

## Ross, Isobel HLTH:EX

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**From:** Webber, Peter HLTH:EX  
**Sent:** Thursday, January 26, 2017 1:20 PM  
**To:** Ross, Isobel HLTH:EX  
**Subject:** FW: Visa Extensions - HIBC Bulletin/Work Instructions  
**Attachments:** RE: Visa Extensions

**Importance:** High

I know that you were discussing this earlier...

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**From:** Webber, Peter HLTH:EX  
**Sent:** Thursday, October 29, 2015 10:46 AM  
**To:** Sealey, Beverlee HLTH:EX  
**Cc:** Ross, Isobel HLTH:EX  
**Subject:** Visa Extensions - HIBC Bulletin/Work Instructions  
**Importance:** High

Hello Boss,

Per our direction on the eligibility of individual's continuous coverage between work or study permits (Email attached), below is the proposed wording to go to Don Oram and Li Rizzuto to implement at HIBC.

### Background:

Individuals residing in BC with valid work or study permits of six months or more are eligible for enrolment in MSP for the duration of that work permit. Once the work permit expires they lose their legal status in Canada and are no longer eligible for enrolment. In order to provide continuous coverage beyond the expiration of the work permit, we require a new work permit to be provided before the expiration of the initial permit or a new permit issued within 45 days of the expiration of the initial permit. Due to CIC delays an individual may not be issued a new work or study within the 45 days, however they may be granted 'implied status' allowing them to remain in BC/Canada.

### Current Policy:

It is HIBC policy to provide individuals with coverage in good faith for a period of up to 9 months after their permit expires with the understanding that the individual will be issued a new permit that indicates that their immigration status has been 'maintained'. If the subsequent permit is issued and the individual's status has been 'restored' or they are not issued a new permit at all, this confirms that the individual lost their legal status and the individual's medical coverage that was provided in good faith must be cancelled back to expiration of the previous permit. For those individuals whose status is restored they are required to serve a wait period from the date the new permit is issued.

### New Policy:

For individuals that are awaiting a renewal of their work or study permit coverage will be canceled as of the date their initial permit expires. Coverage will remain canceled until the client provides HIBC with a new permit. If the new permit submitted confirms that their status is 'maintained' the client will have the option to have retroactive coverage as of the date their permit expired up until the date their new permit is issued, provided that the new permit is issued within 9 months of the expiration of the initial permit. If no retroactive coverage is requested, coverage will be provided as of the first day of the month the new permit is issued. As

with the current policy if the new permit is issued with status 'restored' the wait period will apply from the date that the new permit is issued.

Please review for your approval.

Thank You  
Peter

**Peter Webber** | Senior Policy Analyst, Medical Beneficiary Branch | BC Ministry of Health  
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## Temporary Permit Extensions – Change of Process – Contact Centre

### Previous Process

For individuals awaiting renewal of their expired Temporary Permit (i.e. work or study permit), MSP coverage was allowed to continue with the understanding that the individual's status would be maintained once the new permit was granted by Immigration, Refugees & Citizenship Canada.

### New Process Effective July 1<sup>st</sup>, 2017

For individuals awaiting renewal of their work or study permit, MSP coverage will be cancelled as of the date their permit expires. Coverage will remain cancelled until the individual provides HIBC with a new valid permit.

### Additional Details

- This new policy applies to individuals on Direct Pay and Group accounts
- Any individuals granted permit extensions up to the new policy start date (i.e. a scanned date prior to July 1) should be grandfathered into the previous process
- Once the permit is renewed and a copy of the new permit is on file with HIBC, MSP can provide coverage. The effective date of the new coverage will depend on a number of factors

### Actions

If the caller has questions about coverage, once the new permit is showing in MAXImage, transfer to the Enrolment Specialist Queue.

If the new permit is not showing in MAXImage, please do not comment on eligibility. Please advise the caller that, *"Eligibility will be determined once your documents have been received."*

**Please discontinue the transfer of calls to the Enrolment Specialist Queue to grant interim coverage.**

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|--|--|---|
| <b>Subject:</b> Temporary Permit Extensions – Change of Process – Contact Centre   | <b>Date:</b> July 4, 2017                  | <b>No.</b> 459  |
| <b>Owner:</b> Don Oram   | <b>Title:</b> Manager, Document Processing | New <input checked="" type="checkbox"/> Change <input type="checkbox"/> Reminder <input type="checkbox"/> |
| <b>Dist Ops Distribution:</b> Managers, Contact Centre Learning & Development, QA, |  |   |



## Manual excerpts for policy effective January 1, 2015

### 1. Overview

MSP provides benefits for Temporary (Immigration) Permit Holders providing they meet the residency requirements and submit copies of acceptable documentation. The type of document, the Case Type code, and the length of time the document is valid, are factors that determine eligibility for benefits. Coverage may be renewed for individuals on Temporary Immigration Documents provided they send in copies of an applicable document valid for the period of time coverage is being applied for.

**Extension:** If a permit is extended without a break in documentation, it is considered an extension of the initial permit. Therefore, when processing an Extension type of Immigration Renewal, length of the validity period of the subsequent permit is not a factor, e.g. extension is given even if the document is issued for less than 6 months.

Renewals involving Implied or Maintained status (e.g. would have been eligible for coverage but there was a break between documents due to processing delays, etc.) should be treated the same as Extended status renewals. Continuous coverage may be maintained if the gap is less than 60 days between the expiry date of the previous document and the eligible date of the new document.

**Restored:** If immigration status is Restored or Reinstated, when a subsequent document is received that is valid for less than 6 months, do not reinstate coverage. A Status Restored document must be valid for at least 6 months (less a day) in order for the applicant to qualify for benefits.

When a status restored or reinstated document qualifies the applicant for benefits, a new waiting period begins, starting on the date of the new document.

### 7. First Extension Request

If a request has been received from a beneficiary for a first time extension, and they have not yet received the document from immigration, a three month temporary extension can be given if we receive a copy of the receipt of payment for the new document.

