

# Sanctuary Health, BC Health Coalition and Ministry of Health Meeting Working Group Minutes

May 22, 2019 9:00am to 10:00am

Attendees:

Sanctuary Health	BC Heath Coalition	Ministry of Health (MoH)
Omar Chu	Nadine Nakagawa	Isobel Ross
Byron Cruz	Adam Lynes-Ford	Aparna Ramesh
	Ayendri Riddell	Dawn Macleod
Regrets: Stephanie Power, Beverlee Sealey, Nesa Tousi, ingrid mendez		

Objectives	Discussion/ Action Items
Review minutes and Work Plan	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>Members approved April 24, 2019 minutes.</li> <li>Members reviewed the Work Plan and provided comments on the various areas.</li> </ul> <p><b>Action Items:</b></p> <ul style="list-style-type: none"> <li>BSSP to add Indre to the Working Group distribution list and send material from previous meetings.</li> <li>BSSP to update Work Plan to reflect comments.</li> <li>BSSP to continue working with legal team to explore action items regarding the wait period.</li> <li>BSSP internally reviewing draft communication plan for communicating information to parents with precarious immigration status.</li> </ul>
Newborn Enrolment Process	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>BSSP outlined limitations to verifying MSP eligibility for baby's born to parents with precarious immigration status through the Vital Stats Online Birth Registration</li> </ul> <p><b>Action Items:</b></p> <ul style="list-style-type: none"> <li>BSSP to explore collecting additional information through the Vital Stats Online Birth Registration to provide HIBC adequate information to automatically complete MSP enrolment (through the Birth Feed) for babies born to parents with precarious immigration status.</li> <li>BSSP to explore adding information to the Vital Stats Online Birth Registration MSP webpage to clarify the process for enrolling a baby when the mother does not have an active MSP account.</li> </ul>
Unattended Birth Checklist	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>BSSP explained Vital Stats requirements for collecting information on the Unattended Birth Checklist.</li> </ul>
HIBC Letter Revisions	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>Members discussed proposed changes to HIBC letter sent to parents when their child's application for enrolment cannot be processed due to missing parental information</li> </ul> <p><b>Action Items:</b></p> <ul style="list-style-type: none"> <li>BSSP to update draft HIBC letter sent to parents when their child's application for enrolment cannot be processed due to missing parental information and circulate to Working Group members by May 24, 2019.</li> </ul>

	<ul style="list-style-type: none"> <li>Sanctuary Health and BC Health Coalition Working Group members to summarize concerns regarding requesting parents with precarious immigration status to submit a letter with their child's MSP enrolment application.</li> </ul>
Disclosure Statement	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>Members discussed the requirements to keep the disclosure statement on the MSP application form and possible options to alter it to alleviate concerns of this population.</li> </ul> <p><b>Action Items:</b></p> <ul style="list-style-type: none"> <li>Sanctuary Health and BC Health Coalition Working Group members to provide feedback on clarifying the disclosure statement on the MSP application form to specify the disclosure statement only pertains to individuals who are applying for MSP.</li> </ul>

DM Notes for May 8, 2019 meeting:

Agenda Item:

2. Action Items from the Sanctuary Health, BC Health and MoH meeting was for BSSP to work Vital Stats to explore options for verifying a newborn's eligibility for enrolment in MSP through the Online Birth Registration to prevent them from being 'bumped' out of the Vital Stats Birth Feed.

For discussion:

Vital Stats Online Birth Registration (eBR) can not verify these babies because:

- Purpose is to do birth registration
- One-way feed, eBR does not verify eligibility
- Collection purpose, with minimal validation i.e. starts with a nine and nine digits
- All services negotiated the same way:
  - What information to collect and forward to HIBC
  - Ask parents if they want to authorize
  - Never in a position to verify or 'police' information
  - MSP takes over after baby feed is processed, as such verification happens at HIBC

**Could look at the content 'wording' that is on the MSP eBR screen.** Currently, states:

- [mom] "have active MSP coverage at the time the child is born"
- Could say "if you are not eligible for enrolment in MSP please phone....." instead of submitting a request that will ultimately be 'bumped out')

3. Wording in the Unattended Birth Checklist

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Re legal:

Compliance and MPA and FOIPPA require statement bc MoH is tasked with responsibility to ensure eligibility of beneficiaries. FOIPPA gives MoH authority to contact US immigration, to a certain level.

