities

The recovery manager is responsible for:

Get Ready

- Assessing the disaster and creating time-to-recovery estimates
- Recommending the declaration of a disaster (as approved by senior management)
- Mobilizing the recovery team

Get Set

- Assigning members of the recovery teams to their tasks and monitoring progress
- Monitoring the disaster and revising time estimates

Go

- Authorizing the resumption of services at the disaster recovery site
- Disbanding the recovery team once PharmaNet operations are working successfully at the disaster recovery site

The recovery manager must be continually updated regarding the progress of recovery tasks. The information should include the status of the recovery process in a best case / worst-case scenario in terms of the expected recovery time. The recovery manager must communicate the progress and expected recovery time at least ever   S. 15 to the following groups:

- Ministry Communications branch

- PharmaCare senior management

- PharmaNe   S. 15   CSR. Ask the CSR to update the message on Interalia. Refer to "Appendix B: Communications" on page 68.

Use the *Recovery Status Log* and *Communication Log* to track and log status and updates.

Get ready phase

In the Get Ready phase, the recovery manager initiates the following tasks:

- Alerts the technical advisor from MO/OSG to get ready for a potential disaster
- Collects information about technical tasks from the technical recovery team
- Asks the technical recovery team to provide a time estimate until service can start at the recovery site.

If the situation warrants, the technical recovery team continues with normal problem determination and resolution.

Deciding to declare a disaster

The most important task of the recovery manager in the Get Ready phase is to assess the situation and decide whether to advise senior management to declare a disaster. A disaster is any event that stops PharmaNet system processing for more than S. 15 The recovery manager takes the following steps to assess if there is a disast

- The recovery manager quickly reviews the situation, as described in "Task 5: Initial disaster assessment" on page 20.

- If the situation is not clear, the recovery manager must assess the situation ever S. 15 , until the status of PharmaNet is determined. If PharmaNet will be unavailable for more than S. 15 then disaster declaration is required. If PharmaNet will be operational withi S. 15 disaster declaration is not required.

- Refer to detailed procedure in "Task 7: Assess when to declare a disaster" on page 22.

- If there is a disaster, the recovery manager must communicate this information as described in "Task 8: Declaring a disaster" on page 24. If a disaster is not declared, the recovery manager must communicate this information as described in "Task 9: Deciding not to declare a disaster" on page 25.

- During the recovery process, the recovery manager must assess the situation every S. 15 nd estimate the expected recovery time, as described in "Task 10: Assess estimated recovery time" on page 26.

The following flowchart illustrates the decision process for declaring a disaster.

Task 5: Make initial
assessment of the
situation.
Is there damage to   S. 15
S. 15   , the hardware,
or the power system?

Yes   Not sure

Task 7: Assess the situation every
S. 15   til either PharmaNet
has resumed normal processing or
a disaster is declared.

Yes   No

Task 8: Disaster
declaration

Task 9: Decision not to
declare a disaster

Task 10:
Assess the situation
ever   S. 15   o
estimate the expected
recovery time.

Get Ready phase overview
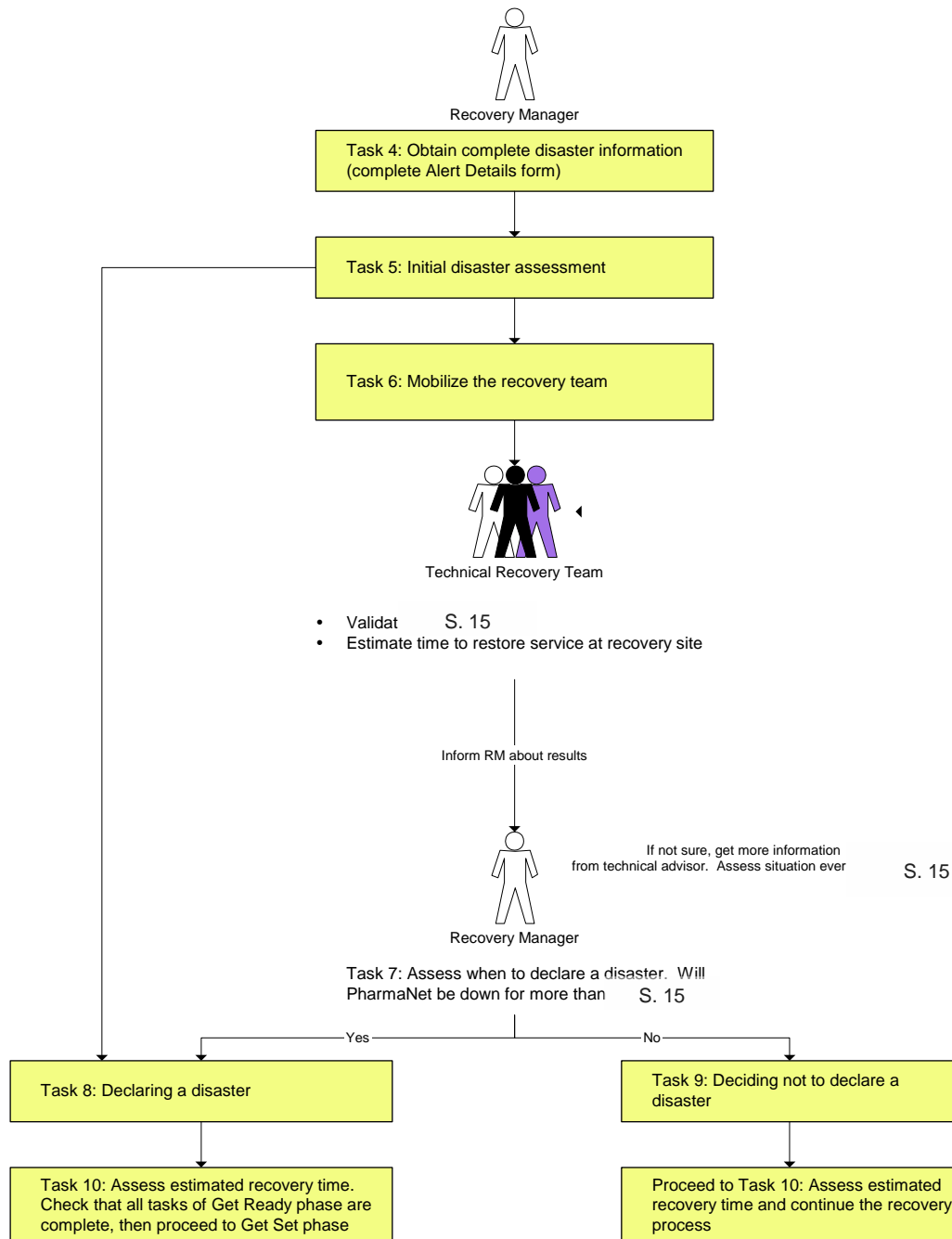
Task 4: Obtain complete disaster information

Responsibility	Recovery Manager
Purpose of task	To complete Alert Details form questions and provide contact information of staff who will provide updated disaster information.
Milestones	☐ Alert Details form complete. ☐ Staff Roster filled in so far
Background	Obtain complete information about the problem to make an initial disaster assessment ("Task 5: Initial disaster assessment" on page20), and to inform the technical recovery team ("Task 6: Mobilize the recovery team" on page 21).
Timing	To be completed immediately upon notification of disaster.
Checklist:	• Alert Details form • Get Ready checklist • Staff Roster

Procedure

When you are notified about a potential disaster, obtain the answers to the questions on the Alert Details form while speaking to the first alert notifier.

Task 5: Initial disaster assessment

Responsibility	Recovery Manager
Purpose of task	• To quickly assess the situation and decide if disaster declaration is required. • To make an initial estimate when PharmaNet can return to normal operation.
Milestones	☐ Initial disaster assessment complete.
Background	Use Alert Details Information
Timing	**It is important that you make an initial assessment of the disaster now. Do not let your efforts to resolve the problem delay the decision to declare a disaster.**
Checklist:	• Alert Details form • Get Ready checklist

Procedure

1. Assess the incident and decide if disaster declaration is required. **A disaster is any event that stops PharmaNet system processing for more than** S. 15 You **MUST** assume that the disaster will last longer than   if any of these events occur:

   – There is fire damage

   – There is smoke damage

   – There is water damage

   – The building is damaged and can not be entered

   – The building has structural damage

   – Entrance to the area is restricted because of environmental concerns

   – The power system is damaged (for example, a transformer has exploded)

   – There is severe damage to the computer hardware.

   Make an initial estimate of when the PharmaNet complex can return to operation. If possible, consult with on-site experts at   S. 15   such as engineers or manufacturers' technicians.

   🖐 **Make your initial assessment now. Do not let your efforts to resolve the problem delay the decision to declare a disaster.**

2. If none of the above occurs, proceed to "Task 6: Mobilize the recovery team" and to "Task 7: Assess when to declare a disaster."

   If any of the above occurs you need to declare a disaster. Proceed to "Task 6: Mobilize the recovery team" and "Task 8: Declaring a disaster".

Task 6: Mobilize the recovery team

> If there is a disaster, perform this task while simultaneously performing "Task 8: Declaring a disaster" on page 24 (skip Task 7: Declaring an disaster).

Responsibility	Recovery manager
Purpose of task	Advise the technical advisor if a disaster declaration seems imminent • Use the pre-determined command centre. • Alert and mobilize members of the recovery team at the command centre.
Milestones	☐ Command centre identified. ☐ Technical team working to validate databases at DRS and create emergency backup of primary site if applicable. ☐ Recovery team alerted and mobilized.
Background	Mobilize and instruct the recovery team to get ready for a potential disaster a S. 15 At this point, you may or may not have declared a disaster.
Timing	This task immediately follows "Task 5: Initial disaster assessment" or "Task 8: Declaring a disaster".
Checklist:	• "Information list 1: Command centre" on page 54. • "Information list 2: Staff roles and responsibilities" on page 55. • Get Ready checklist

Procedure

1. Identify the command centre to assemble the recovery team. Use the command centre designated in "Information list 1: Command centre" on page 54.

2. Verify with the technical advisor or   S. 15   that the technical team are working to validate databases at DRS and create emergency backup of primary site if applicable

3. Call business analyst choices from the Possible Recovery Team members contact list until one is found that can spend at least   S. 15   orking on the recovery. Consider calling in an administrator to make phone calls as well although this task may be handled by   S. 16   r by the business analyst depending on the workload created by this disaster situation.

