



Privacy Impact Assessment for Services provided by Service BC on behalf of the Ministry of Health

PIA#CITZ19072

Part 1 – General

Name of Ministries:	Citizens' Services & Health		
PIA Drafter:	Richard Stebeck (Service BC) & Shawna Lynch (Ministry of Health)		
Email:	Richard.Stebeck@gov.bc.ca	Phone:	778-698-2098
	Shawna.Lynch@gov.bc.ca		778 974-2702
Program Manager:	Patty Ballam (Service BC)		
	Alison Pearce (Ministry of Health)		
Email:	Patty.Ballam@gov.bc.ca	Phone:	778-698-2099
	Alison.Pearce@gov.bc.ca		778 974-2688

1. Description of the Initiative

Service BC (SBC) delivers frontline provincial government services and information at SBC Centres located in 61 communities throughout British Columbia (BC). SBC offices also provide public access to government websites and online services via Community Access Terminals (CATs) located in all SBC Centres. SBC includes the SBC Contact Centre which provides access to provincial government information through the internet or over the telephone.

The Ministry of Health (HLTH) has overall responsibility for ensuring that quality, appropriate, cost effective and timely health services are available for all British Columbians. Working in conjunction with health authorities, health care providers, agencies and other organizations, HLTH guides and enhances the Province's health services to ensure that British Columbians are supported in their efforts to maintain and improve their health. HLTH directly manages a number of provincial programs and services. These programs include the Medical Services Plan (MSP), which covers most physician services; and PharmaCare, which covers eligible prescription drugs, pharmacy services and medical supplies through several drug plans for British Columbians. Health Insurance BC (HIBC) administers the day to day operations of MSP and Pharmacare on behalf of HLTH.

The partnership between SBC and HLTH enables the delivery of a number of in-person health services to the citizens of BC. This approach improves resource utilization and increases citizen satisfaction by consolidating provincial government service delivery in designated communities. Both SBC and HLTH collect, use, and disclose personal information to allow SBC to provide services on behalf of HLTH.



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Personal information is accessed through a variety of sources such as manual collection of data through submission of ministry forms, showing identification to validate identity, and accessing systems such as the HLTH's Registration and Premium Information Determination system (RAPID), and the Government Agent Revenue Management System (GARMS). SBC provides access to the eGARMS application to HLTH to allow the entering of transactions and information sent to Corporate Accounting Services.

2. Scope of this PIA

This PIA will detail the broad range of services that SBC provides for HLTH and its contracted service providers. This includes their front counter transactional activities and online access SBC provides via their CATs. All decision-making regarding eligibility for services is referred to HLTH. Services provided by SBC on behalf of Vital Statistics will be considered out of scope for this PIA as a separate PIA will be drafted. This PIA applies to all current and future SBC Offices located in the province of BC, and the SBC Contact Centre. The scope of this agreement includes beneficiaries' who already have a BC Services Card.

3. Related Privacy Impact Assessments

HLTH13018 - Medigent
HLTH12052, HLTH12051 - BC Services Card
CTZ02003 - Government Revenue Management System (GARMS)
FIN15033 - Revenue Management System Biller Direct Functionality
FIN15059 - RMS e-Billing Functionality
FIN16015 - BC Service Card (BCSC) Authentication Adoption for Biller Direct
FIN16033 - MSP Biller Direct - BCSC Onboarding
FIN16039 - PayBC - BCSC Onboarding
MTICS16015 - Societies Act Service - Onboarding to the BCSC Checklist
MTICS16050 - BCSC In Person Identification Service
MTICS16065 - Facial Recognition Feasibility Testing
MTICS15062 - Remedy Service Management Tool for BCSC
MTICS14007 - BC Services Card R2 Implementation
MTICS14070 - IDIM Pilot for BCSC
MTICS14061 - BC Services Card Mobile Authentication
MTICS13022 - BC Services Card Phase 2 - Conceptual PIA
MTICS13025 - BC Services Card Public Consultation
CITZ12047/LCTZ12047 - The BCSC Program