## Sanctuary Health (SH), BC Health Coalition (BCHC) and Ministry of Health (MoH)

### Work Plan

Issues	Action Items	Responsible	Start Date	End Date	Notes
Admin	<ul style="list-style-type: none"> <li>BSSP to add Indre to the Working Group distribution list and send material from previous meetings.</li> </ul>	BSSP	May 22, 2019		
Enrolment Process	<ul style="list-style-type: none"> <li>BSSP to review requested documentation from parents with precarious immigration when they enrol their child on a self-administered MSP account.</li> </ul>	BSSP	April 24, 2019		<b>In progress.</b>
	<ul style="list-style-type: none"> <li>BSSP to work with HIBC to explore options for requesting information from parents with precarious immigration status.</li> </ul>	BSSP	April 24, 2019		<b>In progress.</b>
	<ul style="list-style-type: none"> <li>BSSP to review scripting options for Health Insurance BC (HIBC) Customer Service Representatives when parents with precarious immigration status call HIBC.</li> </ul>	BSSP	April 24, 2019		<b>In progress.</b>
	<ul style="list-style-type: none"> <li>Invite HIBC representative to a future meeting to discuss scripting.</li> </ul>	BSSP			<b>On Hold,</b> while scripting is finalized.
	<ul style="list-style-type: none"> <li>BSSP to update draft HIBC letter sent to parents when their child's application for enrolment cannot be processed due to missing parental information and circulate to Working Group members.</li> </ul>	BSSP	April 24, 2019	May 24, 2019	

**DRAFT**

Last updated by: Dawn Macleod  
On: May 22, 2019

	<ul style="list-style-type: none"> <li>Sanctuary Health and BCHC Working Group members to summarize concerns regarding requesting parents with precarious immigration status to submit a letter with their child's MSP enrolment application.</li> </ul>	SH/ BCHC	May 22, 2019		
Birth Feed/ Online Birth Registration	<ul style="list-style-type: none"> <li>BSSP to explore options for verifying a newborn's eligibility for enrolment in MSP through the Online Birth Registration to prevent them from being 'bumped' out of the Vital Stats Birth Feed.</li> </ul>	BSSP/ Vital Stats	April 10, 2019	May 2019	
	<ul style="list-style-type: none"> <li>BSSP to explore collecting additional information through the Vital Stats Online Birth Registration to provide HIBC adequate information to automatically complete MSP enrolment (through the Birth Feed) for babies born to parents with precarious immigration status.</li> </ul>	BSSP	May 22, 2019		
	<ul style="list-style-type: none"> <li>BSSP to explore adding information to the Vital Stats Online Birth Registration MSP webpage to clarify the process for enrolling a baby when the mother does not have an active MSP account.</li> </ul>	BSSP	May 22, 2019		

## DRAFT

Last updated by: Dawn Macleod

On: May 22, 2019

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MoH Website	<ul style="list-style-type: none"> <li>Working Group members to develop clarifying information for the Ministry of Health website.</li> </ul>	BSSP/ SH		June 2019	<b>On hold</b> , as language for letter and HIBC scripting in developed.
Awareness Campaign	<ul style="list-style-type: none"> <li>Working Group members to start developing a communication plan- identifying methods and possible material for communicating information to parents with precarious immigration status.</li> <li>BSSP to identify key stakeholders and methods.</li> </ul>	BSSP/ SH	April 10, 2019	June 2019	