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 21 of 78
Version 1.1

Page 276
HTH-2012-00106 Schedule M

Task 7: Assess when to declare a disaster

Skip this task if you know there is a disaster and proceed immediately to "Task 8: Declaring a disaster" on page 24

Responsibility	Recovery manager
Purpose of task	To determine the latest possible time for disaster declaration. You must declare a disaster once it is known that PharmaNet will be unavailable for more tha $\qquad$ S. 15
Milestones	Status reports ever $\quad$ S. 15 $\quad$ ntil a disaster is declared.
Background	If it is **not** immediately apparent that the PharmaNet complex will be unavailable for more than $\qquad$ S. 15 $\qquad$ the situation must be carefully monitored for escalation to the disaster category. A disaster is defined as "any event that stops **system** processing for more tha $\quad$ S. 15
	Address the monitoring phase as a severity one problem. S. 15 OSG, Managed Operations, Information Management Group, and PharmaCare staff will continue to work on the problem with external expertise as required.
Timing	Repeat the monitoring steps described here $\qquad$ S. 15 $\qquad$ until either PharmaNet has resumed normal processing or a disaster is declared.
Checklist:	• Alert Details form • Get Ready checklist • Technical Recovery Tasks form • Refer to Managed Operations Technical Disaster Recovery Plan: Technical Procedures.

Procedure

Two estimates may be needed to determine when to declare a disaster. The first estimate—Task 5: Initial Disaster Assessment—estimates the damage and duration of recovery at the primary site S. 15 The second estimates the technical tasks and duration of recovering at the DRS (Task 10). These time-to-recovery estimates may need to be weighed against each other to determine the least duration, thus best course of action.

Using the Alert Details form and results of Task 5: Initial Disaster Assessment, assess the damage and duration of recovery at the primary site S. 15

Using the Technical Recovery Tasks form, add estimated travel time to work time to calculate total recovery time at DRS. Guidelines are provided to assist with the estimates for each task.

Remember that transportation by ferry or plane is required to get to the DRS in S. 15 These schedules may greatly influence your estimates.

✎   The time estimate guidelines provided must be discussed with and confirmed by the technical advisor or delegate who is responsible for informing the recovery manager of all estimated times, additional tasks, and issues related to technical tasks.

Estimating technical recovery tasks

1. Use the Technical Recovery Task form

2.

S. 15

3. Add the "monitoring and preparation elapsed time" to the time the incident started to determine the deadline for declaring a disaster.

Date: _____ (incident start date)

Time: ___:___   + ___: 00   = ___:___   ➔ Date: _____ Time: ___:___

| Incident start time (24 hr) | Monitoring and preparation elapsed time | Subtract 24 and advance date, if necessary | Date and time by which disaster must be declared |

S. 15

4. Log the result in the "Technical Recovery Tasks form."

Task 8: Declaring a disaster

Responsibility	Recovery manager
Purpose of task	• To declare a disaster and communicate the disaster declaration to appropriate staff.
Milestones	☐ Decision to declare a disaster
	☐ Communication of disaster declaration completed
Background	A disaster must be declared if it is determined that the PharmaNet complex will be out of operation for more tha S. 15 hours.
	PharmaCare senior management needs to approve the disaster declaration.
Timing	The outage is determined to be greater tha S. 15
Checklist:	• All contact lists
	• Get Ready checklist

Procedure

1. Prepare the phone messages for communication, using information from the Communication Update form.

2. Assign an administrator   S. 15   CSR person to assist with this task. Avoid tying up key phone lines.

3. Use the telephone fanout approach to communicate the disaster (ask one person in each group to contact others in their group). This task takes approximately 30 minutes.

4. On the Communications Log indicate who was contacted.

Page 24 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 279
HTH-2012-00106 Schedule M

Task 9: Deciding not to declare a disaster

Responsibility	Recovery manager
Purpose of task	• Communicate the decision not to declare a disaster to the appropriate staff.
Milestones	☐ Communication task completed
Background	The recovery manager has determined that PharmaNet will be available within _____ S. 15 _____ nce the notification of a potential disaster was received.
Timing	Decision must be made within fir _____ S. 15 _____ ince notification of potential disaster was received.
Checklist:	• Senior Manager Wallet Card contacts • Get Ready checklist

Procedure

1. Document the message to be communicated with scheduled status updates as required.

2. Contact the appropriate staff.

   ✎ If an outage is occurring that will last less than _____ S. 15 _____ d more than S. 15 S. 15 proceed to Task 10 and beyond to recover from this outage.

Task 10: Assess estimated recovery time

Responsibility	Recovery manager
Purpose of task	• To assess the time required until PharmaNet is operational. • To inform stakeholders of expected recovery time.
Milestones	☐ Estimate of Recovery Time complete ☐ Stakeholder notification complete
Background	**Perform this task repeatedly as status updates come in and new information is presented. The ETA for recovery many change dramatically over time.**
Timing	Repeat the steps described below S. 15 **ntil** PharmaNet is processing normally.
Checklist:	• Technical Recovery Tasks form • Get Ready checklist

Procedure

1. Review the Technical Recovery Tasks form with the technical advisor to determine which tasks are appropriate. Add tasks as necessary.

2. Using the Technical Recovery Tasks form indicate which tasks have been completed and verify the time required to complete each outstanding task with the recovery team members.

3. Add the estimated work time for all outstanding tasks.

4. Add the number of hours to the current date and time to calculate the estimated recovery time.

5. Communicate the estimated recovery time to the following stakeholders.

   – PharmaCare management

   – Ministry Communication Branch

   – S. 15 SR (provide instructions to update Interalia message). Refer to "Interalia Messages" on page 68.

6. **Repeat these steps** S. 15 **until the situation is resolved**.

Get Set phase

🖐 Before commencing the Get Set phase, check that all tasks in the Get Ready phase are complete. Refer to "Get ready" checklist.

In the Get Set phase of recovery, the recovery manager authorises the technical recovery team to execute recovery tasks up to the point where production services could start.

Tasks in the Get Set phase include technical tasks, such as:

- Restoring the database at the recovery site
- Creating a backup
- Verifying the servers at the recovery site.

The recovery manager oversees other tasks simultaneously, such as ongoing communication with PharmaNet customers and the Ministry communications branch, preparations to resume pharmacy operations by the business analyst, and user validation and acceptance of the recovered system by PharmaNet ~~S. 15~~ SRs.

✏️ The recovery manager should communicate regularly with PharmaCare management and ministry Communications regarding progress and expected recovery time.

Get Set phase overview
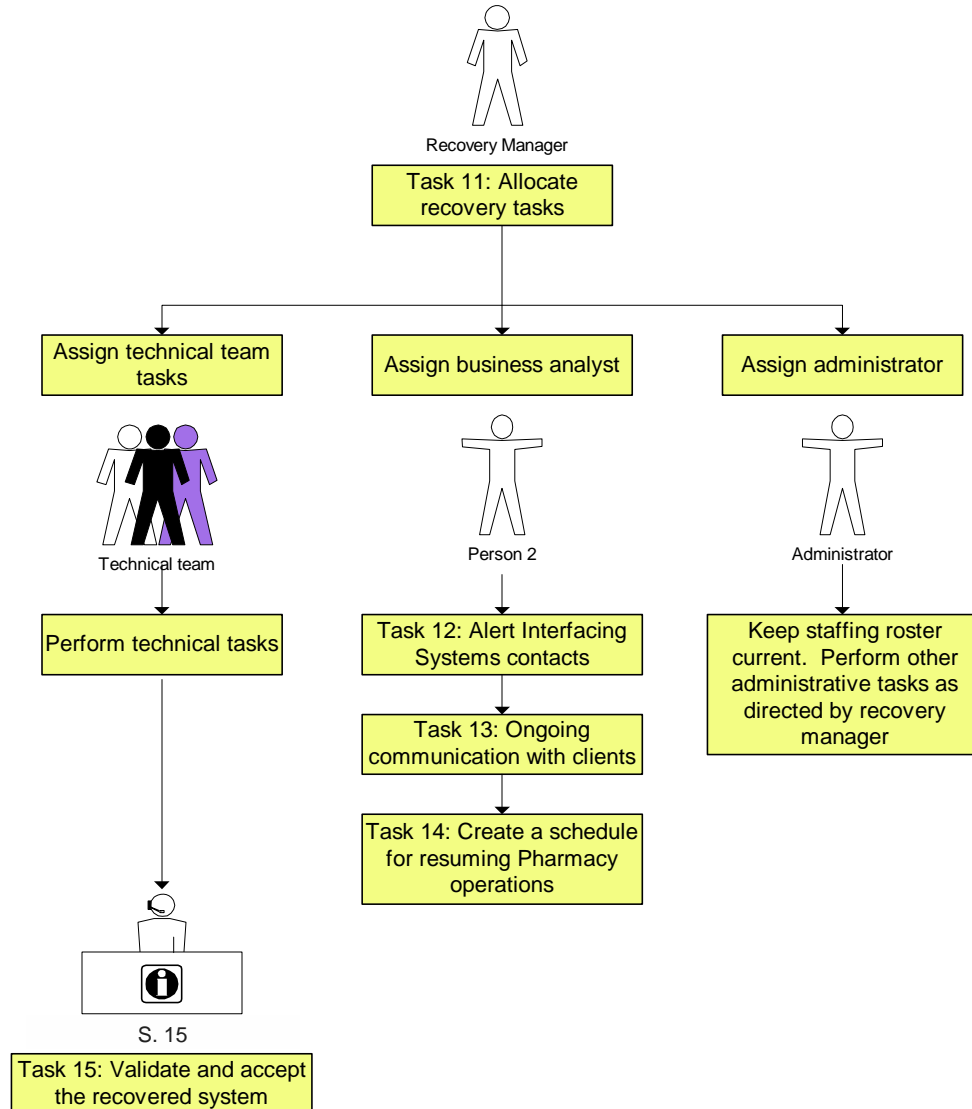
Task 11: Allocate recovery tasks

Responsibility	Recovery manager
Purpose of task	To assign recovery team members to tasks in the Get Set phase: • Determine and track required recovery tasks. • Allocate recovery tasks to recovery team members • Assign an administrator and/or business analyst • Plan work shifts for recovery team
Milestones	☐ Tasks in Technical Recovery Task form assigned to technical recovery team members ☐ Administrator and/or business analyst assigned Task 12: Alert Interfacing Systems contacts and Task 13: Ongoing communication with clients ☐ Business analyst assigned to Task 14: Creating a schedule for resuming pharmacy operations ☐ Business analyst assigned to Task 15: Validate and accept the recovered system
Background	Execute recovery tasks as quickly as possible. If you intend to execute some of the procedures yourself, make sure you have enough time to monitor and manage all recovery activities. **Your top priority is to manage the recovery**, not to do it.
Timing	
Checklist:	• Technical Recovery Task form • Staff Roster • Recovery Status Log • Get Set checklist

Procedure

1. Use the Technical Recovery Task form to determine which tasks are required. Some technical tasks may be omitted or added as necessary.