Set up 3 months of coverage with Cancel Reason **Renewal CIC Temp Docs Req'd** set for the end of the three month period. An **IMM06\_IMMDOCSREQ** letter is sent confirming that temporary extension has been provided.

If a copy of the receipt has not been sent in, send an **IMM05\_IMPSTAT** letter asking for the receipt in order to provide the temporary extension. The payment must be made before the expiry date of their previous document.

### 8. Additional Extension Requests

**Second Extension Request:** If a request has been received from a beneficiary who has already had one three-month extension and is now requesting a second extension, the second extension may be granted for an additional three month period.



**Third Extension Request:** If a third extension is requested, this request must go to a supervisor for review. If the supervisor approves the third extension, it may be applied for an additional three months for a total extension of 9 months. For beneficiaries with AFL (Approved for Landing) status, the total extension is a maximum of 24 months.

Extension Requests beyond these maximums must go to the Ministry of Health for appeal.

The request must be sent prior to the individual's current coverage expiry date. Requests should be sent to:

Director  
Medical Beneficiary Branch  
Ministry of Health  
3-1 1515 Blanchard St.  
Victoria BC V8W 3C8

The following information and documentation should be included with the request:

- Copies of all letters/correspondence which the beneficiary has received from Citizenship & Immigration Canada (CIC) since they submitted the application for the new work permit
- A current letter from the beneficiary's employer, confirming that they continue to be employed (by the same employer) on company letterhead if applicable
- If the beneficiary states that they have also applied for Permanent Resident status, they should include pages 1 & 2 from the CIC e-Client Application Status web site confirming CIC has received and is processing the Application for Permanent Resident Status in Canada

## 9. Processing an Immigration Renewal

a. Before processing, always read the notes on the immigration document and, if applicable, the notes in RAPID. Take into account any special instructions before processing the application.

b. Check the document type and Case Type to determine if you are able to process the renewal. If any of the following apply, **Level 2** should transfer to **Level 3**:

- The case type is not: 20, 24, 26, 27, 30, 31, 34, 36, 37, 52, 56, 59
- Cancel Reason other than **Expired Temp Permit, Renewal CIC Temp Docs Req'd** or **Refugee Claimant** on the coverage
- Coverage cancelled more than 6 months ago
- Coverage cancelled more than 3 months from the date the new document was signed
- There is a break in a permit longer than 2 months
- Extension number on the document is 00

- Applicant had a Work or Study permit and has now been issued a different permit type

c. Determine if continuous coverage should be given. Follow these guidelines:

- If coverage was last active within 6 months and beneficiary is on Group account – provide continuous coverage
- If coverage was last active within the past month and beneficiary is on Direct Pay account – provide continuous coverage
- If coverage was last active over a month ago and beneficiary on a Direct Pay account – provide 1<sup>st</sup> of current (month) coverage **unless expressly requested to backdate** (as long as the former coverage was cancelled with a Non-Paid Cancel Reason, RAPID will not auto fill the gap in coverage)

d. If applicant is eligible for coverage based on the new/renewed immigration document, and the document expires on the 1<sup>st</sup> of a month, coverage should be cancelled at the end of the month prior to the expiry month. If the system selects a cancel date for the end of the current month, override to have the coverage cancelled as of the last day of the previous month.

### **30. Change of Status from Temporary Permit Holder to Permanent Resident**

When a beneficiary's Status in Canada is updated to Permanent Resident, the Permit Issue Date must be updated for PA purposes. Do this on the **Person Information Change** screen.

Check all accounts and coverage periods the beneficiary has been on to make sure all pending cancellations are removed. Click the **show all** box above the **Account Detail** grid to check for old coverage periods. If any cancellations are left pending, the beneficiary will not be able to receive a new BC Services Card.

If the applicant had coverage on Temporary Permit Documents with a Cancel Reason **Expired Temp Permit** and they now have proof of Permanent Resident status:

a. If the residency date overlaps the temporary permit **Expiry Date** and the **Cancel Date** is in the future or if the **Cancel Date** is in the past or there is a gap between the **Residency Date** and the temporary permit **Expiry Date** of less than 2 months:

On the **Person Information Change** screen:

- Update the Status in Canada to **Permanent Resident**
- Enter the Permanent Resident Date in the **Permit issued date** field

b. If the applicant had previous coverage as a Temporary Permit Holder which cancelled between 2 months to not more than 6 months ago and then re-applies:

Renew or reinstate coverage as per the applicant's wishes

- If reinstating coverage (e.g. providing continuous coverage), follow the procedure in section **a** above

- If renewing coverage (e.g. there is a gap in coverage), follow the procedure in section c below

c. If the applicant had previous coverage as a Temporary Permit Holder which cancelled 6 or more months ago and re-applies:

On the **Enrolment** screen:

- Renew coverage
- Update the Status in Canada to **Permanent Resident**
- Enter the Permanent Resident Date in the **Permit issued date** field
- The system sets up new coverage using the 1<sup>st</sup> of 3<sup>rd</sup> month from Permit Issue Date



## 7. First Extension Request

In order for a permit to be extended, the applicant must apply for their new visa before their current visa expires.

a. If a request has been received from a beneficiary for a first time extension, and they have not yet received the document from immigration, a three month temporary extension can be given if we receive a copy of the receipt of payment for the new document.

Fee amounts for Temporary Permit extensions most commonly seen are as follows (as of 10.2016; they do change periodically):

- Work Permit (\$155+\$100)
- Study Permit (\$150)
- Visitor Permit (\$100)
- Restoration of Status (\$200) - This is always included with one of the other fees

More than one may be paid for at the same time and included on the same receipt in some cases.

If the fee amount is not one of (or a combination of) one of the above, the application may be for an Applicant for Landing/Permanent Resident Application. Transfer to Level 3.