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**DRAFT**

Last updated by: Dawn Macleod  
On: May 22, 2019

Completed Items					
Issues	Action Items	Responsible	Start Date	End Date	Notes
<b>Admin</b>	<ul style="list-style-type: none"> <li>BSSP to add Nessa and Aparna to Working Group distribution list and send material from previous meetings</li> </ul>	BSSP		March 27, 2019	<b>Completed</b>
<b>Enrolment Process</b>	<ul style="list-style-type: none"> <li>BSSP to explore reasons for request on the Unattended Birth Checklist and options for altering it.</li> <li></li> </ul>	BSSP/ Vital Stats	April 24, 2019	May 22, 2019	<b>Completed</b>
	<ul style="list-style-type: none"> <li>BSSP to identify HIBC scripting used for calls regarding enrolling eligible minors on their own MSP account.</li> </ul>	BSSP	March 27, 2019	April 24, 2019	<b>Completed</b>
	<ul style="list-style-type: none"> <li>Working Group members to provide feedback on the letter sent to parents when their newborn is 'bumped' out of the Vital Stats Birth Feed to BSSP by <b>April 18, 2019.</b></li> </ul>			April 24, 2019	<b>Completed</b>
	<ul style="list-style-type: none"> <li>SH to document and provide feedback about concerns of this group regarding interactions with Government.</li> </ul>	SH		March 2019	<b>Completed</b>
	<ul style="list-style-type: none"> <li>BSSP to outline the process for enrolling newborns (in MSP) who are born outside of hospitals.</li> </ul>	BSSP/ Vital Stats		April 2019	<b>Completed</b>
	<ul style="list-style-type: none"> <li>BSSP to send Working Group Members a copy of the letter sent to parents</li> </ul>			April 10, 2019	<b>Completed</b>

## DRAFT

Last updated by: Dawn Macleod  
On: May 22, 2019

	when their baby is “bumped” out of the Birth Feed				
	<ul style="list-style-type: none"> <li>BSSP to identify what information HIBC uses when verifying babies born to parents enrolled in a Federal Group when they are “bumped” out of the Birth Feed.</li> </ul>	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> <li>BSSP to continue to get an understanding of the birth feed and how each authority interfaces, in order to get a sense of how/ why babies born to parents with precarious immigration status are bumped out of the Birth Feed.</li> </ul>	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> <li>BSSP to outline HIBC process for enrolling minors on their own self-administered account.</li> </ul>	BSSP		April 27, 2019	Completed
	<ul style="list-style-type: none"> <li>MOH to confirm with BC Women’s Hospital Social Work Department of the options currently available to register babies born to individuals with precarious immigration status.</li> </ul>	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> <li>BSSP to confirm procedures for manual review when newborns can not enrol in MSP through the Online Birth Registration.</li> </ul>	BSSP		April 10, 2019	Completed
<b>Digital Experience Online Enrolment Form</b>	<ul style="list-style-type: none"> <li>Explore limitations of the Digital Experience online enrolment form for this group.</li> </ul>	BSSP		March 27, 2019	Completed

## DRAFT

Last updated by: Dawn Macleod

On: May 22, 2019



	<ul style="list-style-type: none"> <li>SH to provide input concerning disclosure statement on the Application for Enrolment Form pertaining to immigration and law enforcement authorities.</li> </ul>	SH			<b>Completed</b>
	<ul style="list-style-type: none"> <li>Summarize rational for having the disclosure statements on the baby enrolment form as the nature of baby's residency is different from an adult's residency.</li> <li>Explore removing the requirement to include parent's PHN on the Baby Enrolment form.</li> </ul>	BSSP		March 27, 2019	<b>Completed</b>
<b>Application for Enrolment Form</b>	<ul style="list-style-type: none"> <li>BSSP to clarify FOIPPA requirements regarding the disclaimer, specifically if there is a particular section of the Act or Regulation that requires that this statement be on there.</li> </ul>			May 22, 2019	<b>Completed.</b>
	<ul style="list-style-type: none"> <li>BSSP to clarify if the disclaimer enables MoH to contact immigration authorities during residency investigations and if the Act compels MoH to get the declaration signed.</li> </ul>			May 22, 2019	<b>Completed.</b>

**DRAFT**

Last updated by: Dawn Macleod  
On: May 22, 2019

# Sanctuary Health, BC Health Coalition and Ministry of Health Meeting

## Working Group

### Agenda

June 19, 2019  
9:00am to 10:00am

#### Join by Phone

Local - Victoria: +1 (250) 952-9304  
Local - Vancouver: +1 (604) 398-9304  
Toll-Free: +1 (888) 952-9304

Conference ID: 802361

#### Attendees:

Sanctuary Health	BC Health Coalition	Ministry of Health (MoH)
Omar Chu	Nadine Nakagawa	Stephanie Power
Nesa Tousi	Adam Lynes-Ford	Aparna Ramesh
Byron Cruz	Ayendri Riddel	Dawn Macleod
		Isobel Ross