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4. Elements of Information or Data

General

SBC staff located in the 61 Regional offices respond to questions from citizens that may relate to any number of HLTH services, forms etc. These may include MSP, Elder Abuse, or Fair Pharmacare. SBC staff may also assist citizens who need to photocopy or fax HLTH related forms and/or documents or assist them at CATs. Citizens may also call in or email the SBC Contact Centre who will assist them in locating HLTH contact information. Whatever method of communication the citizen uses, SBC staff have the potential to view, hear or read the personal information of the citizens they serve.

Please see Appendix A for a listing of current SBC Access to the RAPID System.

Payments

Personal information found on citizens MSP invoice or in Revenue Service of BC Biller Direct include:

- name
- address,
- account number,
- personal health number (PHN)
- billing information
- payment information

SBC will date stamp the remittance coupon and keep in a secured area for 3 months, then destroy as per Government ARCs/ORCs procedures, as per job aid.

For all payments, SBC staff are able to view and process credit and debit cards, money orders, cheques. All transactions are processed through eGARMs. Cheques and money orders will be deposited at banks.

Billing is managed by Revenue Services of BC (RSBC). SBC can obtain Account number from RSBC's Biller Direct which is an interface allowing SBC to access basic MSP premium billing information from client/citizen accounts and update contact information/print invoices. A note is required anytime SBC accesses a citizen's account. Payments are taken into eGARMs using this RSBC account number.

There are an existing information sharing agreements between Ministry of Health and Finance. Therefore, these transactions are out of scope for this assessment.



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Applications, Enrolments and RAPID

All personal information found on applications and supporting documentation for MSP and PharmaCare which SBC staff forwards to Health Insurance BC (HIBC), if requested by the citizen. SBC staff also may assist the citizen in completing these applications (online through using CATs, or paper copies).

Information directly collected by HLTH or SBC from the citizen can be viewed by SBC through RAPID once changes are completed in the RAPID system. Changes vary from contact info updates to personal info updates to making changes to the family unit (for Self Administered accounts).

SBC is able to view the s.15
s.15

The “Notes” panel displaying rationale behind account changes.

See Appendix B for links to all MSP and PharmaCare forms and sub-forms.

Examples of information and data collected, viewed or disclosed by SBC to HLTH:

a. MSP Information

- full legal name (and common name)
- full residential and mailing address
- birthdate
- sex and/or gender
- telephone numbers
- PHN
- Social Insurance Number
- Place of birth (if born in BC)
- previous registration number (from another province)
- Authorized Person (person who has an authority to deal with another person's account)
- Spousal Relationship
- If applicable: involuntary separation status due to health reasons, and their general health issues/status)
- Out-of-Country Absence Information:
 - Reason for absence
 - Destination



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- Dates of departure and expected return
- questions regarding Residence and Citizenship, such as:
 - status in Canada
 - history of residence
 - previous MSP coverage
 - full-time student status
 - dates of work or study permit
- spousal and children personal information
 - name
 - birth date
 - status in Canada
 - PHN and residence information
 - if children are between 19 to 25 years of age and attending school on a full-time basis, such as:
 - school and its address
 - dates studies will be completed
 - if school is outside BC
 - original departure date
- if anyone is an active member or has been released from the Canadian Forces, RCMP or an institution (the release date is required)

b. Authorization to Release Medical Records

- Full legal name
- PHN
- birth date
- Power of Attorney or legal guardian (requires documentation indicating relationship)
- Records requested i.e. types of records, reason for request
- Name of person/company and address where records are being sent
- Address for invoicing, if applicable

c. Fair Pharmacare Plan Registration

- Full name
- Full address
- PHN
- birth date
- Net Income
- Amounts reported for Universal Child Care Benefit
- Amounts reported for Registered Disability Savings Plan
- Above information also required for Spouse



