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ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

1142516

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
9/18/2019	44996	1142516		DBN - Medical Services Plan (MSP) Wait Period for Babies of Parents with Unknown Resident Status in British Columbia

Approvals

Date Approved	User	Title
9/15/2019 4:25 PM	Armitage, Mark W HLTH:EX	Item Approved.
9/5/2019 10:20 AM	Power, Stephanie A HLTH:EX	Item Approved.

Comments

Comment Date	User	Title
9/16/2019 4:14 PM	Walden, Jamie HLTH:EX	Joan, this can be closed. I will file signed doc once completed. Thx, Jw
9/16/2019 10:12 AM	McIveen, Elaine K HLTH:EX	ADM approved. For Stephanie's signature.Thanks
9/15/2019 4:25 PM	Armitage, Mark W HLTH:EX	DBN reviewed. Recommended option approved. Please print for my signature. Thanks Mark
9/12/2019 10:12 AM	Benninger, Olga HLTH:EX	Hi Mark, BSSP is requesting your review prior to Steph's signature please. Thank you
9/11/2019 12:34 PM	Walden, Jamie HLTH:EX	pls have ADM review and add approval for Division - doc is prepared for ED signature. can return to BSSP for closing. Thx, Jw
9/6/2019 12:38 PM	Benninger, Olga HLTH:EX	Please confirm if this DBN is for Mark? The "prepared for" field at the top and the signature block at the bottom are Steph's. Thanks
9/5/2019 5:18 PM	Walden, Jamie HLTH:EX	ED approval on DBN; for ADM review. Thx, Jw
9/5/2019 5:05 PM	Walden, Jamie HLTH:EX	for 09-10
9/5/2019 10:20 AM	Power, Stephanie A HLTH:EX	Mark, for discussion at our next 1:1. Jw can you please print a copy for me.
9/3/2019 9:20 AM	Dean-Boucher, Anthony HLTH:EX	Hi Steph, for review
9/3/2019 8:58 AM	Puckett, Kate HLTH:EX	For Stephanie's review - please extend the due date as I will review with Steph on Friday (the 6th).
8/29/2019 12:29 PM	Clark, Karen L HLTH:EX	Kate - looks good - please see my minor edits and comments in BN. We can chat if you prefer. Karen
8/28/2019 1:26 PM	Puckett, Kate HLTH:EX	To Karen Clark - please review
8/26/2019 3:54 PM	Dean-Boucher, Anthony HLTH:EX	Created per instruction

Path

Path Date	User	Title
9/18/2019 11:15 AM	Galloway, Joan HLTH:EX	Item completed with the reason Completed.
9/16/2019 4:14 PM	Walden, Jamie HLTH:EX	Item sent to Galloway, Joan .
9/16/2019 10:12 AM	McIveen, Elaine K HLTH:EX	Item sent to Walden, Jamie.
9/15/2019 4:25 PM	Armitage, Mark W HLTH:EX	Item sent to HHRLR Generic.
9/12/2019 10:12 AM	Benninger, Olga HLTH:EX	Item sent to Armitage, Mark.
9/11/2019 12:34 PM	Walden, Jamie HLTH:EX	Item sent to HHRLR Generic.
9/6/2019 1:51 PM	Dean-Boucher, Anthony HLTH:EX	Item sent to Walden, Jamie.
9/6/2019 12:38 PM	Benninger, Olga HLTH:EX	Item sent to Dean-Boucher, Anthony.
9/5/2019 5:18 PM	Walden, Jamie HLTH:EX	Item sent to HHRLR Generic.
9/5/2019 10:20 AM	Power, Stephanie A HLTH:EX	Item sent to Walden, Jamie.
9/3/2019 9:20 AM	Dean-Boucher, Anthony HLTH:EX	Item sent to Power, Stephanie.
9/3/2019 8:58 AM	Puckett, Kate HLTH:EX	Item sent to Dean-Boucher, Anthony.
8/29/2019 12:29 PM	Clark, Karen L HLTH:EX	Item sent to Puckett, Kate.
8/28/2019 1:26 PM	Puckett, Kate HLTH:EX	Item sent to Clark, Karen.
8/26/2019 3:54 PM	Dean-Boucher, Anthony HLTH:EX	Item sent to Puckett, Kate.
8/26/2019 3:52 PM	Dean-Boucher, Anthony HLTH:EX	Item Created.

DocumentPath

Upload Date	User	Title
8/28/2019 1:25 PM	Puckett, Kate HLTH:EX	Document [1142516 MSP Wait Period for Babies] Uploaded.



For support, email Hlth.eApprovals@gov.bc.ca.

**MINISTRY OF HEALTH
DECISION BRIEFING NOTE**

Cliff # 1142516

PREPARED FOR: Stephanie Power, Executive Director, Beneficiary Services and Strategic Priorities - **FOR DECISION**

TITLE: Medical Services Plan (MSP) Wait Period for Babies born in British Columbia to Non-Residents

PURPOSE: To provide an overview of the current MSP wait period policy for babies born in BC to parents who do not have resident status in British Columbia and propose recommendations for updates to this policy.

BACKGROUND:

Section 7.2 (Enrolment of Beneficiaries) of the *Medicare Protection Act* (the Act) outlines the accountability of the Medical Services Commission to enrol an applicant and dependents, if applicable, after confirming identify and residency. The Act defines a

“Resident” as “a person who

(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 for

(i) at least 6 months in a calendar year, or

(ii) a shorter prescribed period,

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;”

New and returning residents are required to complete a wait period, consisting of the balance of the month in which residence in British Columbia is established, or re-established, plus two months, before provincial health coverage can begin. As per Medical Services Commission Minute of the Commission #13-118, there are a number of specified groups that are granted an exemption from the wait period including children either born to or adopted by Canadian residents. For those babies that are not born to or adopted by Canadian residents, there is an existing structured and well-defined process by which the wait period can be reviewed and waived if there are significant medical costs incurred during the period.

The wait period is in place for the protection of the publicly funded healthcare system, discouraging individuals that are non-residents from seeking medical treatment in BC and returning to their usual place of residence. This includes child birth and newborn healthcare for individuals who are not residents of BC. It is the responsibility of government to ensure the fair and consistent application of legislation and policy to residents and non-residents to uphold the integrity and sustainability of the public system.

It should also be noted that there are broader inclusion criteria for MSP beyond what is defined under the Act. Part 2 Section 6 of the Medical and Health Care Services Regulation (the Regulation) outlines those who may not meet the eligibility criteria laid

out under the Act but may be deemed residents. These individuals are included under the definition of “resident”, as such they are eligible for enrolment in MSP and will have date of birth coverage for their newborns.

The provincial government has been asked to provide date of birth coverage for babies born in BC to parents who are not MSP beneficiaries and whose resident status in BC is unknown. These requests have come through the formal waiver of the wait period process for specific individuals, but also by advocacy groups on behalf of this broader group of parents with unknown immigration and/or resident status. It is expected that these requests will continue.

DISCUSSION:

The Beneficiary Services and Strategic Priorities (BSSP) Branch has engaged with stakeholders that represent individuals with unknown immigration and/or resident status in BC, with the objective of simplifying the process of MSP enrolment for babies born to these individuals. For these stakeholders, the wait-period requirement for babies has been identified as an ongoing concern. It has been identified through this work that other provinces, including Ontario and Alberta, offer date of birth health coverage for all babies born in the respective province. There are corresponding processes in place in those provinces to review residency requirements at the time of application and at regular intervals after coverage is provided.

In BC, date of birth MSP coverage is provided for babies born in BC to parents who are eligible for enrolment. For a baby born to parents where neither parent is eligible for enrolment in of MSP, the child will receive Canadian citizenship at birth, but MSP coverage will be effective after the wait period. The baby is considered a new resident to BC and will be enrolled as such after the wait period, provided the birth certificate and the MSP application form are provided.

In most instances, the parent or guardian of the baby must complete the MSP application form using the baby’s information. The parent or guardian must sign the form, which includes a section clarifying the baby will meet the residence requirements to maintain provincial health care benefits. The system is honored-based and Health Insurance BC (HIBC) will enrol the baby as a new resident based on the information provided in the application form. If a baby’s eligibility for health care coverage is in question, the Enforcement, Compliance and Eligibility Unit within the Ministry of Health has the authority to conduct an investigation to ensure residency has been established and maintained.

There may be an opportunity to re-visit definitions in legislation or application of the definition in regulation or policy if a decision is made to further broaden the inclusion criteria for those who do not require a coverage wait period. However, there must be consideration to both the fair application of legislation and policy to all groups seeking health care coverage and the greater consequences.

Any change to the wait period requirement for babies of non-residents will have significant system level consequences. Canada, and BC in particular, is often the destination of choice by foreigners for baby delivery due to legislative requirement

Canadian born babies to obtain citizenship, regardless of the parent's resident or immigration status. Changes to the wait period requirement for babies born in BC to ineligible parent or where immigration and/or resident status unknown will provide greater incentive for this practice and the misuse of the public system by individuals who would current be ineligible. This group of ineligible non-residents may grow considerably if the newborn, in addition to obtaining Canadian citizenship, would also be eligible for date of birth MSP coverage. It would be assumed that the incentive would be even greater if the baby is known to be unwell and immediate medical care is required. These consequences, and other including implications to interprovincial agreements, must be considered prior to any changes to the wait period for babies of non-residents.

A decision is required to either uphold or update current legislation, regulation and/or policy. The decision must be communicated to the MSC and reflected in an update to the Wait Period Committee Terms of Reference and BSSP Branch Policy Manual.

OPTIONS:

Option 1: Status Quo

Pros:

- Protects the sustainability of the publicly funded system.
- Ensures all new residents are treated fairly and equitably.
- Ensures that only those who are intending to make BC their home are enrolled.

Cons:

- Negative perception by advocacy groups and by some members of the public.
- May create a financial barrier to access for babies in the wait period.

Option 2:^{s.13}

s.13

Option 3:^{s.13}

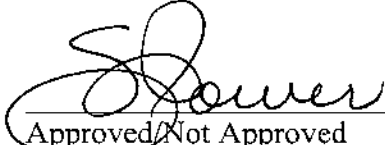
s.13

FINANCIAL IMPLICATIONS:

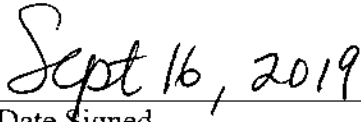
A full review of the implications for Option 2 and 3 would be required.

RECOMMENDATION:

Option 1



Approved/Not Approved
Stephanie Power
Executive Director



Date Signed
(see app tracking)

Program ADM/Division: Mark Armitage, HHRLR
Telephone:
Program Contact (for content): Stephanie Power
Drafter: Kate Puckett
Date: August 26, 2019
File Name with Path:

**MINISTRY OF HEALTH
DECISION BRIEFING NOTE**

Cliff # 1142516

PREPARED FOR: Stephanie Power, Executive Director, Beneficiary Services and Strategic Priorities - **FOR DECISION**

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Option 2:^{s.13}

s.13

Option 3:^{s.13}

s.13

FINANCIAL IMPLICATIONS:

A full review of the implications for Option 2 and 3 would be required.

RECOMMENDATION:

Option 1

Approved/Not Approved
Stephanie Power
Executive Director

Date Signed

Program ADM/Division: Mark Armitage, HHRLR
Telephone:
Program Contact (for content): Stephanie Power
Drafter: Kate Puckett
Date: August 26, 2019
File Name with Path:

Action Items to review at Oct 9, 2019 SH, BCHC and MoH WG meeting:

1. BSSPB to explore options for directing mothers who are not enrolled in MSP to contact Health Insurance BC if they have eligibility questions when using the Online Birth Registration.

Where the webpage states: For additional questions regarding enrolment, [click here](#).

Modify to state:

- For additional questions regarding enrolment and eligibility, [click here](#).
- Bold bullet an move bullet to above *Would you like to apply for MSP coverage for your child at this time?

The screenshot shows the 'Birth Registration' interface. On the left is a sidebar with a list of steps: 1. Eligibility, 2. Registrant, 3. Place of Birth, 4. Child, 5. Mother, 6. Other Address, 7. Father/Parent, 8. Canada Child Benefits, 9. Social Insurance Number, 10. Medical Services Plan (selected), 11. Registration Summary, 12. Sample Birth Certificate, 13. Certify Birth Registration, 14. Registration Complete, 15. Order Birth Certificates, 16. Applicant, and 17. Order Summary. Below the sidebar are links for 'Frequently Asked Questions', 'BC Vital Statistics', 'Postal Code Lookup', and 'Exit this e-service'. The main content area is titled 'Step 10. Medical Services Plan' with a note '* Identifies Required Fields'. It contains text explaining that Medical Services Plan (MSP) requires enrollment for B.C. residents, a link for more information, and a consent statement about forwarding information to the Ministry of Health and Health Insurance BC. It lists eligibility criteria: being the mother, having active MSP coverage, and being a resident of British Columbia. A question asks if the user wants to apply for MSP coverage, with 'YES' and 'NO' radio buttons. At the bottom, there is a checkbox for authorizing the release of information and 'Previous' and 'Next' buttons.

Birth Registration

Step 10. Medical Services Plan * Identifies Required Fields

Medical Services Plan (MSP) requires that if the newborn is a B.C. resident, he/she must be enrolled in MSP.

For additional information regarding MSP enrolment, [click here](#).

When you apply for MSP coverage for your child and provide your consent, personal information from this birth registration will be forwarded to the Ministry of Health (MoH) and/or Health Insurance BC (HIBC) in order to process the application.

Personal information forwarded to MSP is collected on this birth registration under the authority of the *Medicare Protection Act*. The information will be used to determine residency in BC and determine eligibility for provincial health care benefits. Personal information is protected from unauthorized use and disclosure in accordance with the *Freedom of Information and Protection of Privacy Act* and may be disclosed only as provided by that Act. If you have any questions about the collection of this information, contact Health Insurance BC at (Lower Mainland) 604 683-7151, (Rest of BC) 1 866 663-7100. Web: [Health Insurance BC](#).

To be eligible to use this on-line application to apply for MSP coverage for your child:

- You must be the mother of this child
- You must have active MSP coverage at the time the child is born
- The child must be a resident of British Columbia [How is a resident of BC defined?](#)

* Would you like to apply for MSP coverage for your child at this time? ☐ YES ☐ NO

☐ By checking this box, I authorize the Registrar General of the Vital Statistics Agency to release the necessary information obtained from this registration for the purpose of applying for MSP coverage for my child. I certify that I am eligible for and have active MSP coverage.

[Previous](#) [Next](#)

2. BSSPB will explore options for the MoH website based on feedback from Sanctuary Health and BC Health Coalition.
 - As per conversation at September meeting required to keep messaging on the webpage addressed to broad audience. Need to leave as is, with HIBC contact information easily accessible.
3. BSSPB to email Working Group members a summary of BC Government language translation resources and the Ministry of Health's approach to language translation and infographics.
 - No translation services at this time.
 - Provincial Government currently considering the best approach to providing webpages with translations into different languages and incorporating infographics.
4. BSSPB to finalize the 'Enrolling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin and distribute to Working Group members.
 - a. See attachment.

5. BSSPB to explore channels to distribute the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin to external stakeholders identified by Sanctuary Health and BC Health Coalition.