2. Assign recovery tasks. Use the Technical Recovery Task form to record task assignments.

    S. 15   assigns and coordinates technical resources.

   • Ask each person to provide you with regular progress reports. Agree on a call-in schedule with each assigned person, record the schedule and time each task is completed in the Technical Recovery Task form

   • Inform all staff involved in recovery to **direct all media questions** to The Ministry Media Relations Unit. Refer to Public Communications Branches contact lists.

3. To assign all the recovery tasks you may need to mobilize other PharmaCare staff. Note the availability and location of each staff member contacted. Continue to call staff members that were not reached on the first attempt.

4. Once the other Technical Recovery Plan tasks are moving as quickly as possible, continue to work on a resolution to the original disaster situation. Assign people and resources that are not already involved in specific Technical Recovery Plan activities.

5. Assign administrative tasks to a team member who is not overloaded with other tasks. This person is responsible for:

   – Tracking expenses
   – Collecting receipts
   – Answering telephones
   – Distributing messages
   – Contacting people on the contact lists
   – Maintain the Staff Roster.

6. Use the Staff Roster to **plan work shifts** for staff who participate in the recovery. The disaster may last for days. After 24 hours without sleep, no staff member will be able to function accurately and efficiently. Make sure staff are well rested. Try to overlap staff shifts so that one of the previous shift's manager or BA is available for the first few hours of the next shift to ease the transition. Request the same of the technical advisor.

Page 30 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 285
HTH-2012-00106 Schedule M

Task 12: Alert Interfacing Systems contacts

Responsibility	Business Analyst, supported by an administrator or S. 15 SR.
Purpose of task	To inform staff of PharmaNet interfacing systems that the system is unavailable
Milestones	☐ All contacts for PharmaNet interfacing systems.
Background	PharmaNet will be down for more than S. 15 thus the interfaces will not work. Most interfaces run once a day during the night.
Timing	NA
Checklist:	• Interfacing Systems contact list • Get Set checklist.

Procedure

1. Before placing any calls, write a short description of the situation on the Communications Update form and include the following information:

   − The nature and timing of the problem.

   − The technical recovery team has been mobilized and is working on the problem.

   − The expected time that computer systems will return to normal operation.

   − Further updates regarding the disaster will be distributed regularly by the Interalia message on the PharmaNet S. 15 a S. 15

2. Call each contact. Explain the situation using your prepared Communications Update form, answer any questions, and record the names of those contacted and those not contacted in the Communications Log.

3. Report your task progress status to the recovery manager.

Task 13: Ongoing communication with clients

Responsibility	PharmaCare Business Analyst, Administrator or S. 15 CSR
Purpose of task	To keep all contacts informed during the recovery process. Communicate with pharmacies by updating the Interalia message and telephone PharmaCare staff.
Milestones	NA
Background	Pharmacies and other PharmaNet stakeholders need to stay informed about the PharmaNet outage. Provide regular updates regarding the recovery process and the expected recovery time every S. 15
Timing	Every S. 15
Checklist:	• Senior Management Wallet Card contacts • Possible Recovery Team members contact list • Communication Log • Get Set checklist • Communication Update form
Media	Use the following media for client communication: • Interalia phone queue message at the S. 15 encourage clients to call the S. 15 or updates instead of telephoning them) • Telephone using the contact lists • Fanout message (only if PharmaNet is partially operational)

Procedure

1. Communicate updates every   S. 15

2. Document the information to be communicated using Communication Update form.

Page 32 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 287
HTH-2012-00106 Schedule M

Task 14: Create a schedule for resuming pharmacy operations

Responsibility	PharmaCare Business Analyst
Purpose of task	To mitigate a potential overload of the PharmaNet complex once PharmaNet becomes available. Create a schedule for staggering the transmission of claims.
Milestones	☐ Schedule complete
Background	Pharmacies work off-line while PharmaNet is unavailable and temporarily store transactions. These transactions are submitted once they reconnect to PharmaNet. In the initial hours of resumed operations, a large volume of batched transactions overloads PharmaNet. The following procedure helps to mitigate this overload.
Timing	NA
Checklist:	• Get Set checklist

There are three ways to stagger the transmission of batched off-line claims to reduce the initial flood of transactions to PharmaNet.

The preferred method is the system controlled approach, although it is not a defined process as of   S. 15

Voluntary approach 1

The first approach is to inform pharmacies that they need to postpone batch transmissions until further notice. Convey this message by a variety of media before PharmaNet resumes operation, and again when it's back in operation.

Most pharmacies use software that allows postponed batch transmissions. However, the user may have to reply to a local pharmacy system prompt to postpone a transmission. The prompt may appear repeatedly, as often as every transaction. If withholding batches is successful, direct fanout messages to each region in turn, instructing pharmacies in that region to transmit their batches. S. 15 must continually monitor transaction volumes and performance to determine whether postponing batch transmissions is successful, and to stagger batch submission by region.

Voluntary approach two

Pharmacies may not fully comply with PharmaCare's request to postpone batch transmissions. In this case, the second approach is to request a voluntary blackout. Request that pharmacies **not** connect to PharmaNet until instructed to do so. For maximum effect, deliver this message through chain store head offices. (This will only work durin   S. 15

System controlled approach

The third approach is to block out certain regions. Network availability could be limited to certain regions by using a filter on th   S. 15

Procedure

1. Decide on an approach.
2. Create a schedule (for example, based on region, vendor, and so on).
3. Inform the recovery manager about the schedule.

Page 34 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 289
HTH-2012-00106 Schedule M

Task 15: Validate and accept the recovered system

Responsibility	PharmaCare HelpDesk S. 15
Purpose of task	To validate and accept the recovered system: • Quality Assurance Analyst verifies the currency and completeness of data content. • Ensure the S. 15 processing transactions correctly using S. 15 • Ensure that S. 15 connect to PharmaNet. • Ensure th S. 15 processing transactions by entering Cardholder Claims through the Network Transaction Entry screen.

Milestones	☐ Verified data content
	
	☐ DIS system is processing transactions correctly using S. 15
	            S. 15
	☐ S. 15 n connect to PharmaNet using the SQL*Net connection test
	
	☐ Ensure th S. 15 is processing transactions by entering
	            hrough the S. 15
	        S. 15

Background	The PharmaNet complex, database and network have been recovered at the disaster recovery site. The Managed Operations Open Systems Group has asked the recovery manager to verify PharmaNet before it is made available to the pharmacies.
Timing	
Checklist:	• Get Set checklist • Technical Recovery Tasks form • Recovery Status Log

Procedures

Quality Assurance Analyst verifies the currency and completeness of data content

QA verifies the results in terms of currency and completeness of data content by performing **PharmaNet Screen Functionality Tests** as described below. QA then communicates the results to the recovery manager as soon as possible.

S. 15

Set up of PharmaNet screens:

NOTE: In the event of an actual disaster, t   S. 15   ust be changed to acces   S. 15   ccess to the disaster recovery platform is slightly different for QA and the Helpdesk.

Pages 291 through 294 redacted for the following reasons:
- -
S. 15

Go phase

Before you begin the 'Go' phase, check that all tasks in the 'Get Set' phase are complete.

Once the recovery manager is satisfied that the PharmaNet complex has been properly recovered, they will authorize   S. 15   o start production services and scheduled backups. The business analyst oversees the return to normal operating routine and prepares to handle any data loss issues. Managed Operations assesses the physical damage in the computer room and orders any replacement hardware and software.

When all tasks in the Go phase are completed, the recovery manager disbands the technical recovery team.

Go phase overview

Recovery Manager

Task 16: Manage resumption of PharmaNet operations

Business Analyst

Task 17: Test resumption of PharmaNet operations

Recovery manager

Task 18: Communicate the staggered resumption of PharmaNet operations

Business Analyst

Task 19: Resume PharmaNet operations (staggered approach)

Task 20: Process normal business

Technical recovery team

Task 21: Assess computer room damage

Task 22: Order replacement hardware and software

Recovery manager

Task 23: Complete the recovery process

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 41 of 78
Version 1.1

Page 296
HTH-2012-00106 Schedule M

Task 16: **Manage resumption of PharmaNet operations**

Responsibility	Recovery manager
Purpose of task	To be able to process transactions from pharmacies. Steps: • Instruct the technical recovery team to resume PharmaNet production operation • Test PharmaNet by providing access to only a few pharmacies. • Open PharmaNet to all pharmacies, using a staggered approach • Processing normal business • Communicate resumption of PharmaNet operations
Milestones	☐ Resumption of pharmacy operations completed (checkpoint from technical team) ☐ Milestones from task 17 – 20
Background	The recovery manager is responsible for managing the resumption of PharmaNet operations, until normal batch processing is resumed.
Timing	NA
Checklist:	• Recovery Status Log • Go checklist

Procedure

1. Instruct the technical recovery team to start technical Task 15: Validate and accept the recovered system.

   Wait for the technical team to confirm that pharmacies are able to process transactions.

2. Instruct the technical recovery team to start following up with less critical activities.

.3 Instruct the BA to test the recovered system by asking a few pharmacies to submit transactions (Task 17: Test resumption of PharmaNet operations).

   Wait for the BA to confirm that the recovered system processed data without problem.

4. Communicate the staggered resumption of PharmaNet operations to the Pharmacies (Task 18: Communicate the staggered resumption of PharmaNet operations).