#### Regrets:

Beverlee Sealey      ingrid mendez

Meeting Objectives	Attachment
Review and Approve May 22, 2019 Minutes	May 22, 2019 Minutes
Provide and update on the status of HIBC proposed letter	
Discuss Verification of Eligibility through Vital Stats	
Discuss disclosure statement	
Summarize Work Performed by the Eligibility, Enforcement and Compliance and Unit	
Review Work Plan	Work Plan

# Sanctuary Health, BC Health Coalition and Ministry of Health Meeting Working Group Minutes

June 19, 2019 9:00am to 10:00am

Attendees:

Sanctuary Health	BC Health Coalition	Ministry of Health (MoH)
Omar Chu	Ayendri Riddell	Isobel Ross
Nesa Tousi		Aparna Ramesh
Byron Cruz		Dawn Macleod
Regrets: Stephanie Power, Beverlee Sealey, Ingrid Mendez, Nadine Nakagawa, Adam Lynes-Ford		

Objectives	Discussion/ Action Items
Review minutes and Work Plan	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>Members approved May 22, 2019 minutes.</li> <li>Members reviewed the Work Plan and provided comments on the various areas.</li> </ul> <p><b>Action Items:</b></p> <ul style="list-style-type: none"> <li>BSSP to update Work Plan to reflect comments.</li> </ul> <p>s.14</p>
HIBC Letter Revisions	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>Members discussed progress on the HIBC letter sent to parents when their child's application for enrolment cannot be processed due to missing parental information and subsequent work underway at HIBC to explore the downstream impacts of proposed policy and procedure changes.</li> </ul> <p><b>Action Items:</b></p> <ul style="list-style-type: none"> <li>BSSP to provide an updated draft letter to Sanctuary Health and BC Health Coalition to obtain feedback from their Parent Group.</li> <li>Sanctuary Health and BC Health Coalition to confirm date of the next Parent Group meeting.</li> <li>Ayendri Riddell invited to email Dawn Macleod to set up a separate meeting to review procedures for enrolling newborns in the Medical Services Plan if desired.</li> </ul>
Newborn Enrolment Process	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>BSSP outlined limitations to verifying MSP eligibility for baby's born to parents with precarious immigration status through the Vital Stats Online Birth Registration. Members agreed to close item.</li> </ul>
Disclosure Statement	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>Members discussed the requirements to keep the disclosure statement on the MSP application. Members agreed to close item.</li> </ul>
Eligibility, Enforcement and Compliance Unit	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>BSSP summarized work performed by the Eligibility, Enforcement and Compliance Unit.</li> </ul> <p><b>Action Item:</b></p> <ul style="list-style-type: none"> <li>Sanctuary Health and BC Health Coalition to email questions regarding the Eligibility, Compliance and Enforcement Unit to Dawn Macleod.</li> </ul>

Drafter: Dawn Macleod

Date: June 20, 2019

## Sanctuary Health (SH), BC Health Coalition (BCHC) and Ministry of Health (MoH) Work Plan

Issues	Action Items	Responsible	Start Date	End Date	Notes
Admin					
Enrolment Process	<ul style="list-style-type: none"> <li>BSSP to review requested documentation from parents with precarious immigration when they enrol their child on a self-administered MSP account.</li> </ul>	BSSP	April 24, 2019		<b>In progress.</b>
	<ul style="list-style-type: none"> <li>BSSP to work with HIBC to explore options for requesting information from parents with precarious immigration status.</li> </ul>	BSSP	April 24, 2019		<b>In progress.</b>
	<ul style="list-style-type: none"> <li>BSSP to review scripting options for HIBC Customer Service Representatives when parents with precarious immigration status call HIBC.</li> </ul>	BSSP	April 24, 2019		<b>In progress.</b>
	<ul style="list-style-type: none"> <li>Invite HIBC representative to a future meeting to discuss scripting.</li> </ul>	BSSP			<b>On Hold</b> , while scripting is finalized.
	<ul style="list-style-type: none"> <li>BSSP to update draft HIBC letter sent to parents when their child's application for enrolment cannot be processed due to missing parental information and circulate to Working Group members.</li> </ul>	BSSP	April 24, 2019		<b>In progress.</b>
	<ul style="list-style-type: none"> <li>BSSP to circulate prior to SH and BCHC prior to Parent Group for feedback.</li> </ul>	BSSP	June 19, 2019		
	<ul style="list-style-type: none"> <li>SH and BCHC to confirm date of the next Parent Group meeting</li> </ul>	SH/ BCHC	June 19, 2019		