SH/BCHC requested we distribute the bulletin to:

- BC College of Social Workers
 - British Columbia College of Nursing Professionals
 - BC College of Physicians
 - BC College of Midwives of BC
 - Social Work Professional Practice Leads in various health authorities (Northern Health, FNHA, Interior health, VCH, FHA, PHS, PHSA)
 - Educators or Social work leads at hospitals across BC that have a labour/delivery unit
 - BC Women's Hospital
 - New Beginnings Clinic
 - Will work with internal MoH stakeholders
 - Any direct contacts from SH would be of use for future communications
6. BSSPB to update background document on wait period requirements and distribute to members. All working members will provide feedback on the document via email to BSSPB.
 - The text in the document mirrors the Minute of the Commission, (with the exception of update the Minute number) as such in its current state it correctly explains the requirements of the wait period.

Action Items to review at Oct 9, 2019 SH, BCHC and MoH WG meeting:

1. BSSPB to explore options for directing mothers who are not enrolled in MSP to contact Health Insurance BC if they have eligibility questions when using the Online Birth Registration.

Suggestions:

1. Where the webpage states: For additional questions regarding enrolment, click here.
Modify to state:
 - For additional questions regarding enrolment and eligibility, click here.
2. Where the webpage states: You must have active MSP coverage at the time the child is born.
Modify to state:
You must have active MSP coverage, if you are unsure contact HIBC at the number above.

Birth Registration

Step 10. Medical Services Plan * Identifies Required Fields

Medical Services Plan (MSP) requires that if the newborn is a B.C. resident, he/she must be enrolled in MSP.

For additional information regarding MSP enrolment, [click here](#).

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- You must have active MSP coverage at the time the child is born
- The child must be a resident of British Columbia [How is a resident of BC defined?](#)

* Would you like to apply for MSP coverage for your child at this time? ☐ YES ☐ NO

☐ By checking this box, I authorize the Registrar General of the Vital Statistics Agency to release the necessary information obtained from this registration for the purpose of applying for MSP coverage for my child. I certify that I am eligible for and have active MSP coverage.

[Previous](#) [Next](#)

2. BSSPB to email Working Group members a summary of BC Government language translation resources and the Ministry of Health's approach to language translation and infographics.

The Provincial Government is currently considering the best approach to providing webpages with translations into different languages and incorporating infographics. As this work is underway, we can not select one portion of the current Ministry of Health webpage to translate into different languages.

3. BSSPB to finalize the 'Enrolling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin and distribute to Working Group members.
 - See attachment.

4. BSSPB to explore channels to distribute the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin to external stakeholders identified by Sanctuary Health and BC Health Coalition.

- HIBC provided contact info for:

president@doctorsofbc.ca	Doctors of BC
sgp.office@doctorsofbc.ca	Society of General Practitioners of BC
execdir@bcmidwives.com	Midwives association of BC
info@bccnp.ca	BC College of Nursing Professionals

SH/BCHC requested we distribute the bulletin to: Brain Storm with Kate

- BC College of Social Workers
 - British Columbia College of Nursing Professionals
 - BC College of Physicians
 - BC College of Midwives of BC
 - Social Work Professional Practice Leads in various health authorities (Northern Health, FNHA, Interior health, VCH, FHA, PHS, PHSA)
 - Educators or Social work leads at hospitals across BC that have a labour/delivery unit
- s.13
- BC Women's Hospital
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5. BSSPB to update background document on wait period requirements and distribute to members. All working members will provide feedback on the document via email to BSSPB.
- The text in the document mirrors the Minute of the Commission, as such in its current state it correctly explains the requirements of the wait period.

Sanctuary Health, BC Health Coalition and Ministry of Health Meeting
Working Group
Agenda

August 14, 2019
9:00am to 10:00am

Join by Phone

Local - Victoria: s.15; s.17

Local - Vancouver: s.15; s.17

Toll-Free: s.15; s.17

Conference ID: s.15; s.17

Attendees:

Sanctuary Health	BC Health Coalition	Ministry of Health (MoH)
Omar Chu	Nadine Nakagawa	Kate Puckett
Nesa Tousi	Adam Lynes-Ford	Aparna Ramesh
Byron Cruz	Ayendri Riddel	Stephanie Power,
ingrid mendez		

Regrets:

Beverlee Sealey, Isobel Ross, Dawn Macleod

Meeting Objectives	Attachment
Introduce Kate Puckett	
Review and Approve July 17, 2019 Minutes	July 17, 2019 Minutes
Discuss feedback on letter from parents working with Sanctuary Health	
Review the HIBC proposed Confirmation letter	Draft Letter
Review HIBC Scripting	Draft HIBC Scripting
Review Communication Plan	Draft Communication Plan
Review Work Plan	Work Plan



MSP Enrolment for babies of parents with precarious immigration status

Communications Plan

Date: July 30, 2019 ~~April 12, 2019~~

Cliff #:

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DRAFT

MSP enrolment for babies of parents on precarious immigration status

Approvals and Sign-Off

Name	Title/ Organization	Date
Stephanie Power	Executive Director, Ministry of Health	
Aparna Ramesh	Manager, Ministry of Health	
Dawn Macleod	Senior Policy Advisor, Ministry of Health	
Isobel Ross	Policy Analyst, Ministry of Health	
Omar Chu	Sanctuary Health	
ingrid mendez	Sanctuary Health	
Byron Cruz	Sanctuary Health	
Nesa Tousi	Sanctuary Health	
Nadine Nakagawa	BC Health Coalition	
Adam Lyne-Ford	BC Health Coalition	
Ayendri Riddell	BC Health Coalition	

MSP enrolment for babies of parents on precarious immigration status

PURPOSE

The purpose of this document is to develop a communications plan for stakeholders regarding changes to the enrolment process and the required documentation when enrolling babies born to individuals with precarious immigration status with the Medical Services Plan of BC (MSP).

It has come to the Ministry of Health's (MoH) attention that there are concerns among stakeholders with certain processes that are currently in place. Sanctuary Health and the BC Health Coalition are partnering with the team at MoH to discuss these processes and make improvements.

Communication to stakeholders will come from the Ministry of Health as the ministry responsible for MSP, and information will be disseminated through partners across BC as detailed below.

Scope and objectives

IN SCOPE

- Communication to stakeholders via website, letters, Health Insurance BC (HIBC) scripting and information bulletins.¹³

OUT OF SCOPE

- Communication with individual stakeholders via a direct line at the Ministry for inquiries.

OBJECTIVES

The objectives of this communications plan are as follows:

- Encourage individuals on precarious immigration status to come forward and enrol eligible babies for MSP services.
- Decrease these individuals' dependence on organizations such as Sanctuary Health and BC Health Coalition to facilitate enrolment.

CHALLENGES AND CRITICAL SUCCESS FACTORS

CHALLENGES

There is no single source to identify all individuals on precarious immigration status; much of the information that is developed for communication will rely on these individuals seeking it out.

CRITICAL SUCCESS FACTORS

Success of this communications plan will depend on:

- Proactive and comprehensive notice of the changes to the enrolment process and required documentation^{s.13} for parents with precarious immigration status.
- Effective partnerships with Sanctuary Health, BC Health Coalition and other such organizations to support dissemination of information to individuals on precarious immigration status.

MSP enrolment for babies of parents on precarious immigration status

TARGET AUDIENCE

Who	How
Individuals on precarious immigration status	MoH website, HIBC call centre script, information bulletins .13

TIMING

July 2019

Approve policy and procedure changes regarding enrolling children of parents with precarious immigration status.

Approve the letter sent by HIBC to parents or guardians with unknown MSP account information to provide directions.

Approve scripting for HIBC Customer Service Agents speaking with parents with precarious immigration status.

August 2019

Finalize and launch communication plan:

- Distribute information bulletins
- Update Ministry website
- Update information provided on Vital Stats MSP enrolment page
- Implement revised HIBC scripting and revised letters

STRATEGY AND TACTICS

The strategy of this plan is to engage stakeholders for the purpose of informing and educating them on the changes made to the enrolment process for babies born to parents on precarious immigration status and to provide as wide access to this information as possible.

The three main channels for communication are:

1. s.13

2.

3. HIBC scripting for incoming calls and outgoing letters

Some organizations including Sanctuary Health and BC Health Coalition will be able to assist with dissemination by passing information on to their members via their standard methods of communication.

MSP enrolment for babies of parents on precarious immigration status

KEY MESSAGES

- Clarify that babies born to parents on precarious immigration status are eligible to enroll.
- To enroll a child on their own MSP account, the following documentation is required:
 - MSP Application for Enrolment form (HLTH 102) using only the child's personal information and signed by the parent;
 - A copy of the child's birth certificate; and
 - Parent or Guardian contact information.
- HIBC requires parental or guardianship information in order to communicate information regarding minor account holders.
- Provide HIBC contact information for questions or clarifications



MSP Enrolment for babies of parents with precarious immigration status

Communications Plan

Date: October 23, 2019

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Approvals and Sign-Off

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ingrid mendez	Sanctuary Health	
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Nesa Tousi	Sanctuary Health	
Nadine Nakagawa	BC Health Coalition	
Adam Lyne-Ford	BC Health Coalition	
Ayendri Riddell	BC Health Coalition	

PURPOSE

The purpose of this document is to develop a communications plan for stakeholders regarding changes to the enrolment process and the required documentation when enrolling babies born to individuals with precarious immigration status in the Medical Services Plan (MSP).

It has come to the Ministry of Health's (MoH) attention that there are concerns among stakeholders with certain processes that are currently in place. Sanctuary Health and the BC Health Coalition are partnering with the team at MoH to discuss these processes and make improvements.

Communication to stakeholders will come from the Ministry of Health as the ministry responsible for MSP, and information will be disseminated through partners across BC as detailed below.

Scope and objectives

IN SCOPE

- Communication to stakeholders via website, letters, Health Insurance BC (HIBC) scripting and information bulletins.

OUT OF SCOPE

- Communication with individual stakeholders via a direct line at the Ministry for inquiries.

OBJECTIVES

The objectives of this communications plan are as follows:

- Encourage individuals with precarious immigration status to come forward and enrol eligible babies and children for MSP services.
- Decrease these individuals' dependence on organizations such as Sanctuary Health and BC Health Coalition to facilitate enrolment.

CHALLENGES AND CRITICAL SUCCESS FACTORS

CHALLENGES

There is no single source to identify all individuals on precarious immigration status; much of the information that is developed for communication will rely on these individuals seeking it out.

CRITICAL SUCCESS FACTORS

Success of this communications plan will depend on:

- Proactive and comprehensive notice of the changes to the enrolment process and required documentation for parents and guardian with precarious immigration status.
- Effective partnerships with Sanctuary Health, BC Health Coalition to support dissemination of information to individuals with precarious immigration status.

TARGET AUDIENCE

Who	How
Individuals with precarious immigration status	MoH website, Vital Stats website, HIBC call center script, information bulletin

TIMING

July 2019

Approve policy and procedure changes regarding enrolling children of parents with precarious immigration status.

Approve the letter sent by HIBC to parents or guardians with unknown MSP account information to provide directions.

Approve scripting for HIBC Customer Service Representatives speaking with parents with precarious immigration status.

August 2019

Finalize and launch communication plan:

- Distribute information bulletins
- Update Ministry website
- Update information provided on Vital Stats MSP enrolment page
- Implement revised HIBC scripting and revised letters

STRATEGY AND TACTICS

The strategy of this plan is to engage stakeholders for the purpose of informing and educating them on the changes made to the enrolment process for babies born to parents on precarious immigration status and to provide as wide access to this information as possible.

The three main channels for communication are:

1. Information on the Ministry of Health website: (see Appendix 1)
 - i. Add prompt to call Health Insurance BC on the Vital Stats MSP enrolment page to inquire about eligibility for enrolment
2. Information Bulletin PDF version (see Appendix 2)
3. HIBC scripting for incoming calls and outgoing letters (see Appendix 3)

Some organizations including Sanctuary Health and BC Health Coalition will be able to assist with dissemination by passing information on to their members via their standard methods of communication.

KEY MESSAGES

- Clarify that babies born to parents on precarious immigration status are eligible to enroll.
- To enrol a child on their own MSP account, the following documentation is required:
 - MSP Application for Enrolment form (HLTH 102 paper form) using only the child's personal information and signed by the parent;
 - A copy of the child's birth certificate; and
 - Parent or Guardian contact information.
- HIBC requires parental or guardianship information in order to communicate information regarding minor account holders.
- Provide HIBC contact information for questions or clarifications

DRAFT



FIRST_NAME LASTNAME
AddresseeOverrideAddressBlock

June 12, 2023August 21,
2019

Dear FIRST_NAME LASTNAME:

Subject: Medical Services Plan (MSP) Missing Information: Child Enrolment

Health Insurance BC (HIBC) has received a request to enrol [FILLIN NAME] in MSP. We are unable to process the request as more information is required.

Review the following situations to determine which one applies to you:

1. If Parent and Child are Staying in BC: Parent(s) Not Yet Enrolled in MSP

If you are a resident of BC and are not yet enrolled in MSP, please submit the enclosed MSP Application for Enrolment form, or visit gov.bc.ca/MSP/applyforhealthcare to apply online. Include your child's information in the dependant section.

If you have already submitted an application or you were previously enrolled in MSP, contact HIBC at the number below.

2. If Parent and Child are Staying in BC: Parent(s) Not Eligible for MSP

If neither parent is eligible or no longer eligible for MSP enrolment, but the child is an eligible resident, the child must be enrolled on their own MSP account. Please submit an MSP Application for Enrolment form (HLTH 102) on your child's behalf using only your child's personal information as the applicant. The application must include:

- Signature of the parent(s);
- A copy of the child's birth certificate;
- Parent or Guardian contact information on a separate piece of paper; and
- A copy of this letter.

If you are unsure if you are eligible for enrolment in MSP please contact HIBC at the number below. If neither parent is eligible for MSP, the child must complete a

wait period (the balance of the month of birth plus two months) before benefits are provided.

3. Only the Child Staying in BC

If the parent(s) will be leaving BC but the child will be remaining, please submit an MSP Application for Enrolment form (HLTH 102) on your child's behalf using only your child's personal information as the applicant. The application must include:

- Signature of the parent(s);
- A copy of the child's birth certificate;
- Parent or Guardian contact information on a separate piece of paper; and
- A copy of this letter.

HIBC requires parental or guardianship information in order to communicate information regarding minor account holders. As the parent or the guardian of the child, please contact HIBC if your address changes, or if the guardianship changes.

Should you have any questions regarding your next steps, or if you would prefer to discuss your specific situation with a Customer Service Representative, please contact HIBC at:

- (604) 683-7151 (Lower Mainland)
- 1 800-663-7100 (Rest of BC)

For more information about BC residency and MSP eligibility, refer to the enclosed application or visit gov.bc.ca/mspelibility and click "Are you eligible?"

Thank you.

Health Insurance BC

ENR28_BABYENROLMENT
Encl. HLTH102; HIBC001R



Health
InsuranceBC

Parent/Guardian of FIRST_NAME MIDDLE_NAME
LASTNAME
AddresseeOverrideAddressBlock

Account GROUP_CODE

June 12, 2023September
10, 2019

Dear Parent/Guardian of [FILLIN]/Parent/Guardian:

Subject: Medical Services Plan (MSP) minor account holder

This letter is to confirm that the child below has been placed on their own MSP account effective [FILLIN].