5. Instruct the BA to allow other pharmacies to submit transactions according to the schedule that has been set up in "Task 14: Create a schedule for resuming pharmacy operations". This is "Task 19: Resume PharmaNet operations (staggered approach)". Wait for the BA to confirm that all pharmacies have submitted data.

6. Instruct the BA to resume operations according to normal processing schedule. (Task 20).

7. Inform PharmaCare senior management, the PharmaNet HelpDesk, and the ministry Communications Branches that PharmaNet is available for pharmacies to connect.

Task 17: Test resumption of PharmaNet operations

Responsibility	PharmaCare Business Analyst
Purpose of task	To test the PharmaNet complex by allowing only a few pharmacies to transmit claims.
Milestones	☐ PharmaNet test completed
Background	A test is required to confirm that PharmaNet is stable and can accommodate claims using a phased approach to control volume and avoid the risk of requiring pharmacies to re-submit batched transactions more than once.
Timing	1 hour
Checklist:	• As S. 15 for a current list o S. 15 pharmacies • Go checklist

Procedure

1. Contact a few pharmacies and request the submission of a few online transactions, if successful followed by a batch transaction.

2. Inform recovery manager when test has completed successfully.

Page 44 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 299
HTH-2012-00106 Schedule M

Task 18: Communicate the staggered resumption of PharmaNet operations

Responsibility	Recovery Manager
Purpose of task	To inform major stakeholders that production services started successfully and that PharmaNet is ready to process transactions using a staggered approach, as set up by the Business Analyst in "Task 14: Create a schedule for resuming pharmacy operations" on page 33.
Milestones	☐ All stakeholders informed.
Background	Request assistance with this task. Provide a written message.
Timing	
Checklist:	• Senior Management Wallet Card contacts • Go checklist • Possible Recovery Team members contact list

Procedure:

Before allowing access to PharmaNet transactions for network users such as pharmacies, and before permitting users to access PharmaNet screens, you **must**:

1. Write a message to communicate the following information:

    – Status of PharmaNet and interfaces as it is restored at the disaster recovery site.

    – Any differences in the operating schedule or the availability of PharmaNet and interfaces that is different from the usual system operations

    – Return to service schedule by business area.

2. Use the written statement from step one to inform PharmaCare senior management and the PharmaNet HelpDesk that PharmaNet is available for pharmacies to connect, using the phased approach only.

Task 19: Resume PharmaNet operations (staggered approach)

Responsibility	PharmaCare Business Analyst
Purpose of task	To resume PharmaNet operations without overloading the system when all pharmacies connect. • Use the staggered approach the BA devised in "Task 14: Create a schedule for resuming pharmacy operations" on page 33.
Milestones	☐ All pharmacies have connected to PharmaNet using the staggered approach and were able to submit data
Background	It is crucial that PharmaNet does not go down due to volume overload
Timing	NA
Checklist:	• Use the list you created in "Task 14: Create a schedule for resuming pharmacy operations" • Technical Recovery Tasks form • Go checklist

Procedure

1. Verify wit   S. 15   at they are ready to resume operations using the staggered approach.

2. Make applications available to users according to the negotiated schedule (refer to "Task 14: Create a schedule for resuming pharmacy operations").

3. Be ready to troubleshoot any problems that may occur.

4. Inform the recovery manager when all pharmacies have successfully submitted data.

Task 20: Process normal business

Responsibility	PharmaCare Business Analyst
Purpose of task	To return to the normal processing schedule. Method: - Monitor utilization of PharmaNet complex - Check if interfacing systems are functioning - Enable normal operating security provisions - Return to normal operating routine, including batch job schedule (if possible) - Resolve any data loss issues.
Milestones	S. 15
Background	PharmaNet has been restored at the recovery site, and pharmacies are connected. PharmaNet performance will be monitored in the first few hours of operation. S. 15 ill monitor load based on the number of time outs. When on-line access is running smoothly, it is time to return to the normal processing schedule for PharmaNet. This task also involves systems that directly interface with PharmaNet, many of which are S. 15 and run on the mainframe processors at S. 15 It is very likely that the interfacing systems were affected by the same disaster that precipitated the move of PharmaNet to the disaster recovery site. Althoug S. 15 lans to restor S. 15 at S. 15 S. 15 disaster recovery site within S. 15 his excludes application data unless special provisions were made. Full recovery of interfacing S. 15 may be delayed f S. 15
Timing	
Checklist:	- Schedule for pharmacies defined in "Task 14: Create a schedule for resuming pharmacy operations" on page 33 - Interfacing Systems contact list "Appendix A: Applications and interfaces" "Appendix D: Impact of potential lost data" "Appendix E: MOP batch schedule" (get a current schedule from MOP) - Go checklist

Procedure

1. **Monitor PharmaNet Utilization**

    Monitor the utilization of the PharmaNet complex, with the help of IBM Managed Operations and the   S. 15   if necessary, take action to reduce the PharmaNet utilization as determined in Task 14: Create a schedule for resuming pharmacy operations

    PharmaNet users other than the pharmacies, such as special authority clerks, the Ministry audit group and the colleges) can log on to PharmaNet as soon as it is available as the volume of this data is so small that it is not likely to impact the loading of pharmacy data.

2. **Status of Interfacing Systems**

    Contact the business area representative for each of the interfacing systems to determine if PharmaNet is functioning. If a system or systems are unavailable, contact S. 15 or information on expected time to recovery. Maintain regular contact while any interfacing systems remain unavailable. Keep PharmaCare management (Director of Operations, S. 15 QA) informed of the status of interfacing systems, and have Managed Operations enable the interfaces as soon as they are available. The workarounds described in "Appendix A: Applications and interfaces" on page 61 put additional demands on PharmaCare staff, so it is important to return to automated interfaces as soon as possible.

3. **Activation Normal Security Provisions**

    Ensure activation of normal operating security provisions for logical access control on the disaster recovery system to permit access to PharmaNet screens. Please note that the   S. 15   s approved in principle the need to   S. 15

    Initially, only users identified as very high or high priority require access to PharmaNet screens. The relative priorities of users are documented in "Appendix A: Applications and interfaces"

4. **Return to Normal Operating Routine**

    Return to the normal operating routine as much as possible. Batch job schedules should be resumed, subject to the availability of the interfacing systems and the availability of downstream systems to use files that PharmaNet produces. A batch job schedule has been included in "Appendix E: MOP batch schedule" on page 73.

5. **Address Data Loss Issues**

    Prepare to address any data loss issues. Data loss refers to transactions that were processed by PharmaNet, but lost during the recovery process. This is expected to be minimal. Refer to "Appendix D: Impact of potential lost data" on page 69 for recommendations that will assist in addressing this loss.

Page 48 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 303
HTH-2012-00106 Schedule M

Task 21: Assess computer room damage

Responsibility	Managed Operations
Purpose of task	Assess physical damage to computer hardware and software in the computer room at S. 15
Milestones	☐ List of damaged hardware and software inventory
Background	**Do not go into the computer room if there is any risk.**
Timing	
Checklist:	• "Information list 2: Staff roles and responsibilities" on page 55 • Hardware, software and network configuration information identified in *Managed Operations Service Recovery Plan: Technical Procedures* • Go checklist

Procedure

1. Coordinate necessary site inspections with   S. 15   and the IBM asset coordinator.

2. Using the configuration information identified in the *Managed Operations Service Recovery Plan: Technical Procedures,* mark which pieces of equipment are usable, salvageable, repairable or scrap.

3. Identify any manuals or storage media (such as tapes or software CDs) that must be replaced.

4. Work with   S. 15   evaluate damage to communications lines and equipment.

5. Inform the recovery manager when you complete this procedure.

Task 22: Order replacement hardware and software

Responsibility	Managed Operations
Purpose of task	Obtain prices and availability for replacement hardware and software. Discuss list of replacement hardware and software with recovery manager and order the equipment.
Milestones	☐ List of replacement hardware and software verified by IBM and the ministry. ☐ Replacement hardware and software ordered. ☐ Replacement hardware and software installed.
Background	IBM will replace hardware or software that is provided and owned by Managed Operations. The ministry will replace hardware or software (media) that it supplies.
Timing	NA
Checklist:	• Hardware, software and network configuration information identified in the *Managed Operations Service Recovery Plan: Technical Procedures* • Go checklist

Procedure

1. Using the list of replacement hardware and software created in "Task 21: Assess computer room damage" indicate by item, the price and vendor that is able to supply the equipment.

2. Provide a status update to the recovery manager regarding the results of your investigation. Agree on the order for the new hardware and any software.

3. Order the new hardware and software.

4. Install the new hardware and software at   S. 15

Page 50 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 305
HTH-2012-00106 Schedule M

Task 23: **Complete the recovery process**

Responsibility	Recovery Manager
Purpose of task	To close the recovery process. • Communicate successful completion of recovery to all involved (including ministry Communications Branch) • Close disaster call in S. 15 • Disband the technical recovery team
Milestones	☐ Communication completed. ☐ Call i S. 15 closed. ☐ Technical recovery team disbanded.
Background	Business is processed as usual, the damage has been assessed, and the technical team can be disbanded.
Timing	
Checklist:	• All contact lists • Go checklist

Procedure

1. Communicate completion to all contacts

2. Tell a PharmaNe   S. 15   CSR to close the incident   S. 15

3. Advise all recovery team members to return to business as usual.

Task 24: Return to home site

Responsibility	Recovery manager.
Purpose of task	Plan and execute the return of PharmaNet processing from the recovery site to the home site a S. 15
Milestones	☐ Operations resumed at home site.
Background	Planning is commenced due to confidence that the home site computer will be fully operational on a specific date. ✎ Steps for returning to the home site are similar to those for moving off site although there is more control over the situation.
Timing	
Checklist:	• All contact lists

Procedure

1. Review the activities in "Task 14: Create a schedule for resuming pharmacy operations". Work with key stakeholders listed in contact lists to plan the return to the home site.

2. Review the possibility of establishing the trickle feed process from the recovery site to the production site.

3. Obtain one complete backup of all disks on the replacement system.

   ☝   Once the home site system is restored and processing is initiated, wait at leas S. 15 efore returning the recovery site to its disaster recovery standby status.

4. Roll back the network to the production site.

5. Use the *Managed Operations Service Recovery Plan: Technical Procedures* as a guide to ensure that all processes are recovered.