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- Dependent children information required including: full name, PHN, and birth dates
- SIN for applicant and spouse
- Telephone number
- Canada Revenue Agency income information

d. Premium Assistance and Supplementary Benefits

- Full name
- PHN for both applicant and spouse
- Gender/Sex
- Birth date
- Telephone number
- Residential/Mailing address
- Financial information including net income and deductions
- SIN for both applicant and spouse
- Deductions allowed as per Income Tax return
- Income Information Verified by the Canada Revenue Agency
- Income Bracket Coding
- Retroactive Premium Rate and Code
- Start-End Date
- Notice of Assessment
- Notice of Reassessments

e. Account and Coverage

- Account Number
- Group Name (Employer or other)
- Group Number
- Coverage Start - End Date
- Coverage Termination Reason
- Cancellation of coverage
- Set up new accounts for existing/active beneficiaries
- Family and Financial Obligation Size and Rate
- Balance on Account
- Adjustments on Account (Due to change in family size, premium assistance rates etc.)
- Account Correspondence



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Part 2 – Protection of Personal Information

5. Storage or Access outside Canada

No personal information will be stored outside of Canada.

No personal information will be accessed from outside of Canada.

6. Data-linking Initiative*

In FOIPPA, "data linking" and "data-linking initiative" are strictly defined. Answer the following questions to determine whether your initiative qualifies as a "data-linking initiative" under the Act. If you answer "yes" to all 3 questions, your initiative may be a data linking initiative. If so, you will need to comply with specific requirements under the Act related to data-linking initiatives.

1. Personal information from one database is linked or combined with personal information from another database;	No
2. The purpose for the linkage is different from those for which the personal information in each database was originally obtained or compiled;	No
3. The data linking is occurring between either (1) two or more public bodies or (2) one or more public bodies and one or more agencies.	No
If you have answered "yes" to all three questions, please contact a PCT Privacy Advisor to discuss the requirements of a data-linking initiative.	



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7. Common or Integrated Program or Activity*

In FOIPPA, “common or integrated program or activity” is strictly defined. Answer the following questions to determine whether your initiative qualifies as “a common or integrated program or activity” under the Act. If you answer “yes” to all 3 of these questions, you must comply with requirements under the Act for common or integrated programs and activities.	
1. This initiative involves a program or activity that provides a service (or services);	Yes
2. Those services are provided through: (a) a public body and at least one other public body or agency working collaboratively to provide that service; or (b) one public body working on behalf of one or more other public bodies or agencies;	Yes
3. The common or integrated program/activity is confirmed by written documentation that meets the requirements set out in the FOIPP regulation.	Yes
Please check this box if this program involves a common or integrated program or activity based on your answers to the three questions above.	Yes

**** Please note: If your initiative involves a “data-linking initiative” or a “common or integrated program or activity”, consultation on this PIA must take place with the Office of the Information and Privacy Commissioner (OIPC). PCT will facilitate the consultation with the OIPC.***

For future reference, ministries are required to notify the OIPC of a “data-linking initiative” or a “common or integrated program or activity” in the early stages of developing the initiative, program or activity. PCT will help facilitate this notification.

8. Personal Information Flow Diagram and/or Personal Information Flow Table



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Personal Information Flow Table - SBC				
	Description/Purpose	Type	FOIPPA Authority	Related Authorities
1.	SBC collects Personal Information from BC residents	collection	26(c)	
2.	SBC collects Personal information from RAPID	collection	26(c), 27(1)(e)	
3.	SBC is authorized to collect PharmaCare Personal Information	Collection	s. 26(c), 27(1)(e)	
4.	SBC is authorized to use the Personal Information. Please see Appendix A.	use	s. 32(a)	
5.	SBC is authorized to Disclose Personal Information to HLTH	disclosure	33.2(d)	

