



ARCS: 292-30  
File: HTH-2017-71144

May 8, 2017

Sent via email:

**Re: Request for Access to Records**  
***Freedom of Information and Protection of Privacy Act (FOIPPA)***

I am writing further to your request received by the Ministry of Health. Your request is for:

*Records indicating the number of health cards - i.e. identification card for provincial health insurance - reported lost or stolen during 2016.*

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety. Please note that the BC Services Card has replaced the Carecard, and it is designed to make it easier for B.C. residents to access provincial government services (including Medical Services Plan benefits and services that need a photo ID) with just one card. Previously, photo ID cards and Carecards were separate before the combined card was introduced.

This response is only reflective of the non-photo card portion of your request. The Ministry has been advised that the Insurance Corporation of British Columbia (ICBC) has also received your request through a partial transfer on April 25, 2017, for records responsive to the photo card portion of your request.

Please await responses from the Ministry of Technology, Innovation, and Citizens' Services and ICBC before considering government's response to be complete.

Your file with the Ministry of Health is now closed.

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These records will be published on the BC Government's Open Information website a minimum of five business days after release. To find out more about Open Information, please access the Open Information website at: [www.gov.bc.ca/openinformation](http://www.gov.bc.ca/openinformation)

If you have any questions regarding your request, please contact Lauren Lemieux, the analyst assigned to your request, at 778 698-2672. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 778 698-2672.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in dark ink that reads "Maxine Vanzetta". The signature is written in a cursive, flowing style.

Maxine Vanzetta, Manager  
Health / Education Team, Information Access Operations  
Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner  
PO Box 9038 Stn Prov Govt  
4th Floor, 947 Fort Street  
Victoria BC V8W 9A4  
Telephone 250 387-5629      Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.