**Level 3:** See section 28b, Approved for Landing Status.

Set up 3 months of coverage with Cancel Reason **Renewal CIC Temp Docs Reqd** set for the end of the three month period. An IMM06\_IMMDOCSREQ letter is sent confirming that temporary extension has been provided.

**b. If the extension start date is beyond the month in which the current document expires:**

If the extension request is received and entered into RAPID too early, due to system limitations of RAPID, the extension start date must be entered incorrectly as a work around. To avoid this:

- Do not enter the extension of coverage
- Set a task to enter the extension of coverage during the month in which the current coverage expires
- When the task comes due, set up the extension of coverage

**c. If a copy of the receipt has not been sent in:** send an IMM05\_IMPSTAT letter asking for the receipt in order to provide the temporary extension. The payment must be made before the expiry date of their previous document.

**d. Beneficiaries on Working Holiday Program (WHP)** permits are not eligible for temporary extensions due to the nature of their permit. They must apply with a new permit and new letter from the employer if they wish to extend their coverage.

**e. Diplomats** are not eligible for temporary extensions. In order to be eligible for coverage, a valid diplomatic foil in the passport must be received.

## 8. Additional Extension Requests

In order for a permit to be extended (and therefore for the status to be considered "maintained", the applicant must apply for their new visa **before their current visa expires**.

Also see section 7b if request is received prior to month in which current coverage expires.

**Second Extension Request:** If a request has been received from a beneficiary who has already had one three-month extension and is now requesting a second extension, the second extension may be granted for an additional three month period.

**Third Extension Request:** If a third extension is requested, this request must go to a supervisor for review. If the supervisor approves the third extension, it may be applied for an additional three months for a total extension of 9 months. For beneficiaries with AFL (Approved for Landing) status, the total extension is a maximum of 24 months.

Extension Requests beyond these maximums must go to the Ministry of Health for appeal.

The request must be sent prior to the individual's current coverage expiry date. Requests should be sent to:

Director  
Medical Beneficiary Branch  
Ministry of Health  
3-1 1515 Blanchard St.  
Victoria BC V8W 3C8

The following information and documentation should be included with the request:

- Copies of all letters/correspondence which the beneficiary has received from Citizenship & Immigration Canada (CIC) since they submitted the application for the new work permit
- A current letter from the beneficiary's employer, confirming that they continue to be employed (by the same employer) on company letterhead if applicable
- If the beneficiary states that they have also applied for Permanent Resident status, they should include pages 1 & 2 from the CIC e-Client Application Status web site confirming CIC has received and is processing the Application for Permanent Resident Status in Canada

## 9. Processing an Immigration Renewal

a. Before processing, always read the notes on the immigration document and, if applicable, the notes in RAPID. Take into account any special instructions before processing the application.

b. Check the document type and Case Type to determine if you are able to process the renewal. If any of the following apply, **Level 2** should transfer to **Level 3**:

- The case type is not: 20, 24, 26, 27, 30, 31, 34, 36, 37, 52, 53, 54, 56, 57, 58, 59
- Cancel Reason other than **Expired Temp Permit, Renewal CIC Temp Docs Req'd or Refugee Claimant** on the coverage
- Coverage cancelled more than 3 months from the date the new document was signed
- There is a gap between permits longer than 2 months. Exception: if the remarks indicate "maintained" and the gap is 6 months or less, proceed with processing
  - If the new document does not state whether "maintained" or not, send a letter asking for any other information received from CIC in the form of a letter or from CIC E Client
  - If information has been received but it is still unclear if they should be granted continuous coverage or not, send the file to the **Supervisor** in charge of immigration matters
- Extension number on the document is 00
- Applicant had a Work or Study permit and has now been issued a different permit type

c. Determine if continuous coverage should be given.



To extend a current coverage period use the **Coverage Adjustment** screen. Do not use the **Enrolment** screen unless there is a lapse in coverage and a new coverage period is being provided.

Follow these guidelines:

- If coverage was last active within 6 months and beneficiary is on Group account – provide continuous coverage
- If coverage was last active within the past month and beneficiary is on Direct Pay account – provide continuous coverage
- If coverage was last active over a month ago and beneficiary on a Direct Pay account – provide 1<sup>st</sup> of current (month) coverage **unless expressly requested to backdate** (as long as the former coverage was cancelled with a Non-Paid Cancel Reason, RAPID will not auto fill the gap in coverage)
- If coverage has been cancelled for over 6 months, send an **ENR17\_NOACTCOV** or **ENR18\_INACTIVEPHN**
- If the document status is **Restored** and there are no recent temporary extensions, Level 2 can process as usual
- If the new document status is **Restored** and a temporary extension was recently granted, transfer to Level 3
  - Level 3 will review the account to see if the extensions need to be revoked

d. If applicant is eligible for coverage based on the new/renewed immigration document, and the document expires on the 1<sup>st</sup> of a month, coverage should be cancelled at the end of the month prior to the expiry month. If the system selects a cancel date for the end of the current month, override to have the coverage cancelled as of the last day of the previous month.

On the **Coverage Adjustment** screen, select Cancel Reason **Expired Temp Permit** and enter the cancel date.

If cancelling coverage and a pending cancel date exists, or is created, correct the pending cancel date/reason information on the **Maintain Pending Information** screen. For details see **Coverage Adjustments and Cancellations**, section 30, **Maintain Pending Information**.

e. On the **Person Information Change** screen:

**Name Update:** If the name on a new immigration document (Temporary Permit, Permanent Resident Card, Canadian Citizenship Card/Certificate) had been updated, update the name in RAPID (even if the beneficiary has not requested the name change).

- Enter the new name in the applicable name field(s)

For all immigration document renewals:

- Click the **Add New Record** checkbox in the Status in Canada Information panel
- Enter the required information for the renewed documents in the **Status in Canada**, **Permit Issue Date** and **Permit expiry date** fields
- Click the **Eligible Status in Canada?** checkbox
- Submit

Note: If the Status in Canada is not Canadian, and the BC Arrival Date is populated, RAPID will auto-populate the Canada Arrival Date with the BC Arrival Date. This can be overwritten. Be aware that if the Status in Canada is Canadian, the Canada Arrival Date, if applicable, will not be copied over and will need to be manually added.