Personal Information Flow Table - HLTH				
	Description/Purpose	Type	FOIPPA Authority	Related Authorities
1.	HLTH are authorized to collect Personal Information	collection	s. 26(a) [PSA], 26(c), 27(1)(e)	PSA s. 22(1)
2.	HLTH is authorized to use the Personal Information	use	s. 32(a)	
3.	HLTH is authorized to Disclose Personal Information to SBC for MSP Administration	disclosure	s.33.2(d)	
4.	HLTH is authorized to disclose PharmaCare Personal Information	disclosure	s. 33.2(d)	PSA s. 22(2)(b) and 22(2)(f) and 23(2)(a)

9. Risk Mitigation Table

Risk Mitigation Table				
	Risk	Mitigation Strategy	Likelihood	Impact
1.	Employees could access personal information and use or disclose it for personal purposes	mandatory privacy training, Personal Transaction Policy	Low	High
2.	Citizen's personal information is compromised when accessed through RAPID.	Access is conducted through the secure BC Government network	Low	High
3.	Staff that do not require access to RAPID may accidentally or purposely access the system.	Users are specifically assigned to access RAPID by HLTH	Low	High
4.	Staff may inadvertently update the wrong fields in RAPID.	SBC staff complete RAPID system training which consists of eLearning modules and doing practice scenarios s.15 In addition, SBC	Low	High



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		staff have access to numerous job aids that are available online.		
5.	Documentation containing personal information is left out in the open.	Completion of the mandatory 'Information Sharing and Privacy Awareness Training' course. Lockable cabinets are to be utilized to secure any sensitive documents.	Medium	High
6.	SBC staff may have difficulty assisting a citizen that needs assistance with a matter that involves their personal information.	SBC staff are trained and also have access to 'job aids' – written procedures available online that describe the processes for the myriad of services that are offered by SBC. SBC has a priority line to HIBC frontline reps and enrolment specialists for assistance with complicated enquiries.	Low	Med.

10. Collection Notice

The following information will be displayed in the public area of each SBC office that provides services on behalf of HLTH.

Your personal information is collected by Service BC pursuant to section 26(c) of the Freedom of Information and Protection of Privacy Act and will be used for the purpose of providing service on behalf of BC public bodies. Should you have any questions about the collection of this personal information, please contact:

*Manager, Service Design and Integration
PO Box 9804 Stn Prov Govt
Victoria, B.C.
V8W 9W1
1 800 663-7867*

Part 3 – Security of Personal Information

11. Please describe the physical security measures related to the initiative (if applicable).

All SBC offices across BC are keyed and/or alarmed. Workstations are locked, and password protected when not in use. Confidential documents are kept in secure storage. SBC can also utilize lockable cabinets for documentation that requires an additional layer of security.



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The RAPID application benefits from the mature and robust physical security provided by the
s.15 and other infrastructure. The RAPID application has previously
been assessed in PIA HLTH13018 and HLTH STRA S2012-08.

12. Please describe the technical security measures related to the initiative (if applicable).

Regional Operation staff utilize the self-service centre (selfservecentre.gov.bc.ca) to download the latest published version of RAPID. The package is restricted to members of SBC organizational unit. SBC has provided their office network subnets to HLTH to allow access to the RAPID. This application is used on standard, government supported workstations. SBC follows the OCIO process for use of these workstations. Any issues with SBC workstations are supported by OCIO by calling 250-387-7000.

13. Does your branch rely on security policies other than the Information Security Policy?

All SBC staff members are required to take the mandatory "Information Sharing and Privacy Awareness Training for Employees and Supervisors" offered by the Public Service Agency. SBC staff are accountable to comply with instructions set out by HLTH in job aids.

Staff must also sign the 'Access to Information Systems Acknowledgement form' annually which is located in the link below:

s.15

In addition, regarding 'Personal Transactions' all SBC must adhere to the following policy which can be found at:

s.15

Government Agents are responsible for reviewing this policy with their new employees:

Government Core Policy and Procedures Manual

Contact: Gwen Lock, Manager, Information and Security Officer; 250-387-2875

14. Please describe any access controls and/or ways in which you will limit or restrict unauthorized changes (such as additions or deletions) to personal information.