### DRAFT

Last updated by: Dawn Macleod  
On: June 25, 2019

Birth Feed/ Online Birth Registration	<ul style="list-style-type: none"> <li>BSSP to explore adding information to the Vital Stats Online Birth Registration MSP webpage to clarify the process for enrolling a baby when the mother does not have an active MSP account.</li> </ul>	BSSP	May 22, 2019		<b>On Hold</b> , while scripting is finalized.
MoH Website	<ul style="list-style-type: none"> <li>Working Group members to develop clarifying information for the Ministry of Health website.</li> </ul>	BSSP/ SH		June 2019	<b>On hold</b> , as language for letter and HIBC scripting in developed.
Awareness Campaign	<ul style="list-style-type: none"> <li>Working Group members to start developing a communication plan- identifying methods and possible material for communicating information to parents with precarious immigration status.</li> </ul>	BSSP/ SH	April 10, 2019	June 2019	
	<ul style="list-style-type: none"> <li>Working Group Members to identify key stakeholders and methods.</li> </ul>	BSSP/ SH	April 10, 2019	June 2019	
s.14					
Compliance and Audit Unit	<ul style="list-style-type: none"> <li>Sanctuary Health and BC Health Coalition to email questions regarding the Eligibility, Compliance and Enforcement Unit to Dawn Macleod.</li> </ul>	SH/ BCHC	June 19, 2019.		

## DRAFT

Last updated by: Dawn Macleod  
On: June 25, 2019

Completed Items					
Issues	Action Items	Responsible	Start Date	End Date	Notes
<b>Admin</b>	<ul style="list-style-type: none"> <li>BSSP to add Nessa and Aparna to Working Group distribution list and send material from previous meetings</li> </ul>	BSSP		March 27, 2019	<b>Completed</b>
	<ul style="list-style-type: none"> <li>BSSP to add Ayendri to the Working Group distribution list and send material from previous meetings.</li> </ul>	BSSP	May 22, 2019	May 22, 2019	<b>Completed</b>
<b>Enrolment Process</b>	<ul style="list-style-type: none"> <li>BSSP to explore reasons for request on the Unattended Birth Checklist and options for altering it.</li> </ul>	BSSP/ Vital Stats	April 24, 2019	May 22, 2019	<b>Completed</b>
	<ul style="list-style-type: none"> <li>SH to document and provide feedback about concerns of this group regarding interactions with Government.</li> </ul>	SH		March 2019	<b>Completed</b>
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	<ul style="list-style-type: none"> <li>BSSP to identify what information HIBC uses when verifying babies born to parents enrolled in a Federal Group when they are “bumped” out of the Birth Feed.</li> </ul>	BSSP		April 10, 2019	<b>Completed</b>
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On: June 25, 2019

	why babies born to parents with precarious immigration status are bumped out of the Birth Feed.				
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Last updated by: Dawn Macleod  
On: June 25, 2019

<b>Birth Feed/ Online Birth Registration</b>	<ul style="list-style-type: none"> <li>BSSP to explore options for verifying a newborn's eligibility for enrolment in MSP through the Online Birth Registration to prevent them from being 'bumped' out of the Vital Stats Birth Feed.</li> </ul>	BSSP/ Vital Stats	April 10, 2019	June 19, 2019	<b>Completed.</b>
	<ul style="list-style-type: none"> <li>BSSP to explore collecting additional information through the Vital Stats Online Birth Registration to provide HIBC adequate information to automatically complete MSP enrolment (through the Birth Feed) for babies born to parents with precarious immigration status.</li> </ul>	BSSP	May 22, 2019	June 19, 2019	<b>Completed.</b>
<b>Digital Experience Online Enrolment Form</b>	<ul style="list-style-type: none"> <li>Explore limitations of the Digital Experience online enrolment form for this group.</li> </ul>	BSSP		March 27, 2019	<b>Completed</b>
<b>Application for Enrolment Form</b>	<ul style="list-style-type: none"> <li>SH to provide input concerning disclosure statement on the Application for Enrolment Form pertaining to immigration and law enforcement authorities.</li> </ul>	SH			<b>Completed</b>
	<ul style="list-style-type: none"> <li>Summarize rationale for having the disclosure statements on the baby enrolment form as the nature of baby's residency is different from an adult's residency.</li> <li>Explore removing the requirement to include parent's PHN on the Baby Enrolment form.</li> </ul>	BSSP		March 27, 2019	<b>Completed</b>