**f. Permits Added Out of Order:**

When adding a previous permit (when there is a more current permit in the records), the Person Profile displays the previous work permit and the more current permit is displayed in the history. To correct this, use the Absence, Immigration & Residence Management (AIR) screen to place the most current permit on the top:

- Using the dropdown lists, change the information in the record so the most recent permit information is displayed in the top record and the older permit information is displayed in one of the records below
- Displayed order of the older permits does not matter as long as the most recent permit is displayed in the top record

### 30. Change of Status from Temporary Permit Holder to Permanent Resident

When a beneficiary's Status in Canada is updated to Permanent Resident, the Permit Issue Date must be updated for PA purposes. Do this on the Person Information Change screen.

Check all accounts and coverage periods the beneficiary has been on to make sure all pending cancellations are removed. Click the show all box above the Account Detail grid to check for old coverage periods. If any cancellations are left pending, the beneficiary will not be able to receive a new BC Services Card.

If the applicant had coverage on Temporary Permit Documents with a Cancel Reason Expired Temp Permit and they now have proof of Permanent Resident status:

a. If the residency date overlaps the temporary permit Expiry Date and the Cancel Date is in the future or if the Cancel Date is in the past or there is a gap between the Residency Date and the temporary permit Expiry Date of less than 2 months:

On the Person Information Change screen:

- Update the Status in Canada to Permanent Resident
- Enter the Permanent Resident Date in the Permit issued date field

On the Coverage Adjustment screen:

- Remove the future cancellation date
- If the coverage will be continuous (from the Temporary Permit Holder coverage to the Permanent Resident coverage) make sure a Paid Cancel Reason is used for cancelling the Temp Permit Holder coverage, e.g. use Duplicate Coverage or other applicable Paid Cancel Reason. If Expired Temp Coverage is used as the Cancel Reason, the beneficiary will not be able to obtain a new BC Services Card

From the Identity Proofing Event search on the ribbon:

- Search for a waiting Identity Proofing Event
  - If found, request the photo card
  - If not found, send a BCSC05\_PRINFO letter

b. If the applicant had previous coverage as a Temporary Permit Holder which cancelled between 2 months to not more than 6 months ago and then re-applies:

Set up coverage for 1<sup>st</sup> of current unless the beneficiary specifically requests coverage to be backdated to be continuous:

- To provide continuous coverage, follow the procedure in section a above
- To give 1<sup>st</sup> of current coverage, renew on the Enrolment screen as follows:
  - Update the Status in Canada to Permanent Resident
  - Enter the Permanent Resident Date in the Permit issued date field
  - Check that the Coverage Effective date is set to the start of the current month (use CSR Override if necessary)



c. If the applicant had previous coverage as a Temporary Permit Holder which cancelled 6 or more months ago and re-applies:

On the Enrolment screen, renew coverage:

- Update the Status in Canada to Permanent Resident
- Enter the Permanent Resident Date in the Permit issued date field
- The system sets up new coverage using the 1<sup>st</sup> of 3<sup>rd</sup> month from Permit Issue Date

From the Identity Proofing Event search on the ribbon:

- Search for a waiting Identity Proofing Event
  - If found, request the photo card
  - If not found, send a BCSC05\_PRINFO letter

d. If the proof of Permanent Resident status received is a photocopy of the Confirmation of Permanent Resident Status document and the signature of the Immigration Officer is missing:

- Send a customized ENR01\_MISSINGINFO letter to the applicant indicating that the signature is required. The applicant can either return to where they landed or the nearest port of entry to get the form signed. (A CBSA duty officer would probably sign in lieu of the landing officer if that officer is not available)

e. If proof of Permanent Resident status received is a photocopy of the Confirmation of Permanent Resident Status document and the signature of the Immigration Officer is not visible at the bottom of the form (this applies to photocopies of the form in which the copy CIC gave to the applicant had the area with the signature cut off; this does NOT apply to situations in which the form has not been signed).

- If the PR date is filled in at the top of the form, process the application
- If the Immigration Officer's signature is not visible at the bottom and the PR date is not filled in at the top of the form, request a new copy of the form which includes the missing information and follow the missing information procedure

Effective July 1, 2017, Ministry of Health Policy was amended which no longer granted an extension of coverage for an individual whose immigration permit had expired and had not yet received their renewed immigration permit.

## 5. Permit Validity Period

If the "In Force From" date on the document is earlier than the Permit Issued Date, use the earlier date for determination of eligibility. Enter this date in the **Permit Issue Date** field in RAPID.

**Initial Permit:** A permit must be valid for a minimum of 6 months (less a day) in order to be accepted for an initial application. If the applicant's original document is for less than 6 months and the applicant submits a second document that is issued immediately following the cancel date of the first one: if the combination of the two documents is equal to or more than 6 months, the individual is generally eligible for enrolment (see **Restored** exception below).

**Extension:** If a permit is extended without a break in documentation, it is considered an extension of the initial permit. Therefore, when processing an Extension type of Immigration Renewal, length of the validity period of the subsequent permit is not a factor, e.g. extension is given even if the document is issued for less than 6 months.

**Permit Expires While Awaiting Renewal:** Coverage will be cancelled as of the permit expiry and remain cancelled until the individual provides HIBC with a new permit.

- **Maintained:** If the new permit indicates that their status is Maintained, the individual will have the option of retroactive coverage back to the date of their coverage expiry if the new permit is issued within 9 months of the expiration of the initial permit. If no retroactive coverage is requested, provide coverage as of first of the month in which the new permit is issued. If coverage has been cancelled 6 months or greater, a new application is required
- **Restored:** If immigration status is Restored or Reinstated, when a subsequent document is received that is valid for less than 6 months, do not reinstate coverage. A Status Restored document must be valid for at least 6 months (less a day) in order for the applicant to qualify for benefits. When a status restored or reinstated document qualifies the applicant for benefits, a new waiting period begins, starting on the date the new permit was issued

To extend a current coverage period use the **Coverage Adjustment** screen. Do not use the **Enrolment** screen unless there is a lapse in coverage and a new coverage period is being provided.