NAME	ACCOUNT HOLDER/ DEPENDENT	COVERAGE EFFECTIVE DATE
------	------------------------------	----------------------------

The MSP coverage effective date is based on the date on which the child meets the residency requirements and completes the mandatory wait period.

A Non-Photo BC Services Card in the child's name with their Personal Health Number (PHN) printed on the card will be received in the mail. The BC Services Card provides access to insured provincial health care benefits for eligible BC residents.

The child must reside in BC for at least six months to meet the definition of a resident, as outlined in the *Medicare Protection Act and Regulations*. If the child is deemed not to be a resident, coverage may be cancelled retroactively and any medical claims paid on the child's behalf may create a financial obligation to the province. **If the child is leaving BC for more than 6 months or leaving BC permanently, please contact HIBC.**

Guardianship of Child

Optional paragraph (if not parental/guardian information received):

Health Insurance BC (HIBC) requires parental or guardianship information for individuals acting on behalf of minor account holders. Please submit a photocopy of the letter detailing the parental or guardianship information for [FILLIN] along with a copy of this letter, to HIBC at the address below using the enclosed return envelope. As the parent or the guardian of the child, please contact Health Insurance BC (HIBC) if your address changes, or if the guardianship changes. This ensures HIBC has information

Commented [AB1]: Optional paragraph for when there is no information at all about parents in RAPID.

Health Insurance BC
www.hibc.gov.bc.ca

PO Box 9035 Stn Prov Govt
Victoria BC V8W 9E3

Lower Mainland: 604 683-7151
Rest of BC: 1 800 663-7100

for an adult who can speak on behalf of the child and ensures important MSP correspondence regarding the child's health care coverage will be received.

Mandatory MSP Enrolment

Children are typically covered under their parent's MSP account. The child has been placed on their own account **as active account information for a parent could not be located or was not provided**. If you believe the child has been enrolled on their own account in error, please contact HIBC.

If you are a Canadian Citizen/Permanent Resident of BC, or a valid Work/Study Permit Holder, residing in BC for more than six months, you are required to enrol in MSP. Please submit the enclosed MSP Application for Enrolment form, along with this letter to HIBC using the enclosed return envelope. Once you have enrolled in MSP, the child will be provided with coverage under your account.

If you believe you qualify for MSP coverage due to a change to your current status in Canada, please submit any new permits/documents issued by Immigration, Refugees and Citizenship Canada (IRCC) to HIBC in order to determine eligibility. If you are eligible, the child will be provided with coverage under your account.

If you are not currently eligible for MSP enrolment, and your immigration status changes later, please contact HIBC in order to provide current immigration permits/documents and apply for MSP coverage. Once you have enrolled in MSP, the child will be provided with coverage under your account.

Completed enrolment in MSP as a parent/guardian may also allow access to income-based programs such as PharmaCare and Healthy Kids.

For more information about BC residency and MSP eligibility, refer to the enclosed application or visit gov.bc.ca/mspeligibility and click "Are you eligible?" or call HIBC at:

Commented [MDLH2]: Add numbers

Opting Out of MSP

If you are eligible for MSP benefits, but want to opt out of BC's provincial health care programs, you must complete and sign an Election to Opt Out statement and submit that statement to HIBC each year. Contact HIBC to obtain an Election to Opt Out form.

Thank you.

Health Insurance BC
ENR28_MINORENROLMENT
Enclosure [HLTH102; HIBC001R]

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s.13

Enrolling Children in the Medical Services Plan (MSP) when No Parent or Guardian is Eligible for Enrolment

If a parent or guardian is not eligible for enrolment in MSP, their child may still be eligible. The information provided below outlines how to enrol their children in MSP.

Mandatory Enrolment

Enrolment in MSP is mandatory for eligible residents of British Columbia. If no parent or guardian is eligible for MSP or they are no longer eligible for MSP, but a child is eligible for MSP, the child must be enrolled on their own MSP account.

To enrol a child as minor account holder, please submit an MSP Application for Enrolment (HLTH 102 paper form) on the child's behalf using only the child personal information as the applicant. The application must include:

- Signature of the parent(s) or guardian(s);
- A copy of the child's birth certificate or proof of legal status in Canada; and
- Parent or guardian contact information on a separate piece of paper.*

* Health Insurance BC (HIBC) requires parental or guardianship information in order to communicate information regarding minor account holders.

Residency Requirements

To meet the definition of a resident and be eligible for provincial health care benefits in BC, a person must meet all three of the following criteria set out in Section 1 of the *Medicare Protection Act*. Section 1 defines a resident as a person who:

- (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 for
 - (i) at least 6 months in a calendar year, or
 - (ii) a shorter prescribed period,

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.

If neither parent or guardian is eligible for MSP, the child must complete a wait period (the balance of the month of birth plus two months) before benefits are provided.

For more information about BC residency and MSP eligibility visit gov.bc.ca/mspeligibility and click "Are you eligible?" or contact HIBC at:

- (604) 683-7151 (Lower Mainland)
- 1 800-663-7100 (Rest of BC)

Page 034 of 120 to/à Page 035 of 120

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s.13

Enrolling Children of Parents with Precarious Immigration Status in the Medical Services Plan (MSP)

Mandatory Enrolment

It is important to note that enrolment in MSP is mandatory for eligible residents of British Columbia. If neither parent is eligible or no longer eligible for MSP enrolment, but the child is an eligible resident, the child must be enrolled on their own MSP account.

To enrol a child as minor account holder, please submit an MSP Application for Enrolment (HLTH 102 paper form) on the child's behalf using only the child's personal information as the applicant. The application must include:

- Signature of the parent(s);
- A copy of the child's birth certificate or proof of legal status in Canada; and
- Parent or Guardian contact information on a separate piece of paper.

It is important to note that, Health Insurance BC (HIBC) requires parental or guardianship information in order to communicate information regarding minor account holders.

Residency Requirements

To meet the definition of a resident and be eligible for provincial health care benefits in BC, a person must meet all three of the following criteria set out in Section 1 of the Medical Protection Act. Section 1 defines a resident as a person who:

- (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 for
 - (i) at least 6 months in a calendar year, or
 - (ii) a shorter prescribed period,

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.

If neither parent is eligible for MSP, the child must complete a wait period (the balance of the month of birth plus two months) before benefits are provided.

For more information about BC residency and MSP eligibility visit gov.bc.ca/mspeligibility and click "Are you eligible?" or contact HIBC at:

- (604) 683-7151 (Lower Mainland)
- 1 800-663-7100 (Rest of BC)

Sanctuary Health Jurisdictional Scan
Beneficiary Services and Strategic Priorities

PROVINCE	DATE OF BIRTH HEALTH INSURANCE COVERAGE	ENROLMENT PROCESS AND ELIGIBILITY	APPEAL PROCESS
Alberta	<ul style="list-style-type: none"> If the child is born in Canada and legislated residency requirements are met (e.g. the family of child intends to reside permanently in Alberta), the Alberta Health Care Insurance Plan (AHCIP) may cover Canadian-born children whose parents are not eligible for coverage themselves (e.g. refugee claimants, denied/failed refugees, expired temporary permit holders). Effective date is the date of birth if born in Alberta, and the first day of the third month if born in another province or territory. 	<p>Determination of AHCIP eligibility is based on:</p> <ul style="list-style-type: none"> The parent's intent to remain in Alberta for at least 12 months; Proof of Alberta residency from the parents; Proof of child's Canadian citizenship (Canadian birth certificate, Canadian passport, Canadian Citizenship Certificate); and Yearly confirmation of the parents' Alberta residency. It is required to ensure the child/children's continued eligibility. This is controlled by the system with the use of a Residency Control Code and Date. 	<ul style="list-style-type: none"> Yes.
Saskatchewan	<ul style="list-style-type: none"> Yes – if the parents can meet the residency requirements and are not “visitors” to the province. 	<ul style="list-style-type: none"> These situations are reviewed on a case-by-case basis. Residency for the baby is reliant on whether the parents are actually residing in the province (i.e. living in the province either to accompany older children attending school and not are in the province for the purpose of visiting). Residency requirements: if their home is in Saskatchewan and they normally live in the province for at least five months a year, then they are eligible. Newcomers and non-residents are eligible if they are non-immigrants who are in Canada in connection with their trade or profession and International students. 	<ul style="list-style-type: none"> Yes, there is a form available to provide additional information or documentation to be considered for eligibility for health benefits.
Manitoba	<ul style="list-style-type: none"> As long as the child is able to establish residency requirement (intent to stay in Manitoba for at least six months within the first year of registration), coverage is provided on the date of the child's birth effectively. If they are not able to establish residency in Manitoba, they are not eligible for, and will not be registered for Manitoba Health coverage. 	<ul style="list-style-type: none"> They require proof of birth for the child, and proof that the parents and children will be remaining in Manitoba to establish residency for the infant. Essentially, if the parents provide sufficient proof that they will be staying in Manitoba, the child can be eligible for Manitoba Health coverage. 	<ul style="list-style-type: none"> Parents of a newborn deemed ineligible for Manitoba Health coverage can appeal to the Manitoba Health Appeal Board.
Ontario	<ul style="list-style-type: none"> Yes – a newborn born in Ontario can be OHIP eligible even if the parents do not have coverage. 	<ul style="list-style-type: none"> Parents/guardian of the newborn must provide original documentation to support that the child will be residing in Ontario and was born in Ontario. 	<ul style="list-style-type: none"> Yes, MOHLTC has an appeals process for individuals who are

Sanctuary Health Jurisdictional Scan
Beneficiary Services and Strategic Priorities

		<ul style="list-style-type: none">• That means showing proof that the child was born in Ontario, and that the parents/guardian are residents of Ontario (even if they may not have OHIP themselves).	unable to obtain coverage through front-counter offices.
--	--	--	--

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HIBC Contact Centre Scripting: August 2019 Minor Enrolment	
<p>Issue: The Ministry of Health has made policy and procedural changes to streamline MSP enrolment for children born in Canada <u>who are being enrolled as Minor Account Holders, when their parent(s) are not eligible for enrolment in MSP.</u></p> <p>When a completed MSP Application for Enrolment form is submitted to HIBC on behalf of a child, along with the child's birth certificate, the child will be enrolled on their own account after completing the wait period. Parents/guardians are not required to show proof of their status in Canada. A parent or guardian's status in Canada in this case, will not affect enrolment of the child in MSP.</p> <p>Timing: August 2019</p>	
Question:	Script:
Eligibility and Enrolment	
My child was born in Canada but I am not eligible for MSP coverage. Can I enrol my child in MSP?	Yes, if your child was born in Canada and meets the residency requirements, they can be enrolled in MSP on their own account.

HIBC Contact Centre Scripting: August 2019
Minor Enrolment

<p>I am not eligible for MSP coverage. How do I enrol my child for MSP on their own account?</p>	<p>Please complete and submit the HLTH 102 MSP Application for Enrolment form on behalf of your child using only the child's information as the applicant. This form must also be signed by a parent or guardian. Please also submit a copy of the child's Canadian birth certificate to HIBC.</p> <p>HIBC requires parental/guardianship information in order to communicate information regarding minor account holders. This information can be provided on a separate piece of paper.</p> <p>Once your child establishes residency and has completed the mandatory waiting period, they will receive MSP coverage on their own account.</p>
<p><u>Why does my child have a wait period?</u></p>	<p><u>As neither parent has established residency in BC, as per MSP requirements, the newborn is considered a new resident of BC and must therefore complete a wait period.</u></p> <p><u>All new and returning.....</u></p>

HIBC Contact Centre Scripting: August 2019
Minor Enrolment

Why should I give you my contact information? I am not enrolling in MSP.	<p>HIBC may need to contact you with important information about your child's MSP coverage. We need your address and contact information in order to contact you.</p> <p>Additionally, we can only speak with the account holder, a parent or designated guardian over the phone. If you do not provide your contact information as a parent/guardian, you will not be able to contact HIBC to discuss your child's MSP coverage.</p>
Do I need to provide any of my immigration documentation, or other personal information?	<p>If you are not a resident of BC and are not eligible for MSP health care benefits, then this information is not required. However, we do require your contact information to discuss your child's MSP coverage in the future, if needed.</p>
If my status in Canada changes or I become a resident of BC, do I need to enrol in MSP?	<p>Yes, if you are eligible for MSP benefits and meet residency requirements, or if your status in Canada changes and you will be eligible for MSP benefits in the future, please submit the HLTH 102 MSP Application for Enrolment. Enrolment is mandatory for BC residents.</p> <p>Your child can then be added to your account. Enrolment in MSP as a parent/guardian may also allow access to income-based programs such as PharmaCare and Healthy Kids.</p> <p><u>You can find out more about income based program at: URL</u></p>
Documentation	
How do I obtain my child's Canadian birth certificate?	<p>To obtain your child's birth certificate, please contact the Vital Statistics Agency. You can order the birth certificate online, by phone, in person, or by mail.</p> <p>Visit https://www2.gov.bc.ca/gov/content/life-events for more information.</p>

HIBC Contact Centre Scripting: August 2019
Minor Enrolment

My child was born in BC but not in a Canadian hospital. Can I still obtain my child's Canadian birth certificate?

Yes, to obtain your child's birth certificate, please contact the Vital Statistics Agency.

Visit <https://www2.gov.bc.ca/gov/content/life-events> for more information on obtaining a birth certificate for your child.



MEDICAL SERVICES COMMISSION

MINUTE OF THE COMMISSION

Page 1 of 2

Commencement of Enrolment

15-074

This Minute of the Commission (MOC) replaces MOC 15-013 and 13-118.

In order to ensure equitable access to insured services, and to provide guidance to and consistent in the administration of the Medical Services Plan, the Medical Services Commission (MSC) hereby affirms the following policy with respect to the commencement of eligibility for benefits.

New and returning residents to British Columbia must apply for coverage and meet the definition of resident in the *Medicare Protection Act*. As a general rule, coverage under the Medical Services Plan will be effective for those arriving:

- From outside of Canada:

After a wait period consisting of the balance of the month in which residence was established, plus two months (the "wait period"). If the applicant is absent from Canada for more than 30 days during the wait period and does not make his or her home in British Columbia during that absence, coverage will not be available until the applicant returns to the province, becomes resident and completes a new wait period.


- From elsewhere in Canada:

In accordance with the portability provisions of the Agreement on Eligibility and Portability (normally, the balance of the month in which residence was established, plus two months).

MINUTE OF THE COMMISSION

Page 2 of 2

The most recent Coverage Wait Period Review Committee Terms of Reference is attached.



Tom Vincent
Chair
Medical Services Commission

Dated this

21st

day of

August

AD 20

15

Coverage Wait Period Review Committee

Terms of Reference

Approved by:

Stephanie Power
Executive Director
Medical Beneficiary Branch

Date: Amended: June 2015

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1. Introduction

The *Medicare Protection Act* (Act) provides administrative discretion to the Medical Services Commission (MSC) to assign an effective date of coverage subsequent to the date of residency but no later than three months after the receipt of the application for coverage. This allows the MSC to consider individual circumstances in the assignment of the effective date. Since December 2004 there has been a formal process for doing so.

This document provides guidelines and a formal administrative process for reviewing individual requests for a waiver of the "wait period" assigned by Medical Services Plan (MSP). The process is administered by the Coverage Wait Period Review Committee.