Page 52 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 307
HTH-2012-00106 Schedule M

Information lists

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 53 of 78
Version 1.1

Page 308
HTH-2012-00106 Schedule M

Information list 1: Command centre

The Command Centre is the site where the technical recovery team assembles to manage the recovery.

S. 15

Information list 2: Staff roles and responsibilities

For listing of people assigned to the teams refer to HelpDesk Call out Numbers for Network Problems contact lists.

S. 15

S. 15

Information list 3: Recovery site

S. 15

S. 15

Information list 4: Offsite storage

S. 15

Appendices

Appendix A: Applications and interfaces

The table below identifies the relative priority of access to PharmaNet by business area, and the priorities of the interfacing systems. There is also an indication of each interfacing system's operating environment and workarounds for data exchange if there is an outage. The last column identifies whether the interface has a disaster recovery plan.

The section following this table provides details about each interface, including the recommended actions to take during a short- and long-term outage.

S. 15

S. 15

S. 15

Mental Health (MHD) (MVS)

Back to Business procedures based on interfaces:

When PharmaNet is unavailable, the recovery manager informs the MHD contact, and requests that they store transactions until they can be loaded when system is available

When the recovery manager is notified that PharmaNet is available, and manager determines whether MHD is available; transactions can not be processed until both PharmaNet and MHD are available

MHD notifies the recovery manager when their system is available; the recovery manager informs OSG to ensure that transactions are being received.

Long-term outage:

If MHD is unavailable and PharmaNet is available,　　S. 15　　SRs may be asked to use appropriate manual MHD procedures to enter the information.

S. 15

Client Registry (CRS) (MVS)

Back to Business procedures based on interfaces:

When the link is down　　　　S. 15　　　　　sued or address updates. These transactions are stored in the Store and Forward file, but after trying again to connect, the system automatically　　　　S. 15

S. 15

S. 15

The recovery manager informs the CRS contact that PharmaNet is unavailable

The recovery manager is notified when PharmaNet is available, and determines whether CRS is available; transactions can not be processed until both PharmaNet and CRS are available

When CRS is available, CRS notifies the recovery manager who informs OSG to ensure that transactions are being received.

Long-term outage:

During the outage PharmaNet operates in Stand-in mode,　　　　S. 15 of PHNs for new PHN creation. If the outage is long, a new bank of PHNs may be

S. 15

Comment [ja6]: Page: 62
Outstanding task: define PNet data entry procedures to enter PHNs created by CRS or other systems<Paul> **Outstanding task:** define PNet queries to inform other areas of PHNs assigned by PNet, or address updates<Paul>

If CRS institute   S. 15   ssignment, duplicate   S. 15   ; this may be minimized by using manual   S. 15   procedures to enter the   S. 15 created by CRS or other systems

Queries may be required to inform other areas about   S. 15   signed by PharmaNet or address updates

S. 15

Payment (OCG Interface) (MVS)

Back to Business procedures based on interfaces:

Payment batch files cannot be created and sent to OCG if PharmaNet is unavailable so there is no need to communicate with OCG.

Any outstanding payment feedback files remain on the   S. 15 therefore there is no need to communicate with OCG regarding payment feedback.

When OCG is available, the recovery manager notifies the PharmaNet payments contact who (assuming PharmaNet and the OCG are up) informs MO to run any outstanding processes, and tells OSG to ensure that interface processes are running successfully   inbox and outbox file locations).

Long-term outage:

If PharmaNet is available and OCG is not, PharmaNet needs to execute a plan similar to this Year 2000 contingency plan:

- Run payments process as usual.

- Instead of sending the payment batch to OCG, produce cheques manually and use the Provincial Treasury emergenc   S. 15 ile format to produ   S. 15 Manually extract the   S. 15   mounts, payee and address information manually from th   S. 15   roduced during the   S. 15   ayment cycle.

- Provincial Treasury electronically transfers the payments into financial institutions,   S. 15

  S. 15

- Do not process payments feedback a   S. 15   oes not produce any.

  ✎   There are no system impacts to missing feedback, however you need to create a paper audit trail that contains cheque numbers, payees, dollar   S. 15

If both PharmaNet **and** OCG are unavailable, then PharmaNet needs to execute a plan similar to this Year 2000 contingency plan which produces manual cheques and EFTs based on the *PharmaCare Average Weekly Payment Report.*

- Determine average payments from the Report

- Produce cheques and use the Provincial Treasury   S. 15   to produce EFTs

Comment [ja7]: Page: 63 <<you – does PharmaCare do this?<Paul>>

Page 64 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 319
HTH-2012-00106 Schedule M

- Provincial Treasury electronically transfers the payments into financial institutions and bypasses the MVS CAS/CGI process (contact is Elaine McKnight)

- You need to create a paper audit trail of cheque/   S. 15   payees, dollar   S. 15

     S. 15

     S. 15

R&PB   S. 15

Back to Business procedures based on interfaces:

The load will not happen if PharmaNet is unavailable.

When PharmaNet is available, MO checks with the recovery manager to find out if R&PB is available; jobs can not run until both PharmaNet and R&PB are available.

When R&PB is available, R&PB notifies the recovery manager who informs MO to automatically load all data stored since PharmaNet went down (the PharmaNet load automatically process up t   S. 15   ormally there are

     S. 15

Long-term outage:

If R&PB has a long term outage, manual procedures can be instituted, and manual updates to PharmaNet can be done using predefined procedures; this depends on the R&P   S. 15

> **Comment [ja9]:** Page: 64
> Outstanding task: define PNet data entry procedures in the event of a long-term R&PB outage.<Paul>

Client Registry (MVS)

Back to Business procedures based on interfaces:

If PharmaNet is unavailable, the load will not occur

When PharmaNet is available, MO checks with the recovery manager to find out if CRS is available; jobs can not run until both PharmaNet and CRS are available

When CRS is available, CRS notifies the recovery manager who informs MO to automatically load all data since PharmaNet became unavailable.

Long-term outage:

If CRS has a long term outage, manual procedures can be instituted, and manual updates to PharmaNet can be done using predefined procedures ; this depends on the CRS TDRP.

> **Comment [ja10]:** Page: 64
> Outstanding task:define PNet data entry procedures in the event of a long-term CRS outage.<Paul>

Batch Interfaces - Extracts:

Triplicate   S. 15

Back to Business procedures based on interfaces:

The extract will not occur if PharmaNet is unavailable

When PharmaNet is available, MO checks with the recovery manager to find out if Triplicate is available; jobs can not run until both PharmaNet and Triplicate are available

When Triplicate is available, Triplicate notifies the recovery manager who informs MO to automatically run the extract.

Long-term outage:

If Triplicate has a long term outage, assume that there will be no manual data feed.

S. 15

Back to Business procedures based on interfaces:

If PharmaNet is unavailable, the extract will not occur

When PharmaNet is available, MO checks with the recovery manager to find out i S. 15 is available; jobs can not run until both PharmaNet and S. 15 e available

Whe   S. 15   ilabl   S. 15   otifies the recovery manager who informs MO to automatically run the extract.

Long-term outage:

I   S. 15   as a long-term outage, assume that there will be no manual data feed.

Archiving (S. 15

Back to Business procedures based on interfaces:

If PharmaNet is unavailable, the archive will not occur

When PharmaNet is available, MO checks with the recovery manager to find out if MVS is available; jobs can not run until both PharmaNet and S. 15 re available

When Triplicate is available, Triplicate notifies the recovery manager who requests MO to run the archive jobs.

Long-term outage:

I   S. 15   as a long term outage, you can institute alternative archive procedures at another MVS site.

S. 15

> **Comment [ja11]:** Page: 65
> Outstanding task:define alternative archive procedures in the event of a long-term   S. 15   aul>

Back to Business procedures based on interfaces:

If PharmaNet is unavailable, the   S. 15 ystem is also unavailable since it runs on S. 15

When PharmaNet is restored at the recovery site, there is insufficient processor capacity to accommodate th   S. 15 ystem. The   S. 15 ystem remains shut down and the extract o   S. 15   ata from PharmaNet is not run.

Th   S. 15   tem and the extract from PharmaNet are not restored until PharmaNet is restored at the primary site.

Urgent requests fo S. 15 eports can met by ad hoc queries against the S. 15 atabase or by the PharmaNet production database in off-hours.

Long-term outage:

If PharmaNet must run at the recovery site for S. 15 initiate a MO Change Order to purchase additional hardware for th S. 15 ystem.

Appendix B: Communications

Interalia Messages

1. *"Thank you for calling PharmaCare. This message was updated on (date) at (time). The PharmaNet system is currently unavailable. At this time there is no estimated time for recovery. This message will be updated as information is available. Please call again for further updates. We apologize for any inconvenience."*

2. *"Thank you for calling PharmaCare. This message was updated on (date) at (time). The PharmaNet system is currently unavailable. The estimated time for recovery is (00:00 am / pm), instructions regarding connection will be issued once the system is available. This message will be updated as information is available. Please call again for further updates. We apologize for any inconvenience."*

3. *"Thank you for calling PharmaCare. This message was updated on (date) at (time). The PharmaNet system is now available for submission of transactions. You may experience some temporary delays due to transaction volumes. This message will be updated as information is available. Please call again for further updates. We apologize for any inconvenience."*

4. *"Thank you for calling PharmaCare. This message was updated on (date) at (time). The PharmaNet system is now available for submission of transactions using a phased approach. You will be advised when you may connect and submit your transactions. This message will be updated as information is available. Please call again for further updates. We apologize for any inconvenience."*

Page 68 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 323
HTH-2012-00106 Schedule M

Appendix C: Client communication

Communication schedule for PharmaNet status updates

PharmaNet ᔥ S. 15 ᔥ hone queue message

PharmaNet status information will be regularly updated on the PharmaNet phone number as information is available. ᔥ S. 15 ᔥ

Disaster status summary

The PharmaNet complex was unavailable as of (date and time) _____, due to _____. Efforts are currently under way to restore the system at the disaster recovery site. The current estimated time for system restoration is (date and time) _____ at_____ am / pm. Status updates will be provided as the information is available.

_____
_____

Data will be restored from backup as of (date and time) _____

Client site disaster instructions

Pharmacies

PharmaNet transactions must be batched until further notice. More information will be provided as it is available.