## 7. Processing an Immigration Renewal

a. Before processing, always read the notes on the immigration document and, if applicable, the notes in RAPID. Take into account any special instructions before processing the application.

b. Check the document type and Case Type to determine if you are able to process the renewal. If any of the following apply, **Level 2** should transfer to **Level 3**:

- The case type is not: 20, 24, 26, 27, 28, 30, 31, 34, 36, 37, 52, 53, 54, 56, 57, 58, 59



- Cancel Reason other than **Expired Temp Permit, Renewal CIC Temp Docs Req'd or Refugee Claimant** on the coverage
- Coverage cancelled more than 3 months from the date the new document was signed
- Extension number on the document is **00**
- Applicant had a Work or Study permit and has now been issued a different permit type

c. Determine if continuous coverage should be given.

To extend a current coverage period use the **Coverage Adjustment** screen. Do not use the **Enrolment** screen unless there is a lapse in coverage and a new coverage period is being provided.

Follow these guidelines:

- If the new permit submitted confirms a "Maintained" status, the individual will have the option of retroactive coverage from the date their initial coverage expired as long as the new permit is issued within 9 months of the expiry of the initial permit
- If no retroactive coverage is requested, coverage will be provided as of the first day of the month in which the new permit has been processed (i.e. first of current)
- If the new permit is issued with a "Restored" status, the wait period will apply from the date the new permit has been issued
- If coverage has been cancelled for over 6 months, send an **ENR17\_NOACTCOV** or **ENR18\_INACTIVEPHN**
- If you receive a renewal permit which neither indicates "Maintained" nor "Restored", proceed as if the status is "Maintained". These individuals are eligible for retroactive coverage upon request (provided the gap between permits is less than 9 months)

d. If applicant is eligible for coverage based on the new/renewed immigration document, and the document expires on the 1<sup>st</sup> of a month, coverage should be cancelled at the end of the month prior to the expiry month. If the system selects a cancel date for the end of the current month, override to have the coverage cancelled as of the last day of the previous month.

On the **Coverage Adjustment** screen, select Cancel Reason **Expired Temp Permit** and enter the cancel date.

If cancelling coverage and a pending cancel date exists, or is created, correct the pending cancel date/reason information on the **Maintain Pending Information** screen. For details see **Coverage Adjustments and Cancellations**, section 30, **Maintain Pending Information**.



e. On the **Person Information Change** screen:

**Name Update:** If the name on a new immigration document (Temporary Permit, Permanent Resident Card, Canadian Citizenship Card/Certificate) had been updated, update the name in RAPID (even if the beneficiary has not requested the name change).

- Enter the new name in the applicable name field(s)

For all immigration document renewals:

- Click the **Add New Record** checkbox in the Status in Canada Information panel
- Enter the required information for the renewed documents in the **Status in Canada**, **Permit Issue Date** and **Permit expiry date** fields
- Click the **Eligible Status in Canada?** checkbox
- Submit

Note: If the Status in Canada is not Canadian, and the BC Arrival Date is populated, RAPID will auto-populate the Canada Arrival Date with the BC Arrival Date. This can be overwritten. Be aware that if the Status in Canada is **Canadian**, the Canada Arrival Date, if applicable, will not be copied over and will need to be manually added.

f. **Permits Added Out of Order:**

When adding a previous permit (when there is a more current permit in the records), the **Person Profile** displays the previous work permit and the more current permit is displayed in the history. To correct this, use the **Absence, Immigration & Residence Management (AIR)** screen to place the most current permit on the top:

- Using the dropdown lists, change the information in the record so the most recent permit information is displayed in the top record and the older permit information is displayed in one of the records below
- Displayed order of the older permits does not matter as long as the most recent permit is displayed in the top record

## 28. Change of Status from Temporary Permit Holder to Permanent Resident

When a beneficiary's Status in Canada is updated to Permanent Resident, the Permit Issue Date must be updated for PA purposes. Do this on the **Person Information Change** screen.

Check all accounts and coverage periods the beneficiary has been on to make sure all pending cancellations are removed. Click the **show all** box above the **Account Detail** grid to check for old coverage periods. If any cancellations are left pending, the beneficiary will not be able to receive a new BC Services Card.

If the applicant had coverage on Temporary Permit Documents with a Cancel Reason **Expired Temp Permit** and they now have proof of Permanent Resident status:

a. If the residency date overlaps the temporary permit Expiry Date and the Cancel Date is in the future or if the Cancel Date is in the past or there is a gap between the Residency Date and the temporary permit Expiry Date of less than 2 months:

On the **Person Information Change** screen:

- Update the Status in Canada to **Permanent Resident**
- Enter the Permanent Resident Date in the **Permit issued date** field

On the **Coverage Adjustment** screen:

- Remove the future cancellation date
- If the coverage will be continuous (from the Temporary Permit Holder coverage to the Permanent Resident coverage) make sure a Paid Cancel Reason is used for cancelling the Temp Permit Holder coverage, e.g. use **Duplicate Coverage** or other applicable Paid Cancel Reason. If Expired Temp Coverage is used as the Cancel Reason, the beneficiary will not be able to obtain a new BC Services Card

From the **Identity Proofing Event** search on the ribbon:

- Search for a waiting Identity Proofing Event
  - If found, request the photo card
  - If not found, send a **BCSC05\_PRINFO** letter

b. If the applicant had previous coverage as a Temporary Permit Holder which cancelled between 2 months to not more than 6 months ago and then re-applies:

Set up coverage for 1<sup>st</sup> of current unless the beneficiary specifically requests coverage to be backdated to be continuous:

- To provide continuous coverage, follow the procedure in section a above
- To give 1<sup>st</sup> of current coverage, renew on the **Enrolment** screen as follows:
  - Update the Status in Canada to **Permanent Resident**

- Enter the Permanent Resident Date in the **Permit issued date** field
- Check that the **Coverage Effective date** is set to the start of the current month (use **CSR Override** if necessary)

c. If the applicant had previous coverage as a Temporary Permit Holder which cancelled 6 or more months ago and re-applies:

On the **Enrolment** screen, renew coverage:

- Update the Status in Canada to **Permanent Resident**
- Enter the Permanent Resident Date in the **Permit issued date** field
- The system sets up new coverage using the 1<sup>st</sup> of 3<sup>rd</sup> month from Permit Issue Date

From the **Identity Proofing Event** search on the ribbon:

- Search for a waiting Identity Proofing Event
  - If found, request the photo card
  - If not found, send a **BCSC05\_PRINFO** letter

d. If the proof of Permanent Resident status received is a photocopy of the Confirmation of Permanent Resident Status document and the signature of the Immigration Officer is missing:

- Send a customized **ENR01\_MISSINGINFO** letter to the applicant indicating that the signature is required. The applicant can either return to where they landed or the nearest port of entry to get the form signed. (A CBSA duty officer would probably sign in lieu of the landing officer if that officer is not available)

e. If proof of Permanent Resident status received is a photocopy of the Confirmation of Permanent Resident Status document and the signature of the Immigration Officer is not visible at the bottom of the form (this applies to photocopies of the form in which the copy IRCC gave to the applicant had the area with the signature cut off; this does NOT apply to situations in which the form has not been signed).

- If the PR date is filled in at the top of the form, process the application
- If the Immigration Officer's signature is not visible at the bottom and the PR date is not filled in at the top of the form, request a new copy of the form which includes the missing information and follow the missing information procedure



Manual update January 22, 2019

## 7. Processing an Immigration Renewal

a. Before processing, always read the notes on the immigration document and, if applicable, the notes in RAPID. Take into account any special instructions before processing the application.

If a valid permit has not been received:

**Level 2:** Send an IMM05\_IMPSTAT letter explaining the denial of coverage

b. Check the document type and Case Type to determine if you are able to process the renewal.

|         | Permit Type    | Case Type  |
|---------|----------------|--|
| Level 2 | Work Permit    | 20, 24, 26, 27, 28, 52, 53, 54, 56, 57, 58, 59, 98             |
|         | Study Permit   | 30, 31, 34, 36, 37   |
|         | Visitor Permit | 10 (for spouse/children of work/study permit holders only), 12 |
| Level 3 | Visitor Permit | 10 (for account holders), 13                                   |

Escalate any case type not listed to the Immigration Specialist Supervisor for review.

If any of the following apply, **Level 2** should transfer to **Level 3**:

- Cancel reason other than **Expired Temp Permit, Renewal CIC Temp Docs Req'd or Refugee Claimant** on the coverage
- Applicant had a Work or Study permit and has now been issued a different permit type. Exception: if the applicant had a Work or Study permit and now has a Working Holiday Program permit – Level 2 should process.

c. Determine if continuous coverage should be given.

To extend a current coverage period use the **Coverage Adjustment** screen. Do not use the **Enrolment** screen unless there is a lapse in coverage and a new coverage period is being provided.

When a Temporary Permit Holder's permit is renewed or reinstated there are differing requirements depending on any gaps between immigration documents and any gap in active MSP coverage. See the table below.

Immigration renewals for Temporary Permit Holders assuming no absences from BC:

| Permit Gap?                   | Coverage Gap? | Coverage Requirements                                     |
|-------------------------------|---------------|---|
| 0 - 45 days or "Maintained"   | 0 - 45 days   | Eligible for Continuous coverage upon request             |
| 0 - 45 days or "Maintained"   | 46 – 183 days |   |
| 0 - 45 days or "Maintained"   | 184+ days     | App needed, Eligible for Continuous coverage upon request |
| 46+ days, "Restored" or blank | 0 - 45 days   | Wait Period unless Status in Canada is proven             |
| 46+ days, "Restored" or blank | 46 – 183 days |   |
| 46+ days, "Restored" or blank | 184+ days     | App needed, Wait Period unless Status in Canada is proven |

- The applicant is eligible for continuous coverage if the gap in documents is 45 days or less or "Maintained" is noted in the remarks. Set up coverage for first of current unless the applicant requests continuous coverage
- The applicant must fulfill a new wait period if the gap in documents is 46 days or more with no remarks (blank). If the remarks state "Restored", the applicant must fulfill a new wait period regardless of the gap between documents. The wait period will apply from the date the new permit has been issued
- If the gap in coverage is 184 days or more, an application must be received before coverage can be renewed. If an application is not received, send an ENR18\_ INACTIVEPHN letter
- If the applicant requests coverage to be backdated, the latest document indicates "Maintained" and there is a gap of 9+ months since their last document on file, set them first of current and send an IMM02\_RESREQU letter. When a bridging document is received, if it states "maintained" back-date coverage as requested

d. If applicant is eligible for coverage based on the new/renewed immigration document, and the document expires on the 1<sup>st</sup> of a month, coverage should be cancelled at the end of the month prior to the expiry month. If the system selects a cancel date for the end of the current month, override to have the coverage cancelled as of the last day of the previous month.

- On the **Coverage Adjustment** screen, select cancel reason **Expired Temp Permit** and enter the cancel date



- If cancelling coverage and a pending cancel date exists, or is created, correct the pending cancel date/reason information on the **Maintain Pending Information** screen. For details see **Coverage Adjustments and Cancellations**, section 30, **Maintain Pending Information**.

**e. On the Person Information Change screen:**

**Name Update:** If the name on a new immigration document (Temporary Permit, Permanent Resident Card, Canadian Citizenship Card/Certificate) had been updated, update the name in RAPID (even if the beneficiary has not requested the name change).