Access to records within RAPID will be based on appropriate visibility and privacy to only those records required for service delivery by SBC on behalf of HLTH. HIBC controls level of access to SBC staff based on the needs of the SBC user. Specifically, users either have the permissions to 'Read' or 'Write' to the various Categories/Sections/Tasks within the RAPID system (see Appendix A for more information).

15. Please describe how you track who has access to the personal information.



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RAPID is an HIBC application and thus is controlled by HLTH in the following ways:

- Access is restricted by UserID and group, s.15
- HIBC Service Desk Group configures profiles at time of hire and termination.
- SBC Centre group ("Government Agent" in RAPID) requests user ID and password for be created by the HIBC. The HIBC group is responsible for establishing the ID.
- SBC will notify the HLTH Designated Official of any changes to Users so that amendments can be made to the required User profile(s).
- SBC annually reviews the list of active staff to then inform HIBC of changes needed.
- SBC communicates with HIBC Service Desk via email 'servicedesk@hibc.gov.bc.ca'.

Process for new or changed SBC staff who will be accessing RAPID:

- SBC Government Agent sends to the SBC Help Desk a New or a Change/Delete User Form with staff IDIR
- SBC Help Desk staff complete a checklist using completed form
- SBC Help Desk emails HIBC requesting RAPID s.15 access/change/delete for the user. Request shows s.15
- HIBC is asked to email SBC Help Desk confirming that request has been completed.
- When staff access is added, HIBC directly emails user their UserID and password information for RAPID which will allow them to access s.15

Part 4 – Accuracy/Correction/Retention of Personal Information

16. How is an individual's information updated or corrected? If information is not updated or corrected (for physical, procedural or other reasons) please explain how it will be annotated? If personal information will be disclosed to others, how will the ministry notify them of the update, correction or annotation?

The RAPID system is updated directly by SBC staff with current information from citizen – verbally or by application (e.g. Change of address, Personal Information update, add note to file, etc). Copies of applications and documents can be made and returned to the citizen by SBC staff, if the citizen makes this request. SBC sends applications and documents are sent to HIBC.

17. Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.

As per HLTH policies, SBC processes MSP applications that may impact the citizen. SBC can instantly view the change in their account and will provide the citizen this information. SBC accepts, and processes applications based on policies and procedures. For PharmaCare, SBC



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simply forwards applications to HIBC. In the end, HLTH has the final say on any matters relating to the services that SBC provides on their behalf.

18. If you answered “yes” to question 17, please explain the efforts that will be made to ensure that the personal information is accurate and complete.

SBC staff are able to update or correct personal information if the citizen presents the appropriate verification documentation. ID verification for all MSP services consists of SBC staff sighting a piece of government issued photo identification. If photo identification is not presented, the customer must be able to provide 5 pieces of account information such as name, birth date, MSP account number, address, PHN, previous address on account, name of spouse on account, name or birth date of children on account etc. If staff are unable to process the personal information they will review and forward, in a timely manner, all documentation to HIBC for processing.

19. If you answered “yes” to question 17, do you have approved records retention and disposition schedule that will ensure that personal information is kept for at least one year after it is used in making a decision directly affecting an individual?

SBC follows the prescribed instructions from HLTH regarding temporary retention (prior to the regularly scheduled BC Main Transfer) and records classification. SBC does not permanently retain physical records. Records held within RAPID follow the approved HLTH records retention and disposition schedules.

Part 5 – Further Information

20. Does the initiative involve systematic disclosures of personal information? If yes, please explain.

Yes, there is a daily/regular disclosure of personal information between the Ministry of Health’s provider and SBC in relation to assisting clients.