Pharmacies must plan to:
- Run business areas manually until *PharmaNet* returns to service
- Send batched claims
- Enter transactions collected manually while PharmaNet was unavailable.

SSO Vendors, Emergency Departments and Physician's offices

PharmaNet system access will not be available until further notice. More information will be provided as it becomes available.

System Support

System support personnel will be available to assist business area managers to accommodate the system outage and the return to service.

PharmaNet reconnect procedures

Client sites may be advised to connect using a phased approach. The nature of the disaster will dictate the process for reconnection. Client sites will be contacted and advised of the detailed procedures. The procedures will address, scheduling of reconnection, submission of batched transactions and on-line transactions.

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 69 of 78
Version 1.1

Page 324
HTH-2012-00106 Schedule M

Appendix D: Impact of potential lost data

Scenario description

A disaster requires the use of the PharmaNet Disaster Recovery Platform (DRP). Although there is a trickle feed to the DRP, some data will likely be lost in the period between disaster and recovery. The following assumptions apply in this disaster scenario:

- The DRP is available when the disaster occurs
- The disaster has an equal chance of occurring any day of the year, at any time of day
- The data is permanently lost off the PharmaNet, but not off the local pharmacy system
- Pharmacies cannot re-transmit the data.

Estimated data loss:

PharmaNet sends recovery data to the DRP in blocks of Oracle archive logs, not on a transaction-by-transaction basis. These blocks of data are sent every five minutes during peak processing time and every 20 minutes during off-peak times. In addition, these data blocks take an average of 15 minutes to transmit to the DRP site. Therefore, a reasonable maximum data loss is 20 minutes of PharmaNet transactions, since the maximum data loss would occur during peak processing times.

Since the disaster can occur at any time during this 20-minute cycle, the expected loss is 10 minutes of PharmaNet data. The number of transactions this period represents will vary greatly on the day and time that the disaster occurs. The following table outlines the expected and maximum loss of data in case of a disaster:

S. 15

Page 70 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 325
HTH-2012-00106 Schedule M

Notes:

S. 15

Data corruption leading to Loss

S. 15

Conclusions

Health effect

The College of Pharmacists of British Columbia considers this disaster-related data loss health effect to be minor and manageable with communication efforts, and with pharmacist professional practice.

Approximately 90 to 92% of drug-drug interactions occur between prescriptions filled at the same pharmacies. It is therefore likely that most drug-drug interactions would be caught by the local pharmacy system. There would be few serious DUE encounters, reactions, or clinical conditions that would be lost during this short timeframe. All could be managed with communication efforts.

Communication steps should include:

1. Education regarding missing prescription records and associated DUE consequences.

2. Education regarding missing reactions or clinical condition entries.

Financial effect

The financial effect of this disaster-related data loss would arise from lost payable claims to PharmaCare. Since the loss would range from $0 to $128,200, with the average expected loss being $9,342, it may not be financially justified to implement special mechanisms to deal with this situation. PharmaCare can consider the following options for reimbursing pharmacies for lost claims:

1. Calculate an estimated payment loss for each pharmacy based on an equivalent day and time period from (for example) the previous week and issue payments accordingly.

2. (Recommended) Request that pharmacies submit invoices for lost claims.

3. Ask pharmacies that are able to re-transmit claims, to do so.

4. Do nothing (loss may be insignificant, for example, if the disaster occurs in a non-peak period).

Although the second option is recommended, PharmaCare management may wish to choose any combination of the options, depending on the magnitude of the data loss.

Pay-cardholder claims represent a very small fraction of the total claims (only 0.03%). PharmaCare could either do nothing or send a bulletin notifying cardholders to send in paper claims if they filled an off-line prescription in the day and time period of the disaster.

The following notes apply to the recovery of data that gets entered into PharmaNet by staff at PharmaCare or at the College of Pharmacists of B.C.:

- PharmaCare Quality Assurance retains a paper copy of information entered via screens

- PharmaCare   S. 15   retains a paper copy of some, but not all information. Blood Glucose Certificates, for example, are deleted from the LAN when the information is entered into PharmaNet

- The College of Pharmacists of B.C. retains documentation that can be used to re-enter updates to PharmaNet.

Appendix E: MOP batch schedule

The MoP batch schedule changes a   S. 15   so it is not copied here. Get an up-to-date batch schedule from the PharmaCare Managed Operations Project Manager.

Appendix F: Outstanding activities management document

The following outlines the required plan updates along with items of discussion for future work. See also the outstanding activities defined in *the Managed Operations Service Recovery Plan: Technical Procedures.*

Verification procedures

Task	Responsible
The tools to perform the application software audits (comparing production and DRS software versions) will be modified to provide an audit trail on the disaster recovery system. The procedure for reviewing this should be written and included in Task 15: Validate and accept the recovered system. Until that time, the weekly audit report sent to Quality Assurance must be used to verify that software versions are synchronized.	PharmaCare
It is highly probable that some data will be lost during a disaster. The analysis on the impacts and risks are documented in Appendix D. As a result of this analysis, the following outstanding activities are less critical than anticipated earlier. They are retained here for a future release of this document: • Tools to determine the last successful transaction that was recovered for each pharmacy need to be designed and developed. A method for providing the pharmacies access to this information and/or tool needs to be defined. Disaster recovery procedures need to be written. • A method for pharmacies to reconcile their view of successful transactions with PharmaNet's (post-recovery) view needs to be determined. Pharmacy software must be able to identify and retransmit lost transactions. • Data updated by load programs may be lost. Procedures to identify and verify such data need to be developed for MOPS. • Data entered into PharmaNet via the screens by the S. 15 may not have a readily available source if lost from PharmaNet. This requires further analysis.	PharmaCare

Network recovery

Task	Responsible
Overa S. 15 network recovery needs to be considered. S. 15 etwork Services might be very busy trying to restore a major part of the network when we need their assistance. Who has priority? This needs to be addressed as part of a ministry-wide service level agreement wit S. 15 or network support to ensure priority.	PharmaCare

Page 74 of 78
Version 1.1

Disaster Recovery Plan Management Procedures
B.C. Ministry of Health Services

Page 329
HTH-2012-00106 Schedule M

Task	Responsible
System and network recovery must be coordinated. This needs to be reviewed and procedures updated. This needs to be addressed as a HealthNet disaster recovery plan evolves, since PharmaCare and HealthNet share the same subnet at 4000 Seymour.	PharmaCare and HealthNet
S. 15 methods for keeping router configurations and access lists current and available at the disaster recovery site must be reviewed and updated if necessary. Al Teasdale is the contact.	PharmaCare

Pharmacy recovery

Task	Responsible
Resolve Pharmacy issues regarding the length of outage, perhaps through the PharmaNet user's group or via compliance document. - Determine whether or not pharmacies have enough storage to hold all the batch transactions - Reset Pharmacists expectations - they believe that recovery would be instantaneous.	PharmaCare
Controlling Batch Submission S. 15	PharmaCare

Task	Responsible
For the next revision of this document, focus on the pharmacy's view of recovery. Include a communication strategy, and work with the PharmaNet Users Group to address their concerns about extended outages.	PharmaCare
S. 15	PharmaCare

Non-pharmacy recovery

Task	Responsible
S. 15	harmaCare

Ongoing procedures

Task	Responsible
Ensure disaster recovery sign off is included with Change Control	PharmaCare
Develop the maintenance schedule for updating the Technical Recovery Plan documentation (to be added to the Testing and Maintenance Manual).	PharmaCare
Modify Change Control report to include a check box for reviewing the DR Planning process	MO/OSG
Procedures to keep the system verification tool's comparison data current on both the production and disaster recovery systems needs to be put in place	MO/OSG
The use of the above system verification tool in Change Windows needs to be documented.	MO/OSG
S. 15	PharmaCare

Task	Responsible
	harmaCare
S. 15	

Appendix G: Procedure for updating DRP documents

This section outlines procedures for updating the Managed Operations Service Recovery Plans (management and technical procedures).

Responsibility	Task
PharmaCare	Forward any changes to the Contact Lists and any other parts of the Management procedures manual to Everett Davis, PharmaCare senior business consultant.
S. 15	Forward any changes to the Contact Lists and any other parts of the Technical procedures manual t S. 15 S. 15
Documentation Services	Update Management and Technical procedures documents.
	Update lists and appendixes in both documents.
	Create a PDF of the new version of the document.
	Deliver the final work in Word and PDF formats to PharmaCare.
S. 15	Send note to all people on information PharmaCare Communications Contact List and inform them that a new version of the documents have been placed on S. 15 PDF format. Indicate which sections of both documents have been updated. Also check the documents into Harvest as a disaster recovery plan package.

Contacts

PharmaCare BA S. 15	Everett Davis
Documentation Services	Joan Westran

BRITISH COLUMBIA

Ministries of Health Planning and Health Services

Managed Operations Service Recovery Plan

Technical procedures

S. 15

Author:	Minnie Wong
Creation Date:	2002 January 10
Last Updated:	2002 July 4
Document Number:	6450-80 2000-DRP DV.031
Version:	Version 1.1

Change Record

Date	Author	Version	Change Reference
2002 January 28	M. Wong and Managed Services Documentation Team	1.0	Original document
2002 July 4	M. Wong and Managed Services Documentation Team	1.1	Revisions based on recent DRS test.

Preface

Purpose	This document describes Managed Operations technical procedures to restore Pharmacare operations in the event of a disaster or disruption in service. The designated recovery manager authorizes all recovery activities.
Audience	This document is written primarily for technical recovery team members.
Structure	This document includes the following chapters:

Get ready	Describes the initial tasks to prepare for a declaration of disaster.
Get set	Describes the procedures for establishing and running production services at the recovery site.
Go	Describes the steps to resume pharmacy operations.
Information lists	Contains information about the command centre, the recovery site, offsite storage, roles and responsibilities, staff contacts, hardware and software, and the network.
Appendix A: Managed Operations documentation	Tells you where to find other relevant information.
Appendix B: Outstanding activities	Provides a list of required updates to this plan.
Appendix C: Procedure for verfiying database	Describes the steps to take.
Appendix D: RMAN restore trouble-shooting	Describes various rman restore failures and steps to correct them.
Appendix E: Procedure for updating this document	Describes the process for keeping the document up to date.