2. Purpose

The purpose of the Coverage Wait Period Review Committee is:

- To evaluate requests and render decisions to waive the wait period for individuals, who have met the eligibility requirements (under Section 7(2) of the *Medicare Protection Act*) for enrolment as a beneficiary.

3. Mandate

The Commission Minute on Commencement of Enrollment (originally #98-070) states the Commission may, subject to submission of an application for enrollment, grant exemptions to the wait period policy. The Minute also establishes a wait period for both new and returning residents as the balance of the month in which residence was established, plus two months. During this period the MSP will not pay for insured medical services; the applicant is responsible for these costs. The Minute also sets out some circumstances in which the Commission may grant exemptions to the wait period.

Through an amendment to Minute #98-070 on January 28, 2005, notation of this formalized administrative process for reviewing individual requests for a waiver of the wait period was documented. The Chair of the Coverage Wait Period Review Committee is accountable to the Medical Services Commission.

Note: Minute 98-070 was amended and replaced with Minute 05-002 on January 28, 2005, Minute 05-064 on December 7, 2005, and Minute 07-111 on December 17, 2007. Minute #07-111 has been replaced with Minute 08-025. Minute #08-025 was replaced with Minute #13-118. Minute #13-118 has been replaced by Minute 15-013 on February 13, 2015.

Any amendments to the Terms of Reference require the prior review and approval of the Chair, Medical Services Commission.

4. Adjudication Guidelines

The Minute on Commencement of Enrollment sets out the circumstances when the Commission may grant exemptions to the wait period in order to provide immediate coverage to an applicant. It should be noted that residency of the individual requesting a review of the wait period must be established through an application for enrollment.

The circumstances for exemption established by Minute #08-025 include:

1. a new-born child, of whom either parent is a resident on the date of birth;
2. a child adopted, or in the process of adoption, by resident, on the later of the date of adoption or the date of arrival in Canada;
3. a member of the Canadian Forces who is discharged in BC or arriving in BC for discharge, on the date of discharge;
4. the spouse or child of a Canadian Forces member if the family has been stationed outside BC, on the date of arrival;
5. an inmate released or paroled in BC from a penitentiary or prison, on the date of release or parole; and
6. a Convention refugee holding a Permanent Resident Card/Confirmation of Permanent Residence (previously a Record of Landing) or Temporary Resident Permit (previously a Minister's Permit) who moves to BC from outside of Canada, on the date of arrival; and
7. in such other circumstances as the Commission may determine to be appropriate.

To ensure the policy is administered in a fair and consistent manner, the latter circumstance (#7 - "other") has been further defined. The following criteria were used in developing the "other" circumstances:

- protects the integrity of the publicly funded health care system;
- mitigates the impact on the applicant of physician and hospital costs incurred during the wait period which could constitute financial hardship;
- addresses the impact of administrative error by MSP or its agents; and
- facilitates the application of the *Medicare Protection Act* and its Regulations.

Examples of "Other" Circumstances

7a. Applicants who:

- I. have had the effective date of coverage changed as a result of verifiable administrative errors or misinformation by MSP that results in physician treatment/hospital services being provided during an uninsured period.

7b. Applicants who during the wait period:

- I. are diagnosed with a condition, illness or injury that requires immediate treatment or the applicant's condition would deteriorate to the point where it ultimately costs MSP more to treat the applicant's condition (i.e. it would be less expensive in the long run to waive the wait period); and
- II. do not have or are unable to obtain private insurance; and
- III. would endure financial hardship as a result of the financial burden of paying the medical costs.

- 7c. Applicants, spouse and child(ren), who during the wait period:
- I. are diagnosed with a life, limb or major-organ threatening illness; or
 - II. are diagnosed with a terminal illness; and
 - III. are unable to obtain private insurance; and
 - IV. would endure financial hardship as a result of the financial burden of paying the medical costs;
- 7d. Applicants who, during the wait period:
- I. are beneficiaries; and
 - II. are applying for benefits for their spouse, who is or becomes pregnant and where the spouse and/or child may be at risk if they do not receive medical care; and
 - III. are unable to obtain private insurance; and
 - IV. would endure financial hardship as a result of the financial burden of paying the medical costs.
- 7f. Applicants who, during the wait period:
- a. Are involuntarily committed to hospital under the *Mental Health Act* or the *Health Act Communicable Disease Regulation*.

In most situations, if an applicant (and spouse, if applicable) is currently sponsored for status in Canada, a Financial Statement from the sponsor (and spouse, if applicable) must also be provided.

Verification of all reported monthly income/expenses; including verification of reported bank balances (inside and outside Canada) via bank statements, paystubs, government cheque stubs, must be attached to the completed financial statement in order to determine financial hardship.

The *Hospital Insurance Act* states that "resident" means a resident as defined in the *Medicare Protection Act*. The policy is intended to entitle bona fide residents of British Columbia to medical coverage at the same time as eligibility commences for hospital benefits.

Under the authority of the Commission, the Coverage Wait Period Review Committee was struck to provide a formal administrative process for reviewing individual requests for a waiver of the wait period. Terms of Reference for the Coverage Wait Period Review Committee are attached.

5. Membership

The Coverage Wait Period Review Committee will consist of a minimum of three members including the Chair. All members will be from the Medical Beneficiary and Pharmaceutical Services Division.

Members will be appointed by the Medical Services Commission to serve on the Committee for two years. Terms may be renewed.

Advisors from other program areas, as well as, medical consultation, may be added to the committee on a case-by-case basis to provide expert advice as determined by the Chair.

Secretarial support will be provided by the Medical Beneficiary and Pharmaceutical Services Division.

6. Meetings

Meetings will be at the call of the Chair or the Chair's alternate.

All members (or alternates) must be present at all meetings.

Decisions of the Committee are rendered on behalf of the Medical Services Commission.

7. Reporting

The Chair will produce an annual report to be submitted to the Chair of the Commission.

All requests for a waiver will be tracked on an ongoing basis noting at least the following information:

- Name
- PHN
- Date Received
- Meeting Date
- Date of Reply
- Reason for Request
- Reason for Decision

8. Roles and Responsibilities

Position	Responsibility
Chair, Coverage Wait Period Review Committee or Alternate	Chair review committee Call meetings Render decisions on wait period Communicate decisions as required Sign decision letters Produce annual report
Members, Coverage Wait Period Review Committee	Participate in review and decision making processes Draft decision letters for Chair Record decisions of the committee Track reviews

In 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"> BSSPB to update the Working Group distribution list 	BSSPB	Oct 9, 2019	Nov 19, 2019	
MoH and Vital Stats Website	<ul style="list-style-type: none"> BSSPB to provide Vital Stats recommendations for updating the Online Birth Registration MSP enrolment page. 	BSSPB	Oct 9, 2019	October 2019	Vital Stats are discussing internally
	<ul style="list-style-type: none"> BSSPB and Vital Stats to discuss changing language on the Online Birth Registration MSP enrolment page to replace mother with parent or birthing parents PHN. 	BSSPB	Oct 9, 2019	October 2019	
	<ul style="list-style-type: none"> SH and BCHC to provide suggestions for the MoH website to direct individuals with questions regarding eligibility to contact Health Insurance BC. 	SH and BCHC	Oct 9, 2019		
Awareness Campaign	<ul style="list-style-type: none"> BSSPB to distribute an updated Communication Plan to working group members. 	BSSPB	Oct 9, 2019	Nov 5, 2019	
	<ul style="list-style-type: none"> BSSPB to distribute a Final version of the Information Bulletin to working group members. 	BSSPB	Oct 9, 2019	Nov 5, 2019	
	<ul style="list-style-type: none"> BSSPB to explore channels to distribute the Information Bulletin to external stakeholders identified by SH and BCHC. 	BSSPB	Sept 11, 2019		In progress
Wait Period	<ul style="list-style-type: none"> SH and BCHC to provide a written response to the Working Group's discussion regarding wait period requirements. 	BSSPB	Oct 9, 2019		
	<ul style="list-style-type: none"> BSSPB to further investigate authority for administering the wait period. 	BSSPB	Oct 9, 2019	Nov 20, 2019	
	<ul style="list-style-type: none"> BSSPB to provide working group members a summary of the authority for administering the waiver of the wait period process. 	BSSPB	Oct 9, 2019	Nov 20, 2019	

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Last updated by: Dawn Macleod
November 19, 2019

Completed Items					
Issues	Action Items	Responsible	Start Date	End Date	Notes
Admin	<ul style="list-style-type: none"> BSSP to add Nessa and Aparna to Working Group distribution list and send material from previous meetings 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> BSSP to add Ayendri to the Working Group distribution list and send material from previous meetings. 	BSSP	May 22, 2019	May 22, 2019	Completed
	<ul style="list-style-type: none"> BSSP to review a Waiver of the Wait period request presented by SH and respond to the social worker directly if more information is required. 	BSSP	July 17, 2019	Sept 11, 2019	Completed.
	<ul style="list-style-type: none"> BSSPB to update meeting invite: change from Bev's calendar to Kate's and correct conference ID number 	BSSP		August 2019	Complete.
	<ul style="list-style-type: none"> BSSPB to update Working Group material members and conference call info. 	BSSPB	Sept 11, 2019	Sept 11, 2019	Completed
	<ul style="list-style-type: none"> BSSPB to change the reoccurrence of meetings from biweekly to monthly. 	BSSPB	Sept 11, 2019	Sept 19, 2019	Completed
Enrolment Process	<ul style="list-style-type: none"> BSSP to explore reasons for request on the Unattended Birth Checklist and options for altering it. 	BSSP/ Vital Stats	April 24, 2019	May 22, 2019	Completed
	<ul style="list-style-type: none"> BSSP to identify HIBC scripting used for calls regarding enrolling eligible minors on their own MSP account. 	BSSP	March 27, 2019	April 24, 2019	Completed
	<ul style="list-style-type: none"> 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 April 18, 2019. 			April 24, 2019	Completed
	<ul style="list-style-type: none"> SH to document and provide feedback about concerns of this group regarding interactions with Government. 	SH		March 2019	Completed
	<ul style="list-style-type: none"> BSSP to outline the process for enrolling newborns (in MSP) who are born outside of hospitals. 	BSSP/ Vital Stats		April 2019	Completed

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Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> BSSP to send Working Group Members a copy of the letter sent to parents when their baby is “bumped” out of the Birth Feed 			April 10, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> BSSP to outline HIBC process for enrolling minors on their own self-administered account. 	BSSP		April 27, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> BSSP to confirm procedures for manual review when newborns can not enrol in MSP through the Online Birth Registration. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> 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. 	SH/ BCHC	May 22, 2019	May 2019	Completed.
	<ul style="list-style-type: none"> BSSP to review requested documentation from parents with precarious immigration when they enrol their child on a self-administered MSP account. 	BSSP	April 24, 2019	July 17, 2019	Completed.
	<ul style="list-style-type: none"> BSSP to work with HIBC to explore options for requesting information from parents with precarious immigration status. 	BSSP	April 24, 2019	July 17, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	BSSP	April 24, 2019	July 17, 2019.	Complete.
	<ul style="list-style-type: none"> BSSP to review scripting options for Health Insurance BC (HIBC) Customer Service Representatives when parents with precarious immigration status call HIBC. 	BSSP	April 24, 2019	August 14, 2019	Complete.
	<ul style="list-style-type: none"> SH will review the draft HIBC letter with parents whom SH is currently working with and provide feedback to Dawn. 	SH	July 17, 2019	August 2019	Complete.

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Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> • Invite HIBC representative to a future meeting to discuss scripting. 	BSSP			No value. Completed.
	<ul style="list-style-type: none"> • BSSPB to update HIBC scripting for parents with precarious immigration status inquiring about enrolling their children in MSP. 	BSSP		July 30, 2019	Complete.
Birth Feed/ Online Birth Registration	<ul style="list-style-type: none"> • 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. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> • 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. 	BSSP/ Vital Stats	April 10, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> • 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. 	BSSP	May 22, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> • 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. 	BSSP	May 22, 2019	Sept 11, 2019	Complete.
MoH and Vital Stats Websites	<ul style="list-style-type: none"> • Working Group members to develop clarifying information for the MoH website. 	BSSP/ SH		Sept 11, 2019	Complete.
	<ul style="list-style-type: none"> • BSSPB to explore options for directing mothers who are not enrolled in MSP to contact Health Insurance BC if they have eligibility questions when using the Online Birth Registration. 	BSSPB	Sept 11, 2019	Oct 11, 2019	Completed
	<ul style="list-style-type: none"> • BSSPB to email Working Group members a summary of BC Government language translation resources and the Ministry of Health's approach to language translation and infographics. 	BSSPB	Sept 11, 2019	Oct 11, 2019	Completed
	<ul style="list-style-type: none"> • BSSPB will explore options for the MoH website based on feedback from Sanctuary Health and BC Health Coalition. 	BSSPB	Sept 11, 2019	Oct 11, 2019	Completed

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Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> SH and BCHC to provide feedback on proposed MoH website updates. 	SH and BCHC	Sept 11, 2019	Oct 9, 2019	
Digital Experience Online Enrolment Form	<ul style="list-style-type: none"> Explore limitations of the Digital Experience online enrolment form for this group. 	BSSP		March 27, 2019	Completed
Disclosure Statement	<ul style="list-style-type: none"> SH to provide input concerning disclosure statement on the Application for Enrolment Form pertaining to immigration and law enforcement authorities. 	SH		March 18, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> Explore removing the requirement to include parent's PHN on the Baby Enrolment form. 	BSSP		March 27, 2019	
Application for Enrolment Form	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.
	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	SH/ BC Health Coalition	May 22, 2019	May 2019	Completed.