Please check this box if the related Information Sharing Agreement (ISA) has been prepared. If you have general questions about preparing an ISA, please contact the Privacy and Access Helpline.

No

21. Does the program involve access to personally identifiable information for research or statistical purposes? If yes, please explain.

No.



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Please check this box if the related Research Agreement (RA) is attached. If you require assistance completing an RA please contact a PCT advisor.

No

22. Will a personal information bank (PIB) result from this initiative?

No, a personal information bank (PIB) will not result from this initiative.



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Part 6 – PCT Comments and Signatures

This PIA is based on a review of the material provided to PCT as of the date below. If, in future any substantive changes are made to the scope of this PIA, the ministry will have to complete a PIA Update and submit it to PCT

Cole Lance

A handwritten signature in black ink, appearing to read "Cole Lance".

September 3,
2020

Privacy Analyst
Privacy, Compliance and Training
Branch
Corporate Information and Records
Management Office
Ministry of Citizens' Services

Signature

Date

Quinn Fletcher

A handwritten signature in black ink, appearing to read "Quinn Fletcher".

September 4,
2020

Director
Privacy, Compliance and Training
Branch
Corporate Information and Records
Management Office
Ministry of Citizens' Services

Signature

Date



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Part 7 – Program Area Comments and Signatures

Richard Stebeck

Program Manager, Service BC
Ministry of Citizens' Services

Signature

Date

Patty Ballam

Director, Service BC
Ministry of Citizens' Services

Signature

Date

Beverly Dicks

Assistant Deputy Minister, Service BC
Ministry of Citizens' Services

Signature

Date



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Part 7b – Program Area **Comments and Signatures** **(HLTH)**

Kate Puckett

A/Director of Operations & Policy
Ministry of Health

Signature

Date

Gwen Lock

Senior Manager
Information Security and Audit, Health
Sector IM/IT

Signature

Date

Mark Armitage

Assistant Deputy Minister
HHRLR

Signature

Date

Mitch Moneo

Assistant Deputy Minister
Pharmaceutical Services Division

Signature

Date

Haley Van Gylswyk

Director
HHRLR

Signature

Date

John Capelli

Executive Director, Pharmaceutical
Services Division
Ministry of Health

Signature

Date



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Appendix A

RAPID (only) Access by SBC

The following definitions apply to this Appendix:

“RAPID” means Registration and Premium Information Determination system* of which SBC Centre staff can view or input in information pertaining to MSP accounts

“User” means staff at an SBC Centre, who has access to RAPID,

RAPID System

Users will have ‘write’ and ‘read’ only access to screens as listed in Appendix A (below). Users will have access to RAPID at no cost to SBC.

Users will have ongoing, limited, direct read and write access to transaction screens in the RAPID system based on HIBC providing appropriate access to Users to complete services on behalf of HLTH.

Listing of Current SBC Access to the RAPID System



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Category	Section	Task	Read/Write
View Group Profile	Group Information	s.15	
Supplementary Benefits (SB)	SB Information		
	Account Financial Information		
	Spousal Relationship		
Retroactive Premium Assistance (RPA)	Account Financial Information		
	RPA Information		
	Spousal Relationship		
Enrolment in MSP Program	Account Details		
	Applicant Information		
	Address Information		
	Invalid Mailing Address		
	Eligibility Override		
	Residency Information		
	Residency Address		
	Telephone Information		
	Absence Information		
	Full Time Student, child or spouse		
	Beneficiary Information		
	Status in Canada Information		
View Personal and Account Information	Absence Information		
	Previous Residence Information		
	Authorization Information		
	OverAge Information		
	SIN Information		
	BC Service Card Information		
	RPA Information		
	SB		
	PHN Information		
	Account Number Information		
	Account Information		
	Account Financial Information		
	Group Requested Cancel Date		
	Address Information		
	Account Detail		
	Account Information		
	Mailing Address Information		
Address	Residential Address Information		