Related documents	● *Managed Operations Service Recovery Plan: Management Procedures*

This is an example of a warning.

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 3 of 76
Version 1.1

Page 336
HTH-2012-00106 Schedule M

This gives you additional information that requires special emphasis. It can be a reminder about prerequisites for the task at hand, sources of additional information, and so on.

Page 4 of 76

Version 1.1

Managed Operations Technical Service Recovery Plan

B.C. Ministries of Health Services and Health Planning

Page 337
HTH-2012-00106 Schedule M

Contents

Managed Operations Technical Service Recovery Plan   *Page 5 of 76*
B.C. Ministries of Health Services and Health Planning   *Version 1.1*

Page 338
HTH-2012-00106 Schedule M

Overview

Managed Operations reports all actual or potential service interruptions to the PharmaNet   S. 15   If the problem is severe, the Ministries of Health Services and Health Planning (the ministry) may invoke the *Managed Operations Service Recovery Plan.*

The ministry will appoint a recovery manager to manage the migration of recoverable Managed Operations services to the disaster recovery site, including:

•

•

•
                                        S. 15
•

•

•

This document contains only the *Technical Procedures* of the *Managed Operations Service Recovery Plan.* These procedures describe what Managed Operations must do in response to a series of "get ready, get set, go" authorizations from the recovery manager.

Get ready

If a severe or potentially severe problem is reported to the ministry, preparations for recovery at the disaster recovery site may be initiated and a recovery manager appointed. Members of the Technical Recovery Team may be contacted and asked to assist with evaluating the problem, to assemble at the command centre, or make other preparations.

To get ready for declaring a disaster, the Managed Operations Facilities Management team will try to:

• Verify that databases at the recovery site are available and usable

• Provide an estimate of how long it might take to restore service at the recovery site

• Take an emergency backup of the databases at the production site if they are still available and there is enough time to do this procedure.

If the situation warrants, Managed Operations may continue with normal problem determination and resolution. No other action is taken until the ministry declares a disaster.

Managed Operations Technical Service Recovery Plan   *Page 7 of 76*
B.C. Ministries of Health Services and Health Planning   *Version 1.1*

Page 340
HTH-2012-00106 Schedule M

Get set

When the ministry declares a disaster, the recovery manager authorizes Managed Operations to get set to run production services at the recovery site.

During this phase, Managed Operations executes the recovery plan up to, but not past, the point where production services could be started. Status is reported to the recovery manager at key points. Managed Operations may receive additional instructions or guidance from the recovery manager. At the end of this phase, Managed Operations makes the systems available to the ministry for any required verification or testing.

Go

Once the ministry is satisfied that the systems are properly recovered, the Recovery Manger authorizes Managed Operations to start production services, including scheduled backups.

Get ready

Task 1: Validate the databases on disk

Task 2: Emergency backup of production database

Get set

OK?

No

Task 4: Get backups and vital records from offsite storage

Yes

Task 5: Travel to recovery site

Task 6: Restore

S. 15

Task 3: Roll forward the databases on disk

OK?

No

Yes

Task 7: Restore the databases from tape

Task 8: Backup the databases

Task 10: Switch the communication network to the recovery site

Task 9: Configure th

S. 15

Task 11: Verify the servers

Go

Task 12: Resume Pharmacy operations

Task 13: Follow up with less critical activities

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 9 of 76
Version 1.1
Page 342
HTH-2012-00106 Schedule M

Get ready

The goal for this phase is to get ready to respond quickly to the recovery manager's declaration of a disaster.

🖐 The ministry recovery manager must authorize the start of this phase of recovery.

Checklist of activities

- Ensure you know how to contact the command centre and the command centre knows how to contact you.

- Execute Task 1: Validate the databases on disk at DRS site on page 11.

- If production systems are still up and running, then execute Task 2: Emergency backup of production database. If possible:

  – Ensure that all   S. 15   command output, and current RMAN catalog backups are transmitted to the disaster recovery site servers

  – Obtain any disaster recovery media that are still onsite at   S. 15

- Advise the   S. 15   entre that a disaster **may** be declared. See Information list 3: Offsite storage on page 59 for contacts. Make the necessary arrangements for authorization.   S. 15   staff should be ready to pull tapes and documents.

- Start to prepare travel arrangements as described in Task 5: Travel to   S. 15 recovery site on page 28.

Page 10 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 343
HTH-2012-00106 Schedule M

Task 1: Validate the databases on disk at DRS site

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 11 of 76
Version 1.1

Page 344
HTH-2012-00106 Schedule M

Pages 345 through 348 redacted for the following reasons:
- -
S. 15

Task 2: Emergency backup of production databases

Responsibility	Managed Operations Open Systems Group
Purpose of task	To create a current set of database backups and package them to be shipped off site.
Milestones	Recovery manager informed that the backup is complete and tapes are packaged.
Background	
	S. 15
Timing	
Checklist:	•

Procedure

1. Login to the following systems and perform emergency database backup for PNETDB and HNR:

   • As oracle on **hnet01** run the following without the quotes:
   "/usr/home/oracle/scripts/backup/rman_master_backup_emer pnetdb
   >>/var/log/rman_master_backup_emer.log 2>&1"

   • As oracle on **hnet23**
   "/home/oracle/scripts/operation/rman_master_backup_emer HNR
   >>/var/log/rman_master_backup_emer.log 2>&1"

   If this fails, report this to the recovery manager, using the following as a guide:

   S. 15

Page 16 of 76   *Managed Operations Technical Service Recovery Plan*
Version 1.1   *B.C. Ministries of Health Services and Health Planning*
Page 349
HTH-2012-00106 Schedule M

Page 350 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

Get Set

The goal for this phase is to provide the recovery manager with systems at the disaster recovery site that are ready, but not enabled, for production services.

✋ The ministry recovery manager must authorize the start of this phase of recovery.

Estimated duration

S. 15   if recovery from disk is successful, assuming that the   S. 15   an additional   S. 15   must be restored from S. 15

Summary of activities

Getting set includes Task 3: Roll forward the databases on disk through Task 13: Verify the servers.

If Task 1: Validate the databases on disk at DRS site on page 11 completed successfully, you may start Task 3: Roll forward the databases on disk on page 19.

Start Task 4: Get backups and vital records from offsite storage on page 25 immediately. You can also start Task 5: Travel t   S. 15   ite on page 28 by making travel arrangements, but do not travel   y site until you have received the backup tapes.

If you have the tapes but you have not yet completed Task 3: Roll forward the databases on disk and there are enough people to do the work, send one person to the recovery site while another person continues to work on disk-based database recovery.

Task 6: Restore the   S. 15   on page 29 must be executed before any databases can be restored **or** backed up.

Page 18 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 351
HTH-2012-00106 Schedule M

Task 3: Roll forward the databases on disk

Responsibility	Managed Operations Open Systems Group
Purpose of task	To roll forward database on disk.
Milestones	Recovery manager informed that the database was successfully restored.
Background	*Task 1: Validate the databases on disk* on page 11 has been executed successfully.
Timing Checklist:	Approximately S. 15

S. 15

Managed Operations Technical Service Recovery Plan   *Page 19 of 76*
B.C. Ministries of Health Services and Health Planning   *Version 1.1*

Page 352
HTH-2012-00106 Schedule M

Pages 353 through 357 redacted for the following reasons:
- -
S. 15

Task 4: Get backups and vital records from offsite storage

Responsibility	Managed Operations Open Systems Group
Purpose of task	To obtain offsite backup tapes and documentation required for recovery.
Milestones	Recovery manager informed that you have received offsite backups and vital documentation.
Background **Timing** **Checklist:**	Approximately S. 15 • Information list 1: Command Centres on page 56 • Information list 3: Offsite storage on page 59 • Information list 4: Roles and responsibilities on page 60 • Information list 5: Staff on page 62 • Information list 8: Vital records on page 70

Persons who have authority to recall tapes from offsite are identified in the section on

S. 15

S. 15

Procedure

S. 15

S. 15

Managed Operations Technical Service Recovery Plan   *Page 25 of 76*
B.C. Ministries of Health Services and Health Planning   *Version 1.1*

Page 358
HTH-2012-00106 Schedule M

Pages 359 through 360 redacted for the following reasons:
- -
S. 15

Task 5: Travel to ^S. 15^ recovery site

Responsibility	Managed Operations Open Systems Group and others
Purpose of task	To travel to recovery site.
Milestones	Recovery manager informed that technical team is located at recovery site.
Background	
Timing	
Checklist:	• Information list 2: Recovery Site on page 57
	• An ^S. 15^ for identification and access to the recovery site

Procedure

S. 15

Page 28 of 76   *Managed Operations Technical Service Recovery Plan*
Version 1.1   *B.C. Ministries of Health Services and Health Planning*
Page 361
HTH-2012-00106 Schedule M

Task 6: Restore th ^{S. 15} Manager server

Responsibility	Managed Operations Open Systems Group
Purpose of task	To restore the ^{S. 15}
Milestones	Recovery manager informed of the exact point in time to which the ^{S. 15} as recovered.

Background	This is a prerequisite to:
Timing **Checklist:**	S. 15

Procedure

S. 15

Managed Operations Technical Service Recovery Plan *Page 29 of 76*
B.C. Ministries of Health Services and Health Planning *Version 1.1*

Page 362
HTH-2012-00106 Schedule M

Pages 363 through 364 redacted for the following reasons:
- -
S. 15

Task 7: Restore S. 15 database

Responsibility	Managed Operations Open Systems Group
Purpose of task	To restore the S. 14
Milestones	Recovery manager informed the S. 15 S. 15
Background	This task is a prerequisite to Task 8 and Task 9.
Timing	About 15 minutes.
Checklist:	

Procedure

S. 15

Page 32 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 365
HTH-2012-00106 Schedule M

Task 8: Restore the databases from
S. 15

Responsibility	Managed Operations Open Systems Group
Purpose of task	To restore the database from tape.