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Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> BSSP to consult with legal team regarding disclosure statement pertaining to immigration and law enforcement authorities on the Application for Enrolment Form 	BSSP	March 2019	June 19, 2019	Completed.
Eligibility Compliance and Enforcement Unit	<ul style="list-style-type: none"> Summarize Work Performed by the Compliance and Audit Unit 	BSSP	May 30, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> SH and BC Health Coalition to email questions regarding the Eligibility, Compliance and Enforcement Unit to Dawn. 	SH/ BC Health Coalition	June 19, 2019	July 30, 2019.	Complete.
Awareness Campaign	<ul style="list-style-type: none"> All member to review BSSP's draft Communication Plan, which will be used to communicate how to enrol children of parents with precarious immigration status. 	BSSP/ SH	April 10, 2019	August 30, 2019	Completed.
	<ul style="list-style-type: none"> All Members to consider specific needs for effective communication with this population group, including best methods of communication and key stakeholders. 			July 30, 2019	Completed.
	<ul style="list-style-type: none"> BSSPB to finalize the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin and distribute to Working Group members. 	BSSPB	Sept 11, 2019	Oct 4, 2019	Completed

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Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> BSSP to provide an overview of Waiver of the Wait period rationale for babies of parents with precarious immigration status and send to group members via email. 	BSSP		September 11, 2019.	Complete.
	<ul style="list-style-type: none"> BSSPB to update background document on wait period requirements and distribute to members. All working members will provide feedback on the document via email to BSSPB. 	BSSPB/ SH and BCHC	Sept 11, 2019	Oct 4, 2019	Completed

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Last updated by: Dawn Macleod
November 19, 2019

Sanctuary Health (SH), BC Health Coalition (BCCHC) and Ministry of Health (MoH)
Meeting Working Group Minutes

October 9, 2019 9:00am to 10:00am

Sanctuary Health (SH)	BC Health Coalition (BCHC)	Ministry of Health (MoH)
Omar Chu	Ayendri Riddel	Kate Puckett
Nesa Tousi		Dawn Macleod
Natalie Blair		Isobel Ross
ingrid mendez		
Regrets: Stephanie Power		

Objectives	Discussion/ Action Items
Admin and Work Plan	<p>Discussion:</p> <ul style="list-style-type: none"> Members reviewed the Work Plan and provided comments on the various areas. <p>Action Items:</p> <ul style="list-style-type: none"> BSSPB to update Work Plan to reflect comments. BSSPB to update Working Group meeting material.
MoH and Vital Stats Website proposed updates	<p>Discussion: Members discussed proposed MoH and Vital Stats Website updates.</p> <p>Action Items:</p> <ul style="list-style-type: none"> BSSPB to provide Vital Stats recommendations for updating the Online Birth Registration MSP enrolment page. BSSPB and Vital Stats to discuss changing language on the Online Birth Registration MSP enrolment page to replace mother with parent or birthing parents PHN. SH, BCHC to provide suggestions for the MoH website to direct individuals with questions regarding eligibility to contact Health Insurance BC.
Information Bulletin	<p>Discussion: Dawn informed members the version of the Information Bulletin is in approval process.</p> <p>Action Items:</p> <ul style="list-style-type: none"> BSSPB to distribute a final version of the Information Bulletin.
Wait Period	<p>Discussion: Members discussed the background document on wait period requirements.</p> <p>Action Item:</p> <ul style="list-style-type: none"> SH, BCHC to provide a written response to the Working Group's discussion regarding wait period requirements. BSSPB to further investigate authority for administering the wait period. BSSPB to provide Working Group members a summary of the authority for administering the waiver of the wait period process.
Communication Plan	<p>Action Item:</p> <ul style="list-style-type: none"> BSSPB to distribute an updated Communication Plan to working group members.

McIlveen, Elaine K HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: August 6, 2019 8:14 AM
To: Sanctuary Health
Cc: Adam Lynes-Ford; Ayendri; Byron Cruz; Ingrid Mendez; Nadine Nakagawa; Nesa Tousi; Power, Stephanie A HLTH:EX; Ramesh, Aparna HLTH:EX; Ross, Isobel HLTH:EX; Puckett, Kate HLTH:EX
Subject: RE: July 31, 2019 meeting material

Hello Everyone,

My apologies ingrid 😞, I am not sure what happened either. It must have been a glitch in the teleconference system but if this does happen again please feel free to call me at 250 952-2828 and we can trouble shoot.

Thank you for your feedback. I will have a look at the scripting and letter to find opportunities to make it a bit less formal while still communicating the required information.

Dawn Macleod

Senior Policy Advisor
Workforce Compensation, Agreements and Beneficiary Services Division
Beneficiary Services and Strategic Priorities Branch
1515 Blanshard Street, Victoria BC
250 952-2828

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>

Sent: August 4, 2019 11:52 PM

To: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>

Cc: Adam Lynes-Ford <campaigner@bchealthcoalition.ca>; Ayendri <ayendri@bchealthcoalition.ca>; Byron Cruz s.22 ; Ingrid Mendez s.22 Nadine Nakagawa <nadine@bchealthcoalition.ca>; Nesa Tousi s.22 Power, Stephanie A HLTH:EX <Stephanie.Power@gov.bc.ca>; Ramesh, Aparna HLTH:EX <Aparna.Ramesh@gov.bc.ca>; Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>; Sealey, Beverlee HLTH:EX <Beverlee.Sealey@gov.bc.ca>

Subject: Re: July 31, 2019 meeting material

Thank you Dawn,

Ingrid was waiting on the line and it told her that the leader had not joined yet. We are not sure what happened.

In terms of the scripting and letter for minor account holders, overall we think they fit well with what we've previously discussed although the language is quite formal and in that sense might be inaccessible.

We look forward to discussing more on the 14th.

Thanks,
Sanctuary Health

On Wednesday, July 31, 2019, MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca> wrote:

Good morning Everyone,

Nadine and I just had a short (5 minute) touch base, and decided as we were the only participants we will postpone the meeting 😊. As most of the meeting was to review documents, we both agreed we can do internal reviews and provide feedback via email prior to our next meeting. If everyone can provide feedback on the draft HIBC Scripting, the draft Engagement Plan (Omar, sorry I have not incorporated the feedback you provided yet but will in the next draft), and the draft Minor Account Holder Confirmation Letter by Friday, August 9, 2019, members can discuss at the meeting on August 14, 2019.

Just a heads up, I will not be at the August 14, 2019 meeting, but I will make sure the feedback is ready for review.

I hope everyone who is not well feel better soon, and members that are off on vacation are having fun!

Dawn Macleod

Senior Policy Advisor

Workforce Compensation, Agreements and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

From: MacLeod, Dawn L HLTH:EX

Sent: July 30, 2019 9:51 AM

To: Adam Lynes-Ford <campaigner@bchealthcoalition.ca>; Ayendri <ayendri@bchealthcoalition.ca>; Byron Cruz
s.22 ; Ingrid Mendez s.22 MacLeod, Dawn L HLTH:EX
<Dawn.MacLeod@gov.bc.ca>; Nadine Nakagawa <nadine@bchealthcoalition.ca>; Nesa Tousi
s.22 Omar Chu <sanctuaryhealthvancouver@gmail.com>; Power, Stephanie A HLTH:EX
<Stephanie.Power@gov.bc.ca>; Ramesh, Aparna HLTH:EX <Aparna.Ramesh@gov.bc.ca>; Ross, Isobel HLTH:EX

<Isobel.Ross@gov.bc.ca>; Sealey, Beverlee HLTH:EX <Beverlee.Sealey@gov.bc.ca>

Subject: July 31, 2019 meeting material

Hello Everyone,

Please find the following items attached for our meeting tomorrow

- Draft Minutes for July 17, 2019 meeting
- Draft Agenda for July 31, 2019 meeting
- Draft HIBC Scripting
- Draft Engagement Plan
- Draft Minor Account Holder Confirmation Letter
- Update Work Plan

Please let me know if you have any items to add to the agenda.

Thank you.

Dawn Macleod

Senior Policy Advisor

Workforce Compensation, Agreements and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

McIlveen, Elaine K HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: September 30, 2019 8:37 AM
To: Sanctuary Health
Cc: Ayendri; Byron Cruz; Ingrid Mendez; Nesa Tousi; Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX; Ross, Isobel HLTH:EX
Subject: RE: Meeting material from Sept 11, 2019

Good morning Omar,

Thanks for catching this. I will add the following bullet to the work plan:

- BSSPB will explore options for the MoH website based on feedback from Sanctuary Health and BC Health Coalition.

Thank you.

Dawn Macleod
Senior Policy Advisor
Workforce Compensation, Agreements and Beneficiary Services Division
Beneficiary Services and Strategic Priorities Branch
1515 Blanshard Street, Victoria BC
250 952-2828

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>
Sent: September 29, 2019 11:14 PM
To: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>
Cc: Ayendri <ayendri@bchealthcoalition.ca>; Byron Cruz s.22 : Ingrid Mendez
s.22 Nesa Tousi s.22 Power, Stephanie A HLTH:EX
<Stephanie.Power@gov.bc.ca>; Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca>; Ross, Isobel HLTH:EX
<Isobel.Ross@gov.bc.ca>
Subject: Re: Meeting material from Sept 11, 2019

Thank you Dawn,

From our recollection, something that is missing from the minutes and the workplan was that the Ministry of Health would go back and look at other potential options for the website edits based on the verbal feedback we gave at the last meeting.

Omar

On Thu, Sep 19, 2019 at 3:19 PM MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca> wrote:

Hello Everyone,

Please find the following items attached:

- Draft minutes from Sept 11, 2019
- Updated Work Plan

As discussed, our next meeting will be on October 9, 2019. Please let me know if you have any comments of suggested edits on either of the shared documents.

Thank you.

Dawn Macleod

Senior Policy Advisor

Workforce Compensation, Agreements and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

McIlveen, Elaine K HLTH:EX

From: Puckett, Kate HLTH:EX
Sent: August 27, 2019 8:27 AM
To: Sanctuary Health
Cc: MacLeod, Dawn L HLTH:EX; Ross, Isobel HLTH:EX; Ramesh, Aparna HLTH:EX; Power, Stephanie A HLTH:EX; Byron Cruz; Nesa T; Ingrid Mendez; Ayendri; Nadine Nakagawa
Subject: RE: Minor Account Holders

Good morning Omar,

Thank you for following up with the parent group. We will work to get the letters finalized with HIBC.

Please send the names of the babies to Isobel and she can discuss the specifics with you when she returns to work next week.

Thank you again and I look forward to our next discussion in September,
Kate

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>
Sent: August 27, 2019 12:27 AM
To: Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca>
Cc: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>; Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>; Ramesh, Aparna HLTH:EX <Aparna.Ramesh@gov.bc.ca>; Power, Stephanie A HLTH:EX <Stephanie.Power@gov.bc.ca>; Byron Cruz s.22 ; Nesa T s.22 Ingrid Mendez s.22 Ayendri
<ayendri@bchealthcoalition.ca>; Nadine Nakagawa <nadine@bchealthcoalition.ca>
Subject: Re: Minor Account Holders

Hi Kate,

My apologies for forgetting to send a message from the Parent's Group on Friday. The parents were OK with the letters and didn't have any further feedback.

In terms of the babies who've been denied the waiver to the three month wait period, Ingrid has already shared the name^{s.22} of the babies to Laurie. Should I send the name^{s.22} to Laurie and Isobel to address this issue?

Omar

On Thu, Aug 22, 2019 at 2:00 PM Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca> wrote:

Thank you, Omar.

The feedback from the Parents Group would be appreciated. If possible, can you please forward to us early next week?

In terms of the waiver of the wait period requests, unfortunately Issy is still off and Laurie is on vacation. They are our subject matter experts and we know it will be best to have them assist in the conversation. I want to assure you that we understand your concerns and want you to know the work is in progress.

Please email if you have any other questions or concerns.

Thank you again and have a good afternoon,

Kate

Kate Puckett

A/Director | Beneficiary Services and Strategic Priorities Branch

Health Human Resources and Labour Relations Division | Ministry of Health

(250) 952-2156

kate.puckett@gov.bc.ca

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>

Sent: August 22, 2019 1:10 PM

To: Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca>

Cc: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>; Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>; Ramesh, Aparna HLTH:EX <Aparna.Ramesh@gov.bc.ca>; Power, Stephanie A HLTH:EX <Stephanie.Power@gov.bc.ca>; Byron Cruz s.22 ; Nesa T s.22 Ingrid Mendez s.22 Ayendri <ayendri@bchealthcoalition.ca>; Nadine Nakagawa <nadine@bchealthcoalition.ca>

Subject: Re: Minor Account Holders

Hello Kate,

The working group has no further feedback on these letters. The Parents Group is scheduled for Friday evening, so if you can wait until then, we can pass on their feedback.

Right now, we are urgently worried because we are aware of §.22 babies who have been denied a waiver to the three month wait period because "the condition was not diagnosed in the wait period." This makes absolutely no sense considering the babies have been in the wait period since they were born. We hope that you can address this as soon as possible. Furthermore, we're looking forward to seeing the written reasoning from management why they are not interested in having British Columbia provide a blanket waiver to the three-month wait period for newborns as Ontario does. The current system of applying for a waiver clearly is not working.

Omar on behalf of Sanctuary Health

On Wed, Aug 21, 2019 at 1:35 PM Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca> wrote:

Hi Omar,

I wanted to touch base to let you know we met with HIBC today to discuss implementing the procedures changes we have been working on for Minor Account Holders. There were three main areas of discussion:

- HIBC had no concerns with implementing the updated missing information letter (this is the one HIBC will send to parents or guardians with unknown MSP account information to provide direction). Attached as "ENR28_BABYENROLMENT".
- HIBC has informed us that as that the Minor Account Holder confirmation letter will be used to address all Minor Account Holders. While our minor updates have been included, the current language is required for the larger audience, not just Minor Account Holder's whose parents have precarious immigration status. Attached as "ENR28_MINORENROLMENT".
- As per the Working Group's feedback, Dawn has made a few additions to the scripting.

Thank you for the feedback from Sanctuary Health and BC Health Coalition - it has been very helpful. While we are very interested in having feedback from members of your parent group, we would like to implement the revised changes as soon as possible. If you could let us know by the end of the day tomorrow, August 22, 2019, if you have any further feedback given the information above.

Thank you again for your ongoing commitment to this work,

Kate

Kate Puckett

A/Director | Beneficiary Services and Strategic Priorities Branch

Health Human Resources and Labour Relations Division | Ministry of Health

(250) 952-2156

kate.puckett@gov.bc.ca

McIlveen, Elaine K HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: December 11, 2019 8:51 AM
To: Sanctuary Health
Cc: Ayendri; Ingrid Mendez; Nesa Tousi; Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX; Ross, Isobel HLTH:EX; Natalie Blair
Subject: RE: Nov 20 Meeting Material Sanctuary Health BC Health Coalition and Ministry of Health Working Group

Hello Natalie, Omar, Nesa and Ingrid,

Sorry, for my delayed response.

First, I would like to thank you for the work and the energy you have put into our Working Group. I believe that together we have made improvements to enrolling all Minor Account Holders in the Medical Services Plan.

As you are aware the information bulletin we created was distributed to the College of Midwives of BC. We have also sent the information bulletin to the BC College of Social Workers, the BC College of Nursing Professionals and the New Beginnings Clinic at the BC Women's Hospital. I am currently working with staff at the Ministry to find suitable contacts for reaching Health Authority Administrators and the BC College of Physicians. I will update everyone once this work is complete.

In regards to your inquiry about training at Health Insurance BC, we have informed them about the instance you brought to our attention and they have committed to providing additional training and coaching as required. Health Insurance BC is also reviewing the enrolment reference material to ensure the process is clear. Please note, I will be following up with Health Insurance BC to monitor this situation. As discussed in our last meeting, if you have any additional concerns with the service provided by Health Insurance BC please let me know.

Moving forward, Kate has cancelled our meeting series however we are available for ad hoc meetings as required.

Thank you again and best wishes for a peaceful holiday season with your families and loved ones.

Dawn Macleod
Senior Policy Advisor
Health Sector Workforce and Beneficiary Services Division
Beneficiary Services and Strategic Priorities Branch
1515 Blanshard Street, Victoria BC
250 952-2828

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>
Sent: December 3, 2019 11:58 PM
To: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>
Cc: Ayendri <ayendri@bchealthcoalition.ca>; Ingrid Mendez^{s.22} Nesa Tousi
^{s.22} ; Power, Stephanie A HLTH:EX <Stephanie.Power@gov.bc.ca>; Puckett, Kate HLTH:EX
<Kate.Puckett@gov.bc.ca>; Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>; Natalie Blair ^{s.22}
Subject: Re: Nov 20 Meeting Material Sanctuary Health BC Health Coalition and Ministry of Health Working Group

To Dawn, Isobel, Kate and Stephanie,

Thank you for the time you have put into this working group. We agree that phone meetings are no longer required to complete the outstanding items on the work plan and therefore switch to email communication to address those remaining items.