## DRAFT

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s.14	<ul style="list-style-type: none"> <li>BSSP to clarify FOIPPA requirements regarding the disclaimer, specifically if there is a particular section of the Act or Regulation that requires that this statement be on there.</li> </ul>			May 22, 2019	<b>Completed.</b>
	<ul style="list-style-type: none"> <li>BSSP to clarify if the disclaimer enables MoH to contact immigration authorities during residency investigations and if the Act compels MoH to get the declaration signed.</li> </ul>			May 22, 2019	<b>Completed.</b>
	<ul style="list-style-type: none"> <li>SH and BC Health Coalition to provide feedback on clarifying the disclosure statement on the MSP application form to specify the disclosure statement only pertains to individuals who are applying for MSP.</li> </ul>	SH/ BC Health Coalition	May 22, 2019	May 2019	<b>Completed.</b>
<b>Compliance and Audit Unit</b>	<ul style="list-style-type: none"> <li>Summarize Work Performed by the Compliance and Audit Unit</li> </ul>	BSSP	May 30, 2019	June 19, 2019	<b>Completed.</b>

## DRAFT

Last updated by: Dawn Macleod  
On: June 25, 2019

## **MSP enrollment form feedback**

### **Context:**

The application form that Sanctuary Health uses when applying for MSP coverage for babies with support from MOH is the Application for Enrolment, HLTH102.

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Date

File:

Canada Border Service Agency  
Pacific Region - ATIP Program  
525 Hamilton Street  
Vancouver, BC V6B 2R1

Attention: Manager of Administration & Material Management

The *B.C. Ministry of Health* is currently conducting an investigation of **person(s) (DOB,)** under *The Medicare Protection Act* section 5(1)(f) and the *Hospital Insurance Act* section 7(1).

To be eligible for Medical Services Plan (MSP) a person must be a resident as defined in the *Medicare Protection Act*. A resident means:

- (a) is a citizen of Canada or is lawfully admitted to Canada for permanent residence,
- (b) makes his or her home in British Columbia, and
- (c) is physically present in British Columbia at least 6 months in a calendar year, and includes a person who is deemed under the regulations to be a resident but does not include a tourist or visitor to British Columbia.

As part of this investigation, we would like to request the following information from Canada Border Services Agency under section 8(2)(f) of the *Privacy Act* regarding NAME, DOB:

- 1. Current Immigration Status
- 2. Date Status in Canada was lost
- 3. Deportation Date

This information will be used for the purposes of a lawful investigation to determine if the individual met the definition of a resident under the *Medicare Protection Act*. I understand that this information is the property of the Canada Border Services Agency and cannot be divulged to a third party without the prior consent of Canada Border Services Agency.

Yours truly,

Eligibility Investigator  
Eligibility, Compliance & Enforcement Unit

Personal information obtained during the course of a residency or an identity review is collected under the authority of the *Medicare Protection Act* and the *Freedom of Information and Protection of Privacy Act*. The information is used to determine eligibility for publicly funded health care benefits and for BC Services Card eligibility. Personal information is protected from unauthorized use and disclosure in accordance with the *Medicare Protection Act* and the *Freedom of Information and Protection of Privacy Act*, and may be disclosed only as provided by these statutes. If you have any questions regarding this collection of personal information, please contact: [Freedom of Information Request, PO Box 9569, Stn Prov Govt, Victoria, BC V8W 9K1 Phone 250-387-1321 Fax 250-387-9843 Email: FOI.Requests@gov.bc.ca]

Ministry of Health

Eligibility, Compliance and Enforcement Unit  
Audit and Investigations Branch

#310 - 4603 Kingsway  
Burnaby BC V5H 4M4

Telephone: 604 660-2406  
Facsimile: 604 660-3083