Milestones	• Recovery manager informed that the databases from tape were successfully restored. • Recovery manager informed of complete restore of four backup tapes and roll forward of PNet database.
Background	
	S. 15
Timing	
Checklist:	

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 33 of 76
Version 1.1

Page 366
HTH-2012-00106 Schedule M

Pages 367 through 372 redacted for the following reasons:
- -
S. 15

Task 9: Restoring the   S. 15

Responsibility	Managed Operations Open Systems Group
Purpose of task	To restore the S. 15
Milestones	Successful restoration of the server.
Background	S. 15
Timing	S. 15
Checklist:	

S. 15

Task 10: Backup the databases

Responsibility	Managed Operations Open Systems Group
Purpose of task	To backup databases.
Milestones	Recovery manager informed that backup to tape of the restored database was successfully completed.
Background	You are reading this procedure because: • You have completed a roll forward of the PharmaNet production database disk copy at the recovery site, or • You have recovered the PharmaNet production database from tape because of a problem with the disk copy and roll forward, or • You are still running the PharmaNet production database at the recovery site due to a disaster and require a regular backup of the database. • Sequential process S. 15
Timing	Minimum S. 15
Checklist:	

S. 15

Managed Operations Technical Service Recovery Plan   *Page 41 of 76*
B.C. Ministries of Health Services and Health Planning   *Version 1.1*

Page 374
HTH-2012-00106 Schedule M

Task 11: Configure the ~~S. 15~~ servers

Responsibility	Managed Operations Open Systems Group
Purpose of task	To configure th S. 15
Milestones	
Background	You need to configure the disaster recovery systems to look like the production system. The table below describes the application/system matrix for both production and (normal) disaster recovery site configurations.
Timing	

Checklist:

S. 15

S. 15

Page 42 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 375
HTH-2012-00106 Schedule M

Page 376 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

Task 12: Switch the communication network to the recovery site

Responsibility	S. 15
Purpose of task	To switch the communication network to the recovery site.
Milestones	Recovery manager informed that communication network is switched to the recovery site.
Background	You are authorized to reroute network traffic from the production site to the recovery site.
Timing	
Checklist:	Information list 7: Network on page 67

Procedure

S. 15

Page 44 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 377
HTH-2012-00106 Schedule M

Task 13: Verify the servers

Responsibility	Managed Operations
Purpose of task	
Milestones	
Background	
	S. 15
Timing	
Checklist:	

Managed Operations Technical Service Recovery Plan　　　　*Page 45 of 76*
B.C. Ministries of Health Services and Health Planning　　　　*Version 1.1*

Page 378
HTH-2012-00106 Schedule M

Pages 379 through 381 redacted for the following reasons:
- -
S. 15

Go

The goal in this phase is to deliver production services using the recovered systems.

Your must have completed all relevant activities described in Task 4: Get backups and vital records from offsite storage through Task 13: Verify the servers.

🖐 The ministry recovery manager must authorize the start of this phase of recovery.

Estimated duration

Approximately   S. 15   o put the systems on production status.

Summary of activities

The Go phase includes Task 15: Resume Pharmacy operations and Task 16: Follow up with less critical activities.

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 49 of 76
Version 1.1

Page 382
HTH-2012-00106 Schedule M

Task 14: Resume Data Management Operations

Responsibility	
Purpose of task	
Milestones	
Background	S. 15
Timing	
Checklist:	

Procedure

S. 15

Page 50 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 383
HTH-2012-00106 Schedule M

Page 384 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

Task 15: Resume Pharmacy operations

Responsibility	
Purpose of task	
Milestones	S. 15
Background	
Timing	
Checklist:	

Procedure

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Task 16: Follow up with less critical activities

Responsibility	
Purpose of task	
Milestones	
Background	
	S. 15
Timing	
Checklist:	

Procedure

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 53 of 76
Version 1.1

Page 386
HTH-2012-00106 Schedule M

Page 387 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

Information lists

Information list 1: Command Centres

S. 15

Page 56 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 389
HTH-2012-00106 Schedule M

Information list 2: Recovery Site

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 57 of 76
Version 1.1

Page 390
HTH-2012-00106 Schedule M

Map of recovery site area

S. 15

Page 58 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 391
HTH-2012-00106 Schedule M

Information list 3: Offsite storage

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 59 of 76
Version 1.1

Page 392
HTH-2012-00106 Schedule M

Information list 4: Roles and responsibilities

The following outlines the roles and responsibilities of the recovery teams. For names of people assigned to the teams refer to Information list 5: Staff on page 62.

Role	Responsibility	Assigned
1. Senior Management (MOHS/P Pharmacare, MOHS/P IMG, IBM, College of Pharmacists, S. 15	• Act as a steering committee • Responsible for management support and activation of the recovery strategies • Assist in setting priorities and decision making • Deal with internal and external organizations	
2. Recovery Manager	• Acts on behalf of senior management • Decides to declare a disaster • Assigns recovery tasks • Records completion of tasks • Directs the operations of the command centre • Reports status to senior management • Authorizes resumption of service at the disaster recovery site	
3. Technical Team Lead	• Advises recovery manager on technical tasks and estimates • Liaises with technical staff carrying out tasks.	
4. Pharmacare		
4.1 S. 15	• Provide contact point for all personnel internal and external • Responsible for activation of the Business Continuation Plan • Work with the PharmaNet coordinator • Verify the recovered system	
4.2 Business Analysts	• Responsible for the guidance to resume business procedure • Ensure that prioritized applications and interfaces are restored as defined	
4.3 Quality Assurance	• Assist Help Desk to verify the recovered system	

Page 60 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 393
HTH-2012-00106 Schedule M

Role	Responsibility	Assigned
4.4 PharmaNet Coordinator	• Assist in notification to the pharmacies and other stakeholders regarding the disaster and anticipated recovery • Involved in the wording and approval of Fan Out messages • When notified by pharmacies or the help desk, deletes 'orphan' records that occur on the S. 15	
5. Managed Operations	• Provide support and direction during and after a recovery in the day to day functions of all the applications and interfaces	
5.1 Open Systems Group	• Responsible for the recovery planning of the information systems • Provide ongoing operational support • Resolve operational and user interface problems • Responsible for the facility housing the recovery systems and operations	
5.2 Application Support	• Responsible for the PharmaNet applications	
5.3 Offsite Storage S. 15	• Provide services for offsite data tapes and documentation	
6. S. 15	• Responsible for ensuring the recoverability of the data communications to the recovery site and Pharmacare external sites	

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 61 of 76
Version 1.1

Page 394
HTH-2012-00106 Schedule M

Information list 5: Staff

Give priority to all people indicated by **A** in the following list.

This information list contains the names and primary and alternate phone numbers of individuals who may participate in the restoration of Pharmacare computer services in a disaster.

> To contact all people on the list as quickly as possible, contact one person in each group and ask them to communicate your message to the other people in that group. Ensure they know the names and phone numbers of the people listed below with **A** for Alert. Ask the contact person to inform you when all people in their group have been notified.

Authorities

M	Technical recovery team member
D	Can declare a disaster
A	Alert in a disaster
T	Can recall tapes from off site storage
U	Key application users

S. 15, S. 22

Pages 396 through 397 redacted for the following reasons:
- -
S. 15
S. 15, S. 22

Information list 6: Hardware and software

The following is an index to detailed hardware and software configurations published
by Managed Operations at

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 65 of 76
Version 1.1

Page 398
HTH-2012-00106 Schedule M

Public domain software

S. 15

Information list 7: Network

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 67 of 76
Version 1.1
Page 400
HTH-2012-00106 Schedule M

Page 401 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

Router access list

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 69 of 76
Version 1.1
Page 402
HTH-2012-00106 Schedule M

Information list 8: Vital records

S. 15

Page 70 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 403
HTH-2012-00106 Schedule M

Appendix A: Managed Operations documentation

Backups and tape management documentation

The following documentation is stored on the Open Systems Group Documentation Web site. Follow the tree to the PharmaNet Facilities Management Technical Documentation under Operational Procedures:

> **URL:** S. 15

Recovery scripts for the RS/6000s

The following documentation are stored on the Open Systems Group Documentation Web site. Follow the tree to the PharmaNet Facilities Management Technical Documentation under Operational Procedures:

> **URL:** S. 15

Accessing documentation at the recovery site

S. 15

Managed Operations Technical Service Recovery Plan   *Page 71 of 76*
B.C. Ministries of Health Services and Health Planning   *Version 1.1*
Page 404
HTH-2012-00106 Schedule M

Appendix B: Outstanding activities

This section outlines the required plan updates from the November 2001 publication of the *PharmaNet Technical Recovery Plan* and items of discussion for future work.

System recovery

Task		Responsible
Procedures to recover the disaster recovery systems themselves and TSM backup) should be developed.	S. 15	MO/OSG

Page 72 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 405
HTH-2012-00106 Schedule M

Appendix C: Procedure for verifying database

S. 15

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning

Page 73 of 76
Version 1.1
Page 406
HTH-2012-00106 Schedule M

Appendix D: S. 15
troubleshooting

S. 15

Page 74 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 407
HTH-2012-00106 Schedule M

Page 408 redacted for the following reason:
- - - - - - - - - - - - - - - - - - - -
S. 15

Appendix E: Procedure for updating this document

This section outlines procedures for updating the Managed Operations Service Recovery Plans (management and technical procedures).

Responsibility	Task
Pharmacare	Forward any changes to the Contact Lists and any other parts of the Management procedures manual to Jessica Alford, Pharmacare senior business consultant.
S. 15	Forward any changes to the Contact Lists and any other parts of the Technical procedures manual to S. 15 S. 15
Documentation Services	Update Management and Technical procedures documents.
	Update lists and appendixes in both documents.
	Create a PDF of the new version of the document.
	Deliver the final work in Word and PDF formats to Pharmacare.
S. 15	Send note to all people on information Pharmacare Communications Contact List and inform them that a new version of the documents have been placed on S. 15
	Indicate which sections of both documents have been updated. Also check the documents into Harvest as a disaster recovery plan package.

Contacts

Pharmacare BA	Jessica Alford
	S. 15
Documentation Services	Joan Westran

Notes for documentation services

Note: There ar   S. 15   the document. Th   S. 15   contain additional notes for the technical recovery team.

Ensure that changes to lists and appendices are made in both documents. Don't copy headings (this will delete any cross references); just copy the text underneath the chapter headings.

Page 76 of 76
Version 1.1

Managed Operations Technical Service Recovery Plan
B.C. Ministries of Health Services and Health Planning
Page 409
HTH-2012-00106 Schedule M