We consider the clear process described in the informational bulletin and the new "Medical Services Plan (MSP) Missing Information: Child Enrolment" letter, as positive outcomes from the working group. We maintain that it is important that this informational bulletin be circulated as widely as possible, and would appreciate if you kept us updated on the progress of this by email. We were very excited to see that the bulletin had been circulated to the College of Midwives of BC. We are also glad to have open channels of communication that have been established re: operationalizing change.

We hope that further training will be provided to HIBC to ensure that they are using the script that supports this process. Outside of regularly calling in and waiting on hold with families, which is not a realistic use of our time, we are unable to validate whether the workflow and scripts that came out of this working group are in place and effective. In addition, many of our concerns stem from the fact that there are many communities to whom Sanctuary Health is not connected to, meaning we can't advocate for them individually and won't be able to give feedback to you about potential negative experience. Therefore, we'd like to know how Health Insurance BC is accountable for the implementation of the new process/script, what kind of feedback, if any, you received from the training, and whether there's going to be ongoing retraining with team members.

We also want to reiterate that many of the items that were labeled closed on the work plan were closed not because they were addressed, but rather because we were at an impasse between what would be accessible for families, and what you indicated as feasible options. We were disappointed that the Vital Stats Birth Feed as well as the HLTH 115 form could not be amended to collect the necessary information to register all babies through the same process. As we were told this was not possible, we hoped that since families have to go through a separate process, that this separate process would be clearly communicated. We were therefore, disappointed that the initially proposed communications plan was significantly cut back and that the website was not changed to that there is another application process that could be pursued.

We will also continue to advocate to the Medical Services Commission and beyond for an end to the three-month wait period for babies as well as for all eligible residents moving from outside of Canada. We appreciate your willingness to pass on our submissions to the Commission when they are ready.

Thank you for keeping open channels of communication to discuss and amend operational issues that inhibit families and babies from registering for MSP.

Take good care, and we will definitely be in touch soon.

Natalie, Omar, Nesa & Ingrid

On Tue, Nov 19, 2019 at 12:35 PM MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca> wrote:

Hello Everyone,

Please find the following items attached for our meeting tomorrow:

- October 9, 2019 draft minutes
- November 20, 2019 draft agenda
- Updated Work Plan

Let me know if you would like to add any items to the agenda.

Dawn Macleod

Senior Policy Advisor

Health Sector Workforce and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

McIlveen, Elaine K HLTH:EX

From: Ross, Isobel HLTH:EX
Sent: December 5, 2019 12:46 PM
To: MacLeod, Dawn L HLTH:EX
Cc: Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX
Subject: Re: Nov 20 Meeting Material Sanctuary Health BC Health Coalition and Ministry of Health Working Group

Certainly if I missed something-my apologies. Let me know and I will take care of it.

If you're referring to the escalation, that is a much different process and doesn't often result in training being provided to all staff but rather coaching to the individual involved if it is determined appropriate. We can look at establishing a different process going forward.

Let's discuss further.

Issy

From: MacLeod, Dawn L HLTH:EX
Sent: December-05-19 9:23 AM
To: Ross, Isobel HLTH:EX
Cc: Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX
Subject: RE: Nov 20 Meeting Material Sanctuary Health BC Health Coalition and Ministry of Health Working Group

K, I will follow up with HIBC.

D

From: Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>
Sent: December 5, 2019 9:14 AM
To: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>
Cc: Power, Stephanie A HLTH:EX <Stephanie.Power@gov.bc.ca>; Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca>
Subject: Re: Nov 20 Meeting Material Sanctuary Health BC Health Coalition and Ministry of Health Working Group

Hi Dawn,

I believe you were the lead on the Sanctuary Health items. I have not provided any information to HIBC in terms of training for their staff with regard to these babies...

Issy

From: MacLeod, Dawn L HLTH:EX
Sent: December-04-19 10:24 AM
To: Ross, Isobel HLTH:EX
Cc: Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX
Subject: FW: Nov 20 Meeting Material Sanctuary Health BC Health Coalition and Ministry of Health Working Group

Hi Issy,

If you can summarize what actions HIBC has taken regarding training I will draft a response.

Thanks.

Dawn

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>

Sent: December 3, 2019 11:58 PM

To: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>

Cc: Ayendri <ayendri@bchealthcoalition.ca>; Ingrid Mendez s.22

Nesa Tousi

Power, Stephanie A HLTH:EX <Stephanie.Power@gov.bc.ca>; Puckett, Kate HLTH:EX

<Kate.Puckett@gov.bc.ca>; Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>; Natalie Blair s.22

Subject: Re: Nov 20 Meeting Material Sanctuary Health BC Health Coalition and Ministry of Health Working Group

To Dawn, Isobel, Kate and Stephanie,

Thank you for the time you have put into this working group. We agree that phone meetings are no longer required to complete the outstanding items on the work plan and therefore switch to email communication to address those remaining items.

We consider the clear process described in the informational bulletin and the new "Medical Services Plan (MSP) Missing Information: Child Enrolment" letter, as positive outcomes from the working group. We maintain that it is important that this informational bulletin be circulated as widely as possible, and would appreciate if you kept us updated on the progress of this by email. We were very excited to see that the bulletin had been circulated to the College of Midwives of BC. We are also glad to have open channels of communication that have been established re: operationalizing change.

We hope that further training will be provided to HIBC to ensure that they are using the script that supports this process. Outside of regularly calling in and waiting on hold with families, which is not a realistic use of our time, we are unable to validate whether the workflow and scripts that came out of this working group are in place and effective. In addition, many of our concerns stem from the fact that there are many communities to whom Sanctuary Health is not connected to, meaning we can't advocate for them individually and won't be able to give feedback to you about potential negative experience. Therefore, we'd like to know how Health Insurance BC is accountable for the implementation of the new process/script, what kind of feedback, if any, you received from the training, and whether there's going to be ongoing retraining with team members.

We also want to reiterate that many of the items that were labeled closed on the work plan were closed not because they were addressed, but rather because we were at an impasse between what would be accessible for families, and what you indicated as feasible options. We were disappointed that the Vital Stats Birth Feed as well as the HLTH 115 form could not be amended to collect the necessary information to register all babies through the same process. As we were told this was not possible, we hoped that since families have to go through a separate process, that this separate process would be clearly communicated. We were therefore, disappointed that the initially proposed communications plan was significantly cut back and that the website was not changed to that there is another application process that could be pursued.

We will also continue to advocate to the Medical Services Commission and beyond for an end to the three-month wait period for babies as well as for all eligible residents moving from outside of Canada. We appreciate your willingness to pass on our submissions to the Commission when they are ready.

Thank you for keeping open channels of communication to discuss and amend operational issues that inhibit families and babies from registering for MSP.

Take good care, and we will definitely be in touch soon.

Natalie, Omar, Nesa & Ingrid

On Tue, Nov 19, 2019 at 12:35 PM MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca> wrote:

Hello Everyone,

Please find the following items attached for our meeting tomorrow:

- October 9, 2019 draft minutes
- November 20, 2019 draft agenda
- Updated Work Plan

Let me know if you would like to add any items to the agenda.

Dawn Macleod

Senior Policy Advisor

Health Sector Workforce and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

McIlveen, Elaine K HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: October 4, 2019 1:48 PM
To: Ayendri; Byron Cruz; Ingrid Mendez; MacLeod, Dawn L HLTH:EX; Nesa Tousi; Omar Chu; Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX; Ross, Isobel HLTH:EX
Subject: RE: Sanctuary Health BC Health Coalition and MoH Working Group
Attachments: MOC 15-074 (002).pdf

Hello Everyone,

Thank you for your response, the following bullets address your questions. Also, as per your request I have attached the Minute of the Commission #15-1074.

- Section 1 of the *Medicare Protection Act* (the Act) defines a resident as a person who:
 - (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 for
 - (i) at least 6 months in a calendar year, or
 - (ii) a shorter prescribed period,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 per Medical Services Commission Minute of the Commission #15-1074, there are a number of specified groups that are granted an exemption from the wait period including children either born to or adopted by Canadian residents (see attachment).
- When a baby is born in BC and neither parent is eligible for enrolment in the Medical Services Plan (MSP) the newborn is considered a new resident to the province. Eligibility for the newborn will depend on whether the baby will remain in BC permanently.
- A baby born to non-resident parents is required to complete a wait period.
- New and returning residents are required to complete a wait period, consisting of the balance of the month in which residence in BC is established, or re-established, plus two months, before provincial health coverage can begin.
- Section 7.2 (3)(b) of the Act, authorizes the mandatory wait period for new and returning residents stating:
 - (3) Enrolment is effective on the date stated by the commission, that date being
 - (b) not more than 3 months after receipt of the application.
- While a process is in place to review appeals from persons who have received health care services during the wait period, waivers are only approved in the most extenuating circumstances.
- Each province and territory in Canada is responsible for determining its own minimum residence requirements with regard to an individual's eligibility for benefits under its provincial health insurance plan. The *Canada Health Act* gives no guidance on such residence requirements beyond limiting waiting periods to establish eligibility for and entitlement to insured health services to three months.

Thank you,

Dawn Macleod
Senior Policy Advisor
Workforce Compensation, Agreements and Beneficiary Services Division
Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC
250 952-2828

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>

Sent: September 29, 2019 11:20 PM

To: Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca>

Cc: s.22 <ayendri@bchealthcoalition.ca>; Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>; MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>; campaigner@bchealthcoalition.ca, s.22 <nadine@bchealthcoalition.ca>

Subject: Re: Sanctuary Health BC Health Coalition and MoH Working Group

Thank you Kate for sharing this document with us. Below is our written response to this document including some **requests for further information in bold:**

Sanctuary Health response to Medical Services Plan (MSP) Wait Period for Babies born in British Columbia to Non-Residents as Defined by the Medicare Protection Act

Our conversations with the Ministry of Health have been premised on a common understanding that the babies we are speaking about are residents as defined under the *Medicare Protection Act* and that we are helping to ensure the accountability of the Medical Services Commission to enrol these applicants. We hope that with the coming training of Health Insurance BC staff and the improvements that we have discussed with the Ministry of Health that this will be the case.

With regards to the wait period, we are having trouble finding where it is embedded in British Columbia's *Medicare Protection Act* or *Medical and Health Care Services Regulation*. For example, Ontario's waiting period is clearly set out in sections 5-6.3 of R.R.O. 1990, REGULATION 552 under their Health Insurance Act. **We would appreciate if you could point us towards the equivalent law or regulation in British Columbia.**

We also once again would like to point your attention towards, section 6.1 of Ontario's regulation:

"6. (1) A newborn, who, on the date of his or her birth, meets the requirements to be a resident is exempt from the three-month waiting period for the three months immediately following the date of birth. O. Reg. 133/09, s. 3."

It is telling that BC has regulations like Part 2 Section 3.1 specifically so that people who can afford to travel for the majority of the year still have access to health coverage, but these babies who need to connect with a health care provider routinely for the first year of their life are denied access until the wait coverage expires.

We do not have access to the Medical Services Commission Minute of the Commission #13-119. **Could you please also share that with us as well?** It's hard for us to make sense of it without knowing what it says.

With regards to the "existing structured and well-defined process by which wait period can be reviewed and waived if there are significant medical costs incurred during the period," this process is clearly not working. One only need to look at the recent babies we have discussed with you to see how broken the system is. The Medical Services Commission's annual reports appear to indicate that they dismiss any application related to pregnancy and prenatal care immediately.

We have been quite clear that we do not believe the wait period meets its stated purpose: the protection of the publicly funded health care system. We are not the only organization to do so, West Coast LEAF has written

the Ministry about this before. (<http://www.westcoastleaf.org/wp-content/uploads/2015/07/July-20-2015-ltr-to-Minister-of-Health.pdf>) We have limited our discussion with the Ministry of Health to discussion of an exemption for newborns because we were initially told that this was all that was possible without changes to the Act, and we were planning on directing further advocacy towards the Minister. However, upon reading your explanation and our own examination of the Medicare Protection Act, it appears that while the three month wait period is allowed by section 7.2(3), it is not mandated. We therefore recommend abolishing the wait period. The three month wait period places individuals in limbo and forces them to delay seeking care until coverage is received. This is evidenced in the increased physician billing rates in the fourth month after an immigrant's arrival. The delay in seeking appropriate and adequate health care results in poorer health outcomes and increased costs as individuals run the risk of developing more complex health concerns, which places a greater burden on our health care system. In February 2010, New Brunswick joined the rest of the country in ending their three month wait period for people moving from outside the country. The Health Minister at the time stated that it "is the right thing to do." British Columbia, Ontario and Quebec are the only provinces with a three month wait for people moving from outside the country. As noted above, Ontario has an exemption for newborn babies.

On Wed, Sep 11, 2019 at 9:31 AM Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca> wrote:

Please see the attached.

Thank you,

Kate

Kate Puckett

A/Director | Beneficiary Services and Strategic Priorities Branch

Health Human Resources and Labour Relations Division | Ministry of Health

(250) 952-2156

kate.puckett@gov.bc.ca

McIlveen, Elaine K HLTH:EX

From: Ross, Isobel HLTH:EX
Sent: November 20, 2019 11:07 AM
To: Natalie Blair
Cc: Nesa Tousi; Omar Chu; Puckett, Kate HLTH:EX; MacLeod, Dawn L HLTH:EX
Subject: RE: HIBC

Hi Natalie,

Thanks for sending this along.

As I mentioned during our meeting, when gaps are identified it is important to escalate and resolve them as soon as possible to provide the best service possible.

Once the escalation process has been completed, I will let you know and provide any further information that I am able to at that time.

Many thanks,
Isobel

From: Natalie Blair ^{s.22}
Sent: November 20, 2019 10:12 AM
To: Ross, Isobel HLTH:EX <Isobel.Ross@gov.bc.ca>
Cc: Nesa Tousi ^{s.22} Omar Chu ^{s.22}
Subject: HIBC

Hey Isobel,

Today Nov 20/19 at ~08:40 I called HIBC from 778-888-0980, and spoke to ^{s.22}

Again for the record, he was very kind and competent. Unfortunately I was given the wrong information, and a few other barriers to note:

1. I was asked the status of the parents- and when I said it was "precarious" this wasn't clear to him. I clarified, and what he really wanted to know was if they had citizenship or PR.

--> asking people for their status is very triggering and scary in many cases, and is a huge barrier

2. It took awhile, but he looked through his document, and ultimately I was told to a) get birth cert b) fill in the baby enrollment form, and leave the parents PHN blank

--> this is incorrect, and doesn't work

3. When I asked if I can fill out the adult form, he said that yes that could work, but the process says to fill out the baby form

--> again, incorrect.

4. He initially wasn't aware of three-month wait for babies- and had to look it up to confirm. when he first read from his document, he cited that care was established on the date of birth.

I called early, and didn't have to wait long on the phone. The first person I spoke to transferred me to "Level 3", both attendants made me feel it was *possible* to register the baby, but I was told all the wrong info...

Ingrid has called multiple times and has had the same experience, with the added frustration of long long wait times.