- Enter the new name in the applicable name field(s)

For all immigration document renewals:

- Click the **Add New Record** checkbox in the Status in Canada Information panel
- Enter the required information for the renewed documents in the **Status in Canada**, **Permit Issue Date** and **Permit expiry date** fields
- Click the **Eligible Status in Canada?** checkbox
- Submit

Note: If the Status in Canada is not Canadian, and the BC Arrival Date is populated, RAPID will auto-populate the Canada Arrival Date with the BC Arrival Date. This can be overwritten. Be aware that if the Status in Canada is **Canadian**, the Canada Arrival Date, if applicable, will not be copied over and will need to be manually added.

**f. Permits Added Out of Order:**

When adding a previous permit (when there is a more current permit in the records), the **Person Profile** displays the previous work permit and the more current permit is displayed in the history. To correct this, use the **Absence, Immigration & Residence Management (AIR)** screen to place the most current permit on the top:

- Using the dropdown lists, change the information in the record so the most recent permit information is displayed in the top record and the older permit information is displayed in one of the records below
- Displayed order of the older permits does not matter as long as the most recent permit is displayed in the top record

**g. Providing Continuous Status in Canada Level 3**

If the applicant is assigned a wait period but believes they have met eligibility requirements for continuous coverage, the applicant must submit one or more of the following to support their claim of eligibility:

- Permit payment receipt
- Correspondence from IRCC indicating a delay in processing
- Letter from employer on company letterhead to confirm dates of employment for work permit holders
- Letter from school on school letterhead to confirm dates of studies for student permit holders
- A detailed list of absences from the province along with entry and exit stamps or other receipts such as flight itineraries/airline tickets



## 29. Change of Status from Temporary Permit Holder to Permanent Resident

a. When a beneficiary's Status in Canada is updated to Permanent Resident there are differing requirements depending on any gaps between immigration documents and any gaps in active MSP coverage. See the table below:

Change in status from Temporary Permit Holder to Permanent Resident assuming no absences from BC:

| Document Gap? | Coverage Gap? | Coverage Requirements  | Category  |
|---------------|---------------|--|-----------|
| 0 - 45 days   | 0 - 45 days   | None but will need to ID Proof for photo BCSC                          | PS2       |
| 0 - 45 days   | 46 - 183 days | Complete ID Proofing, Eligible for Continuous upon request             | TS GRP NR |
| 0 - 45 days   | 184+ days     | App needed, Complete ID Proofing, Eligible for Continuous upon request | TS GRP NR |
| 46+ days      | 0 - 45 days   | Complete ID Proofing with Wait Period                                  | TS GRP NR |
| 46+ days      | 46 - 183 days |  |           |
| 46+ days      | 184+ days     | App needed, Complete ID Proofing with Wait Period                      | TS GRP NR |

Combine as applicable:

- Gap between documents 46+ days requires a wait period
- Gap between coverage periods 46+ days requires ID Proofing before new coverage is opened, i.e. Two-Step Enrolment
- Gap between coverage periods 184+ days requires a new application
- When required to ID Proof only to obtain a new BCSC, send **BCSC05\_PRINFO**
- When required to ID Proof as part of Two-Step Enrolment, send **BCSC13\_TWOSTEP**
- Existing beneficiaries with continuous coverage will not have to complete Two-Step Enrolment, so their coverage will not be cancelled if they do not ID Proof at ICBC. They will have to ID Proof in order to receive their BC Services Card once they obtain their PR card or other primary ID acceptable to ICBC

When updating Temporary Permit Holder coverage to Permanent Resident coverage:

b. When continuous coverage is being provided:

On the **Person Information Change** screen:

- Update the Status in Canada to **Permanent Resident**
- Enter the Permanent Resident Date in the **Permit issued date** field



Check all accounts and coverage periods the beneficiary has been on to make sure all pending cancellations are removed. Click the **show all** box above the **Account Detail** grid to check for old coverage periods. If any cancellations are left pending, the beneficiary will not be able to receive a new BC Services Card

On the **Coverage Adjustment** screen:

- Remove the future cancellation date if there is one
- If the coverage will be continuous (from the Temporary Permit Holder coverage to the Permanent Resident coverage) make sure a Paid cancel reason is used for cancelling the Temp Permit Holder coverage, e.g. use **Duplicate Coverage** or other applicable Paid cancel reason. If **Expired Temp Coverage** is used as the cancel reason, the beneficiary will not be able to obtain a new BC Services Card

From the **Identity Proofing Event** search on the ribbon:

- Search for a waiting Identity Proofing Event
  - If found, release the photo card
  - If an ID Proofing event is not found, send a letter to advise the beneficiary to request a photo BC Services Card as they are no longer eligible for a non-photo BC Services Card
    - When required to ID Proof only to obtain a new BCSC, send **BCSC05\_PRINFO**
    - When required to ID Proof as part of Two-Step Enrolment, send **BCSC13\_TWOSTEP**

c. When coverage is being provided 1<sup>st</sup> of current or after a wait period has been completed:

Check all accounts and coverage periods the beneficiary has been on to make sure all pending cancellations are removed. Click the **show all** box above the **Account Detail** grid to check for old coverage periods. If any cancellations are left pending, the beneficiary will not be able to receive a new BC Services Card

On the **Coverage Adjustment** screen:

- Remove the future cancellation date if there is one
- If the coverage will be continuous (from the Temporary Permit Holder coverage to the Permanent Resident coverage) make sure a Paid cancel reason is used for cancelling the Temp Permit Holder coverage, e.g. use **Duplicate Coverage** or other applicable Paid cancel reason. If **Expired Temp Coverage** is used as the cancel reason, the beneficiary will not be able to obtain a new BC Services Card

On the **Enrolment** screen, renew coverage:

- Update the Status in Canada to **Permanent Resident**
- Enter the Permanent Resident Date in the **Permit issued date** field
- The system sets up new coverage using the 1st of 3rd month from Permit Issue Date. Use **CSR Override** if the applicant is not required to complete a waiting period (i.e. the gap between documents is 45 days or less)
- Cancel the coverage as of the registration date using cancel reason **IDP Pending**