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s.15

Changes	Telephone Information
	Beneficiary Information
	Status in Canada Information
Person Information Changes	Absence Information
	Previous Residence Information
	Authorization Information
	SIN Information
	PHN Information
	Account Information
	Account Financial Information
Coverage, Adjustments & Cancellations	Coverage Adjustment Information
	Process Identity Proofing Event
	Process Identity Proofing Event
Identity Proofing for BCSC	Identity Proofing Event Information
Release Photo Card	Demographic Information
	Card Qualification Checks
	Active Suppressions
	Pending BC Services Card
	Photo Card Request
	Account Holder Information
	Active Member/s
Create Non-Photo Card Request	Requestor
	Beneficiary Information
	BC Services Cards
Manage Cards, Suppressions & Notifications	Manage Card Status
	Manage Active Suppressions
	Additional Suppressions
	Manage Notifications
	Beneficiary Information
View BC Services Card	Card Information
	Identity Proofing Event Information



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Profile	Card Request Information	s.15
	Non-Photo Card Requester Information	
	N/A	
	N/A Account Information	
N/A	N/A Account Information Account Financial Information	
View Account Financial History	SB Information	
	Premium History	
	Adjustment History	
	Account Information	
	Account Financial Information	
View Balance on Account	Balance on Account	
	RMS Result Message	
	Account Information	
	Account Financial Information	
s.15	s.15	



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		s.15
	s.15	
Searches	Basic Search	
Searches	Person Level Notes	
Searches	Account Level Notes	
Notes	Group Level Notes	
	Extended Search Criteria	
	Extended Search Results	
Search EMPI	Beneficiary Information	
Spousal Relationship	Spousal Relationship	



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Appendix B

List of MSP and Pharmacare Forms for BC Residents

MSP

<https://www2.gov.bc.ca/gov/content/health/health-forms/msp/forms-for-bc-residents>

- MSP Enrolment Forms (under a self-administered plan):
 - Medical Services Plan (MSP) Application for Enrolment
- Group Plan Enrollment
 - Group Plan Enrollment (HLTH 167) or Group Change Request Forms (HLTH 170)
- Account Maintenance Forms:
 - [Continued Enrolment in MSP for Ages 19-24 \(Online submission\)](#)
 - MSP Account Change
 - [Address Change BC \(Online submission\)](#)
 - Medical Services Plan (MSP) Baby Enrolment
 - [MSP Account Confirmation Letter request](#)
- Retroactive Premium Assistance Form:
 - Medical Services Plan (MSP) Application for Retroactive Premium Assistance
- Supplementary Benefits Form:
 - Medical Services Plan (MSP) Application for Supplementary Benefits
- Permanent Move Outside British Columbia
- Authorization to Release Medical Records
- Reimbursement Forms:
 - Reimbursement Request
 - Extra Billing Investigation
- Waiving the MSP Coverage Wait Period Forms:
 - Request to Waive the MSP Coverage Wait Period
 - Additional Financial Statement (if required)
- Out-of-Country Forms:



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- Out-of-Country Claim Form
- Schedule A: Assignment of Payment
- Schedule B: Authorization to Provide Medical Information

Pharmacare

<http://www2.gov.bc.ca/gov/content/health/health-forms/pharmacare/forms-for-bc-residents>

Application for Personal MSP – Pre-authorized Debit (PAD) Plan (Ministry of Finance):

- <https://www2.gov.bc.ca/assets/gov/health/forms/2832fil.pdf>
- Fair Pharmacare Registration Forms:
 - Fair PharmaCare Registration (English and French)
 - Fair PharmaCare Registration (Online)
 - Fair PharmaCare Consent form
 - Application for Income Review
 - Fair Pharmacare Notarized Affidavit
- Application for Income Review Form:
 - Application for Income Review
- Fair PharmaCare Replacement Consent Form
- Fair PharmaCare Confirmation of Assistance