Thanks for escalating this issue to ensure HIBC is better supported and trained to register these babies, as it is an extremely time sensitive issue in many cases!

have a good day :)

natalie

McIlveen, Elaine K HLTH:EX

From: Sanctuary Health <sanctuaryhealthvancouver@gmail.com>
Sent: November 5, 2019 10:30 PM
To: MacLeod, Dawn L HLTH:EX
Cc: Ayendri; Byron Cruz; Ingrid Mendez; Nesa Tousi; Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX; Ross, Isobel HLTH:EX; Natalie Blair
Subject: Re: Sanctuary Health BC Health Coalition and MoH Working Group Material

Hello all,

Thank you Dawn for sending the updated communications plan and documents. As we shared at our last meeting it is disappointing to see the translations, process charts, and more substantial updates to the website that were in the July 30 version gone. This makes it all the more important as noted in the workplan that you use every channel available to you to make sure the information bulletin gets sent to appropriate external stakeholders.

In terms, of suggestions for the website to encourage people to call HIBC. If even the general sentence "if you are enrolling a child as a minor account holder, please contact HIBC" is off the table, we can't think of any helpful suggestions. We'd also like to note that wait times and lack of interpretation for the HIBC phone line themselves are a barrier. Families that need interpretation are going to find it hard to find someone to sit with them on hold for an hour as Ingrid has done recently.

We are still working on our message to the Medical Services Commission about the three month wait. We trust that you will be able to pass it on when it is ready.

A couple housekeeping notes. We aren't available for 10:30 on Wednesday. Since it will probably be a short call (would it be possible to see the agenda?), could we start at 9:30?

Also, apologies for the delay in sending this in: Natalie's name is Natalie Blair and her email address is s.22

Thank you,
Omar

On Tue, Nov 5, 2019 at 4:09 PM MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca> wrote:

Hello everyone,

Please find the following items attached:

- September 11, 2019 Final minutes
- October 9, 2019 Draft minutes
- Updated work plan
- Information Bulletin – Final Version
- Updated Communication Plan

Please let me know if you have any suggestions or comments.

Thank you.

Dawn Macleod

Senior Policy Advisor

Workforce Compensation, Agreements and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

McIlveen, Elaine K HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: September 10, 2019 4:46 PM
To: Adam Lynes-Ford; Ayendri; Byron Cruz; Ingrid Mendez; MacLeod, Dawn L HLTH:EX; Nadine Nakagawa; Nesa Tousi; Omar Chu; Power, Stephanie A HLTH:EX; Puckett, Kate HLTH:EX; Ross, Isobel HLTH:EX
Subject: Sanctuary Health, BC Health Coalition and MoH Sept 11, 2019 Meeting Material
Attachments: SH Website Changes.docx; Information Bulletin.docx; SH Sept 11, 2019 Agenda.docx; Work Plan - Sept 11 2019.docx

Hello Everyone,

Please find the following items attached for our meeting tomorrow:

- Agenda for September 11, 2019
- Draft Information Bulletin
- Draft Proposed Website Changes
- Updated Work Plan

Let me know if you have any items you would like to add to the agenda.

Thank you.

Dawn Macleod

Senior Policy Advisor

Workforce Compensation, Agreements and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

McIlveen, Elaine K HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: October 9, 2019 12:49 PM
To: Power, Stephanie A HLTH:EX
Cc: Puckett, Kate HLTH:EX; Ross, Isobel HLTH:EX
Subject: Sanctuary Health BC Health Coalition October 9, 2019 Action Items

Hi Stephanie,

The following action items were agreed to at the October 9, 2019 Sanctuary Health, BC Health Coalition and Ministry of Health Working Group meeting:

- BSSPS to provide Vital Stats recommendations for updating the Online Birth Registration MSP enrolment page.
- BSSPB and Vital Stats to discuss changing language on the Online Birth Registration MSP enrolment page to replace mother with parent or birthing parents PHN.
- Sanctuary Health, BC Health Coalition to provide suggestions for the Ministry of Health website to direct individuals with questions regarding eligibility to contact Health Insurance BC.
- Sanctuary Health, BC Health Coalition to provide a written response to the Working Group's discussion regarding wait period requirements.
- BSSPB to further investigate authority for administering the wait period.
- BSSPB to provide working group members a summary of the authority for administering the waiver of the wait period process.
- BSSPB to distribute an updated Communication Plan to working group members

Please let me know if you have any questions.

Thank you.

Dawn

Medical Services Plan (MSP) Wait Period for Babies born in British Columbia to Non-Residents as Defined by the Medicare Protection Act

Section 7.2 (Enrolment of Beneficiaries) of the *Medicare Protection Act* (the Act) outlines the accountability of the Medical Services Commission to enrol an applicant and dependents, if applicable, after confirming identify and residency. The Act defines a “Resident” as “a person who

- (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 for
 - (i) at least 6 months in a calendar year, or
 - (ii) a shorter prescribed period,
- 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;”

New and returning residents are required to complete a wait period, consisting of the balance of the month in which residence in British Columbia is established, or re-established, plus two months, before provincial health coverage can begin. As per Medical Services Commission Minute of the Commission #15-1074, there are a number of specified groups that are granted an exemption from the wait period including children either born to or adopted by Canadian residents. For those babies that are not born to or adopted by Canadian residents, there is an existing structured and well-defined process by which the wait period can be reviewed and waived if there are significant medical costs incurred during the period.

The wait period is in place for the protection of the publicly funded healthcare system, discouraging individuals that are non-residents from seeking medical treatment in BC and returning to their usual place of residence. This includes child birth and newborn healthcare for individuals who are not residents of BC. It is the responsibility of government to ensure the fair and consistent application of legislation and policy to residents and non-residents to uphold the integrity and sustainability of the public system.

It should also be noted that there are broader inclusion criteria for MSP beyond what is defined under the Act. Part 2 Section 6 of the Medical and Health Care Services Regulation outlines those who may not meet the eligibility criteria laid out under the Act but may be deemed residents. These individuals are included under the definition of “resident”, as such they are eligible for enrolment in MSP and will have date of birth coverage for their newborns.

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

September 11, 2019 9:00am to 10:00am

Sanctuary Health	BC Health Coalition	Ministry of Health (MoH)
Omar Chu	Nadine Nakagawa	Kate Puckett
Nesa Tousi		Dawn Macleod
Byron Cruz		Isobel Ross
Regrets: Stephanie Power, Ingrid Mendez		

Objectives	Discussion/ Action Items
Admin and Work Plan	<p>Discussion:</p> <ul style="list-style-type: none"> Members reviewed the Work Plan and provided comments on the various areas. <p>Action Items:</p> <ul style="list-style-type: none"> BSSPB to update Work Plan to reflect comments. BSSPB to update Working Group material members and conference call info. BSSPB to change the recurrence of meetings from biweekly to monthly.
Information Bulletin/ Awareness Campaign	<p>Discussion: Members reviewed the 'Enrolling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin and agreed the bulletin includes the required information.</p> <p>Action Items:</p> <ul style="list-style-type: none"> BSSPB to finalize the information bulletin and distribute to Working Group members. BSSPB to explore channels to distribute the information bulletin to external stakeholders identified by Sanctuary Health and BC Health Coalition.
MoH and Vital Stats Website	<p>Discussion: Members discussed proposed website changes as summarized in the 'Website Change Overview' document.</p> <p>Action Items:</p> <ul style="list-style-type: none"> Sanctuary Health and BC Health Coalition to provide feedback on proposed Ministry of Health website updates. BSSPB to explore options for directing mothers who are not enrolled in MSP to contact Health Insurance BC if they have eligibility questions when using the Online Birth Registration. BSSPB to email Working Group members a summary of BC Government language translation resources and the Ministry of Health's approach to language translation and infographics.
Wait Period	<p>Discussion: Members discussed the background document on wait period requirements.</p> <p>Action Item:</p> <ul style="list-style-type: none"> BSSPB to update background document on wait period requirements and distribute to members. All working members will provide feedback on the document via email to BSSPB.

McIlveen, Elaine K HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: September 11, 2019 3:33 PM
To: Power, Stephanie A HLTH:EX
Cc: Puckett, Kate HLTH:EX; Ross, Isobel HLTH:EX
Subject: September 11, 2019 Sanctuary Health, BC Health Coalition and Ministry of Health Working Group Action Items

Hello Stephanie,

The following action items are from the September 11, 2019 Sanctuary Health, BC Health Coalition and Ministry of Health Working Group meeting:

- BSSPB to finalize the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan (MSP)' information bulletin and distribute to Working Group members.
- Sanctuary Health and BC Health Coalition to provide feedback on proposed Ministry of Health website updates.
- BSSPB to explore options for directing mothers who are not enrolled in MSP to contact Health Insurance BC if they have eligibility questions when using the Online Birth Registration.
- BSSPB to email Working Group members a summary of BC Government language translation resources.
- BSSPB to explore channels to provide the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan (MSP)' information bulletin to external stakeholders identified by Sanctuary Health and BC Health Coalition.
- BSSPB to update background document on wait period requirements and distribute to members. All working member will provided feedback on the document via email to BSSPB.
- BSSPB to change the reoccurrence of the Sanctuary Health, BC Health Coalition and Ministry of Health Working meeting from biweekly to monthly.

Thank you.

Dawn Macleod

Senior Policy Advisor

Workforce Compensation, Agreements and Beneficiary Services Division

Beneficiary Services and Strategic Priorities Branch

1515 Blanshard Street, Victoria BC

250 952-2828

Sanctuary Health, BC Health Coalition and Ministry of Health Meeting
Working Group
Agenda

October 9, 2019
9:00am to 9:30am

Join by Phone

Local - Victoria: s.15; s.17
Local - Vancouver: s.15; s.17
Toll-Free: s.15; s.17

Conference ID:s.15; s.17

Attendees:

Sanctuary Health	BC Health Coalition	Ministry of Health (MoH)
Omar Chu	Ayendri Riddel	Kate Puckett
Nesa Tousi		Dawn Macleod
Byron Cruz		Isobel Ross
ingrid mendez		

Regrets:

Stephanie Power

Meeting Objectives	Attachment
Discuss MoH and Vital Stats Website proposed updates	Revised Website Changes Doc
Review final copy of the Information Bulletin and distribution plan	Information Bulletin
Discuss feedback on the background document on wait period requirements	
Review Work Plan	Work Plan

Sanctuary Health, BC Health Coalition and Ministry of Health Meeting
Working Group
Agenda

September 11, 2019
9:00am to 10:00am

Join by Phone

Local - Victoria: s.15; s.17

Local - Vancouver: s.15; s.17

Toll-Free: s.15; s.17

Conference ID: s.15; s.17

Attendees:

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

Regrets:

Beverlee Sealey, Stephanie Power, Ingrid Mendez

Meeting Objectives	Attachment
Discuss implementation procedure changes	
Review Draft Information Bulletin	Information Bulletin
Review Proposed Website Changes	Website Change Overview
Discuss Ministry of Health website translation and use of infographics	
Discuss Wait Period Requirements	
Review Work Plan	Work Plan

Clarifying Process for Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan (MSP)

To clarifying information to parents with precarious immigration status on how to enrol their eligible children in MSP the following website updates are being proposed.

MSP Website Changes:

www.gov.bc.ca/MSP/applyforhealthcare

On the landing page for applying for MSP, add the following paragraph under How to Apply:

How to Apply

If you are enrolling a child as a minor account holder, please contact HIBC at (604) 683-7151 (Lower Mainland) or 1 800-663-7100 (Rest of BC).

Vital Stat Website Changes: for discussion.

Options to discuss:

1. Status Quo
2. On Step 10, the MSP enrolment page for child (see below) add HIBC contact information.

Birth Registration

- ☐ 1. Eligibility
- ☐ 2. Registrant
- ☐ 3. Place of Birth
- ☐ 4. Child
- ☐ 5. Mother
- ☐ 6. Mother Address
- ☐ 7. Father/Parent
- ☐ 8. Canada Child Benefits
- ☐ 9. Social Insurance Number
- ☒ 10. Medical Services Plan
- ☐ 11. Registration Summary
- ☐ 12. Sample Birth Certificate
- ☐ 13. Certify Birth Registration
- ☐ 14. Registration Complete
- ☐ 15. Order Birth Certificates
- ☐ 16. Applicant
- ☐ 17. Order Summary

Frequently Asked Questions

BC Vital Statistics

Postal Code Lookup

Exit this e-service

Step 10. Medical Services Plan * Identifies Required Fields

Medical Services Plan (MSP) requires that if the newborn is a B.C. resident, he/she must be enrolled in MSP.

For additional information regarding MSP enrolment, [click here](#).

When you apply for MSP coverage for your child and provide your consent, personal information from this birth registration will be forwarded to the Ministry of Health (MoH) and/or Health Insurance BC (HIBC) in order to process the application.

Personal information forwarded to MSP is collected on this birth registration under the authority of the *Medicare Protection Act*. The information will be used to determine residency in BC and determine eligibility for provincial health care benefits. Personal information is protected from unauthorized use and disclosure in accordance with the *Freedom of Information and Protection of Privacy Act* and may be disclosed only as provided by that Act. If you have any questions about the collection of this information, contact Health Insurance BC at (Lower Mainland) 604 683-7151, (Rest of BC) 1 866 663-7100. Web: [Health Insurance BC](#).

To be eligible to use this on-line application to apply for MSP coverage for your child:

- You must be the mother of this child
- You must have active MSP coverage at the time the child is born
- The child must be a resident of British Columbia [How is a resident of BC defined?](#)

* Would you like to apply for MSP coverage for your child at this time? ☐ YES ☐ NO

☐ By checking this box, I authorize the Registrar General of the Vital Statistics Agency to release the necessary information obtained from this registration for the purpose of applying for MSP coverage for my child. I certify that I am eligible for and have active MSP coverage.

Previous **Next**

Clarifying Process for Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan (MSP)

To provide information to parents with precarious immigration status on how to enrol their eligible children in MSP the following website updates are being proposed.

MSP Website Changes:

www.gov.bc.ca/MSP/applyforhealthcare

Leave as is. Information on the side provides HIBC contact info and HIBC has implemented new scripting to assist these parents.

Vital Stat Website Changes:

Options to discuss:

1. On Step 10, the MSP enrolment page for child (see below).
2. Where the webpage states: For additional questions regarding enrolment, click here.

Modify to state:

- i. For additional questions regarding enrolment and eligibility, click here.

And move to under 'The child must be a resident of British Columbia'

Birth Registration

- ☐ 1. Eligibility
- ☐ 2. Registrant
- ☐ 3. Place of Birth
- ☐ 4. Child
- ☐ 5. Mother
- ☐ 6. Other Address
- ☐ 7. Father/Parent
- ☐ 8. Canada Child Benefits
- ☐ 9. Social Insurance Number
- ☒ 10. Medical Services Plan
- ☐ 11. Registration Summary
- ☐ 12. Sample Birth Certificate
- ☐ 13. Certify Birth Registration
- ☐ 14. Registration Complete
- ☐ 15. Order Birth Certificates
- ☐ 16. Applicant
- ☐ 17. Order Summary

Frequently Asked Questions

BC Vital Statistics

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Personal information forwarded to MSP is collected on this birth registration under the authority of the *Medicare Protection Act*. The information will be used to determine residency in BC and determine eligibility for provincial health care benefits. Personal information is protected from unauthorized use and disclosure in accordance with the *Freedom of Information and Protection of Privacy Act* and may be disclosed only as provided by that Act. If you have any questions about the collection of this information, contact Health Insurance BC at (Lower Mainland) 604-683-7151, (Rest of BC) 1-866-663-7100. Web: [Health Insurance BC](#).