From the **Identity Proofing Event** search on the ribbon:

- Search for a waiting Identity Proofing Event
  - If found, release the photo card
  - If an ID Proofing event is not found, send a letter to advise the beneficiary to request a photo BC Services Card as they are no longer eligible for a non-photo BC Services Card
    - When required to ID Proof only to obtain a new BCSC, send **BCSC05\_PRINFO**
    - When required to ID Proof as part of Two-Step Enrolment, send **BCSC13\_TWOSTEP**

#### d. Examples

##### 1. Gap in documents 0 – 45 days & gap in coverage 0 – 45 days

Beneficiary has a work permit valid until 08/15/2018 with coverage cancelled **Expired Temp Permit** on 08/31/2018. In June, HIBC received a doc indicating PR status took effect on 04/15/2018.

- Update the status in RAPID
- Remove the future cancellation
- Check for an IDP
  - If one is found, release the card
  - If one is not found, send a **BCSC05\_PRINFO** letter

##### 2. Gap in documents 0 – 45 days & gap in coverage 46 - 183 days

Beneficiary has a work permit valid until 04/15/2018 with coverage cancelled **Expired Temp Permit** as of 04/30/2018. In August, HIBC received a doc indicating PR status took effect on 01/15/2018.

- Update the status in RAPID
- Leave the cancellation as is
- Set up new null **IDP Pending** coverage as of 08/01/2018 (no wait period)
- Check for an IDP
  - If one is found, release the card
  - If one is not found, send a **BCSC13\_TWOSTEP** letter

##### 3. Gap in documents 0 – 45 days & gap in coverage 184+ days

Beneficiary has a work permit valid until 10/15/2017 with coverage cancelled **Expired Temp Permit** as of 10/31/2017. In June of 2018, HIBC received a doc indicating PR status took effect on 10/05/2017.

If a new application was received:

- Update the status in RAPID
- Leave the cancellation as is
- Set up new null **IDP Pending** coverage as of 06/01/2018 (no wait period)
- Check for an IDP and if found, release the card

If a new application was not received or an IDP was not found, send a **BCSC13\_TWOSTEP** letter.



#### 4. Gap in documents 46 – 183 days & gap in coverage 0 - 45 days

Beneficiary has a work permit valid until 04/10/2018 with coverage cancelled Expired Temp Permit as of 04/30/2018. In mid-June, HIBC received a doc indicating PR status took effect on 06/01/2018.

- Update the status in RAPID
- Leave the cancellation as is
- Set up new null **IDP Pending** coverage as of 09/01/2018 (wait period applies)
- Check for an IDP
  - If one is found, release the card
  - If one is not found, send a **BCSC13\_TWOSTEP** letter

#### 5. Gap in documents 46 – 183 days & gap in coverage 46 - 183 days

Beneficiary has a work permit valid until 01/15/2018 with coverage cancelled Expired Temp Permit as of 01/31/2018. In June, HIBC received a doc indicating PR status took effect on 05/15/2018.

- Update the status in RAPID
- Leave the cancellation as is
- Set up new null **IDP Pending** coverage as of 08/01/2018 (wait period applies)
- Check for an IDP
  - If one is found, release the card
  - If one is not found, send a **BCSC13\_TWOSTEP** letter

#### 6. Gap in documents 46+ days & gap in coverage 184+ days

Beneficiary has a work permit valid until 10/15/2017 with coverage cancelled Expired Temp Permit as of 10/31/2017. In June of 2018, HIBC received a doc indicating PR status took effect on 05/15/2018.

If a new application was received:

- Update the status in RAPID
- Leave the cancellation as is
- Set up new null **IDP Pending** coverage as of 08/01/2018 (wait period applies)
- Check for an IDP and if found, release the card

If a new application was not received or an IDP was not found, send a **BCSC13\_TWOSTEP** letter.

#### e. If the Permanent Resident does not have Primary ID acceptable to ICBC

If the applicant has not received their PR card, has an expired PR card or an old card without an expiry date and has no other primary ID acceptable to ICBC, they will not be able to ID Proof. Upon contact with HIBC, these applicants should be given 6 months of temporary coverage using cancel reason **Date of Arrival Coverage** (once the wait period has been fulfilled if applicable) while they await their PR card. If they have a BCDL/BCID or other primary ID acceptable to ICBC, do not give the temporary coverage.

- Set up 6 months of coverage starting the first of the current month or the first of the month after the wait period has been completed whichever is later

- Use cancel reason **Date of Arrival Coverage** (even though the beneficiary is not getting date of arrival coverage this cancel reason must be used)
- Issue a modified **Confirmation of Temporary Coverage** letter explaining the temporary coverage **BCSC15\_TEMPCOV**
- Do not attempt to issue a non-photo BCSC
- If the applicant is still waiting for their PR card near the end of their temporary coverage period, they may request an additional temporary coverage period upon request via the MoH Approval process

**f. If the proof of Permanent Resident status received is a photocopy of the Confirmation of Permanent Resident Status document and the signature of the Immigration Officer is missing:**

- Send a customized **ENRO1\_MISSINGINFO** letter to the applicant indicating that the signature is required. The applicant can either return to where they landed or the nearest port of entry to get the form signed. (A CBSA duty officer would probably sign in lieu of the landing officer if that officer is not available)

**g. If proof of Permanent Resident status received is a photocopy of the Confirmation of Permanent Resident Status document and the signature of the Immigration Officer is not visible at the bottom of the form (this applies to photocopies of the form in which the copy IRCC gave to the applicant had the area with the signature cut off; this does NOT apply to situations in which the form has not been signed).**

- If the PR date is filled in at the top of the form, process the application
- If the Immigration Officer's signature is not visible at the bottom and the PR date is not filled in at the top of the form, request a new copy of the form which includes the missing information and follow the missing information procedure