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- The child must be a resident of British Columbia [How is a resident of BC defined?](#)

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☐ By checking this box, I authorize the Registrar General of the Vital Statistics Agency to release the necessary information obtained from this registration for the purpose of applying for MSP coverage for my child. I certify that I am eligible for and have active MSP coverage.

Previous **Next**

McIlveen, Elaine K HLTH:EX

From: Jennings, Suzanne VSA:EX
Sent: July 26, 2019 12:55 PM
To: MacLeod, Dawn L HLTH:EX
Subject: RE: VSA eBR

Hi Dawn

It sounds like you will be requesting some fairly simple and helpful changes. If you email them to me, I will review with the business Regional Managers and ensure that the request is logged in our Change Request tracking system. Once the request is entered as a Change Request – making and testing the changes to eBR will depend on priorities set in consultation with our business areas, whether there are other outstanding changes to be made to eBR etc.

s.13

Thanks

Suzanne Jennings, Director, Information Technology Services
Vital Statistics Agency
Health Sector Information, Analysis & Reporting Division
Ministry of Health
Province of British Columbia

☎ 250 952-9084
✉ suzanne.jennings@gov.bc.ca

Unless otherwise agreed expressly in writing by the author, this communication is to be treated as confidential and the information in it (or attached to it) may not be used or disclosed except for the purpose for which it has been sent or as determined by FOIPPA requirements and procedures. This message is intended only for the use of the person(s) to whom it is addressed. Any distribution, copying or use by anyone else is strictly prohibited. If you have received this e-mail in error, please telephone the sender immediately and destroy this e-mail.

From: MacLeod, Dawn L HLTH:EX
Sent: July 26, 2019 12:22 PM
To: Jennings, Suzanne VSA:EX <Suzanne.Jennings@gov.bc.ca>
Subject: VSA eBR

Hi Suzanne,

Just a quick question regarding the Vital Stats eBR. Can you explain the process for requesting an update to the messaging on the MSP registration eBR webpage? The update would only be text changes, for example instructing the mom to call HIBC is she is not a resident.

Thank you.

Dawn Macleod
Senior Policy Advisor
Workforce Compensation, Agreements and Beneficiary Services Division
Beneficiary Services and Strategic Priorities Branch
1515 Blanshard Street, Victoria BC
250 952-2828

Medical Services Plan (MSP) Wait Period for Babies born in British Columbia to Non-Residents as Defined by the Medicare Protection Act

Section 7.2 (Enrolment of Beneficiaries) of the *Medicare Protection Act* (the Act) outlines the accountability of the Medical Services Commission to enrol an applicant and dependents, if applicable, after confirming identify and residency. The Act defines a “Resident” as “a person who

- (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 for
 - (i) at least 6 months in a calendar year, or
 - (ii) a shorter prescribed period,

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;”

New and returning residents are required to complete a wait period, consisting of the balance of the month in which residence in British Columbia is established, or re-established, plus two months, before provincial health coverage can begin. As per Medical Services Commission Minute of the Commission #13-118, there are a number of specified groups that are granted an exemption from the wait period including children either born to or adopted by Canadian residents. For those babies that are not born to or adopted by Canadian residents, there is an existing structured and well-defined process by which the wait period can be reviewed and waived if there are significant medical costs incurred during the period.

The wait period is in place for the protection of the publicly funded healthcare system, discouraging individuals that are non-residents from seeking medical treatment in BC and returning to their usual place of residence. This includes child birth and newborn healthcare for individuals who are not residents of BC. It is the responsibility of government to ensure the fair and consistent application of legislation and policy to residents and non-residents to uphold the integrity and sustainability of the public system.

It should also be noted that there are broader inclusion criteria for MSP beyond what is defined under the Act. Part 2 Section 6 of the Medical and Health Care Services Regulation (the Regulation) outlines those who may not meet the eligibility criteria laid out under the Act but may be deemed residents. These individuals are included under the definition of “resident”, as such they are eligible for enrolment in MSP and will have date of birth coverage for their newborns.

In 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"> BSSP to review a Waiver of the Wait period request presented by SH and respond to Ingrid directly. 	BSSP	July 17, 2019	July 31, 2019	In progress. Dawn will follow up with Ingrid.
Enrolment Process	<ul style="list-style-type: none"> BSSP to review scripting options for Health Insurance BC (HIBC) Customer Service Representatives when parents with precarious immigration status call HIBC. 	BSSP	April 24, 2019	August 14, 2019	Complete.
	<ul style="list-style-type: none"> Invite HIBC representative to a future meeting to discuss scripting. 	BSSP			Discuss if this action is still required. Scripting will align with the wording in the letter.
	<ul style="list-style-type: none"> SH will review the draft HIBC letter with parents whom SH is currently working with and provide feedback to Dawn. 	SH	July 17, 2019		In progress.
Birth Feed/ Online Birth Registration	<ul style="list-style-type: none"> 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. 	BSSP	May 22, 2019	August 23, 2019	In progress.
MoH Website	<ul style="list-style-type: none"> Working Group members to develop clarifying information for the MoH website. 	BSSP/ SH		August 23, 2019	In progress.
Awareness Campaign	<ul style="list-style-type: none"> BSSP to internally review BSSP's draft Communication Plan, which will be used to communicate how to enrol children of parents with precarious immigration status. 	BSSP/ SH	April 10, 2019	August 30, 2019	In progress.

DRAFT

Last updated by: Dawn Macleod
On: August 14, 2019

	<ul style="list-style-type: none"> All Members to consider specific needs for effective communication with this population group, including best methods of communication and key stakeholders. 				In progress.
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s.14

Compliance and Audit Unit	<ul style="list-style-type: none"> SH and BC Health Coalition to email questions regarding the Eligibility, Compliance and Enforcement Unit to Dawn. 	SH/ BC Health Coalition	June 19, 2019		In progress.
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DRAFT

Last updated by: Dawn Macleod
On: August 14, 2019

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

DRAFT

Last updated by: Dawn Macleod
On: August 14, 2019

	when their baby is “bumped” out of the Birth Feed				
	<ul style="list-style-type: none"> 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. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> BSSP to outline HIBC process for enrolling minors on their own self-administered account. 	BSSP		April 27, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> BSSP to confirm procedures for manual review when newborns can not enrol in MSP through the Online Birth Registration. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> 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. 	SH/ BCHC	May 22, 2019	May 2019	Completed.
	<ul style="list-style-type: none"> BSSP to review requested documentation from parents with precarious immigration when they enrol their child on a self-administered MSP account. 	BSSP	April 24, 2019	July 17, 2019	Completed.

DRAFT

Last updated by: Dawn Macleod

On: August 14, 2019

	<ul style="list-style-type: none"> BSSP to work with HIBC to explore options for requesting information from parents with precarious immigration status. 	BSSP	April 24, 2019	July 17, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	BSSP	April 24, 2019	July 17, 2019.	Complete.
Birth Feed/ Online Birth Registration	<ul style="list-style-type: none"> 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. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP/ Vital Stats	April 10, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	BSSP	May 22, 2019	June 19, 2019	Completed.

DRAFT

Last updated by: Dawn Macleod

On: August 14, 2019

Digital Experience Online Enrolment Form	<ul style="list-style-type: none"> Explore limitations of the Digital Experience online enrolment form for this group. 	BSSP		March 27, 2019	Completed
Disclosure Statement	<ul style="list-style-type: none"> SH to provide input concerning disclosure statement on the Application for Enrolment Form pertaining to immigration and law enforcement authorities. 	SH		March 18, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> Explore removing the requirement to include parent's PHN on the Baby Enrolment form. 	BSSP		March 27, 2019	
Application for Enrolment Form	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.
	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.

DRAFT

Last updated by: Dawn Macleod
On: August 14, 2019

	<ul style="list-style-type: none"> 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. 	SH/ BC Health Coalition	May 22, 2019	May 2019	Completed.
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s.14

Compliance and Audit Unit	<ul style="list-style-type: none"> Summarize Work Performed by the Compliance and Audit Unit 	BSSP	May 30, 2019	June 19, 2019	Completed.
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DRAFT

Last updated by: Dawn Macleod
On: August 14, 2019

In 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"> BSSPB to update the Working Group distribution list 	BSSPB	Oct 9, 2019	Nov 19, 2019	Complete
MoH and Vital Stats Website	<ul style="list-style-type: none"> BSSPB to provide Vital Stats recommendations for updating the Online Birth Registration MSP enrolment page. 	BSSPB	Oct 9, 2019	October 2019	Complete
	<ul style="list-style-type: none"> BSSPB and Vital Stats to discuss changing language on the Online Birth Registration MSP enrolment page to replace mother with parent or birthing parents PHN. 	BSSPB	Oct 9, 2019		Vital Stats are discussing proposed changes internally
	<ul style="list-style-type: none"> SH and BCHC to provide suggestions for the MoH website to direct individuals with questions regarding eligibility to contact Health Insurance BC. 	SH and BCHC	Oct 9, 2019		Complete
Awareness Campaign	<ul style="list-style-type: none"> BSSPB to distribute an updated Communication Plan to working group members. 	BSSPB	Oct 9, 2019	Nov 5, 2019	Complete
	<ul style="list-style-type: none"> BSSPB to distribute a Final version of the Information Bulletin to working group members. 	BSSPB	Oct 9, 2019	Nov 5, 2019	Complete
	<ul style="list-style-type: none"> BSSPB to explore channels to distribute the Information Bulletin to external stakeholders identified by SH and BCHC. 	BSSPB	Sept 11, 2019		In progress
Wait Period	<ul style="list-style-type: none"> SH and BCHC to provide a written response to the Working Group's discussion regarding wait period requirements. 	BSSPB	Oct 9, 2019		
	<ul style="list-style-type: none"> BSSPB to further investigate authority for administering the wait period. 	BSSPB	Oct 9, 2019	Nov 20, 2019	Complete
	<ul style="list-style-type: none"> BSSPB to provide working group members a summary of the authority for administering the waiver of the wait period process. 	BSSPB	Oct 9, 2019	Nov 20, 2019	Complete

DRAFT

Last updated by: Dawn Macleod
November 19, 2019

Completed Items					
Issues	Action Items	Responsible	Start Date	End Date	Notes
Admin	<ul style="list-style-type: none"> BSSP to add Nessa and Aparna to Working Group distribution list and send material from previous meetings 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> BSSP to add Ayendri to the Working Group distribution list and send material from previous meetings. 	BSSP	May 22, 2019	May 22, 2019	Completed
	<ul style="list-style-type: none"> BSSP to review a Waiver of the Wait period request presented by SH and respond to the social worker directly if more information is required. 	BSSP	July 17, 2019	Sept 11, 2019	Completed.
	<ul style="list-style-type: none"> BSSPB to update meeting invite: change from Bev's calendar to Kate's and correct conference ID number 	BSSP		August 2019	Complete.
	<ul style="list-style-type: none"> BSSPB to update Working Group material members and conference call info. 	BSSPB	Sept 11, 2019	Sept 11, 2019	Completed
	<ul style="list-style-type: none"> BSSPB to change the reoccurrence of meetings from biweekly to monthly. 	BSSPB	Sept 11, 2019	Sept 19, 2019	Completed
Enrolment Process	<ul style="list-style-type: none"> BSSP to explore reasons for request on the Unattended Birth Checklist and options for altering it. 	BSSP/ Vital Stats	April 24, 2019	May 22, 2019	Completed
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	<ul style="list-style-type: none"> BSSP to outline the process for enrolling newborns (in MSP) who are born outside of hospitals. 	BSSP/ Vital Stats		April 2019	Completed

DRAFT

Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> BSSP to send Working Group Members a copy of the letter sent to parents when their baby is “bumped” out of the Birth Feed 		April 10, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP	April 10, 2019	Completed
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	<ul style="list-style-type: none"> SH will review the draft HIBC letter with parents whom SH is currently working with and provide feedback to Dawn. 	SH	July 17, 2019	Complete.

DRAFT

Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> • Invite HIBC representative to a future meeting to discuss scripting. 	BSSP			No value. Completed.
	<ul style="list-style-type: none"> • BSSPB to update HIBC scripting for parents with precarious immigration status inquiring about enrolling their children in MSP. 	BSSP		July 30, 2019	Complete.
Birth Feed/ Online Birth Registration	<ul style="list-style-type: none"> • 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. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> • 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. 	BSSP/ Vital Stats	April 10, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> • 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. 	BSSP	May 22, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> • 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. 	BSSP	May 22, 2019	Sept 11, 2019	Complete.
MoH and Vital Stats Websites	<ul style="list-style-type: none"> • Working Group members to develop clarifying information for the MoH website. 	BSSP/ SH		Sept 11, 2019	Complete.
	<ul style="list-style-type: none"> • BSSPB to explore options for directing mothers who are not enrolled in MSP to contact Health Insurance BC if they have eligibility questions when using the Online Birth Registration. 	BSSPB	Sept 11, 2019	Oct 11, 2019	Completed
	<ul style="list-style-type: none"> • BSSPB to email Working Group members a summary of BC Government language translation resources and the Ministry of Health's approach to language translation and infographics. 	BSSPB	Sept 11, 2019	Oct 11, 2019	Completed
	<ul style="list-style-type: none"> • BSSPB will explore options for the MoH website based on feedback from Sanctuary Health and BC Health Coalition. 	BSSPB	Sept 11, 2019	Oct 11, 2019	Completed

DRAFT

Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> SH and BCHC to provide feedback on proposed MoH website updates. 	SH and BCHC	Sept 11, 2019	Oct 9, 2019	
Digital Experience Online Enrolment Form	<ul style="list-style-type: none"> Explore limitations of the Digital Experience online enrolment form for this group. 	BSSP		March 27, 2019	Completed
Disclosure Statement	<ul style="list-style-type: none"> SH to provide input concerning disclosure statement on the Application for Enrolment Form pertaining to immigration and law enforcement authorities. 	SH		March 18, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> Explore removing the requirement to include parent's PHN on the Baby Enrolment form. 	BSSP		March 27, 2019	
Application for Enrolment Form	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.
	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	SH/ BC Health Coalition	May 22, 2019	May 2019	Completed.

DRAFT

Last updated by: Dawn Macleod
November 19, 2019

s.14

Eligibility Compliance and Enforcement Unit	<ul style="list-style-type: none"> Summarize Work Performed by the Compliance and Audit Unit 	BSSP	May 30, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> SH and BC Health Coalition to email questions regarding the Eligibility, Compliance and Enforcement Unit to Dawn. 	SH/ BC Health Coalition	June 19, 2019	July 30, 2019.	Complete.
Awareness Campaign	<ul style="list-style-type: none"> All member to review BSSP's draft Communication Plan, which will be used to communicate how to enrol children of parents with precarious immigration status. 	BSSP/ SH	April 10, 2019	August 30, 2019	Completed.
	<ul style="list-style-type: none"> All Members to consider specific needs for effective communication with this population group, including best methods of communication and key stakeholders. 			July 30, 2019	Completed.
	<ul style="list-style-type: none"> BSSPB to finalize the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin and distribute to Working Group members. 	BSSPB	Sept 11, 2019	Oct 4, 2019	Completed

s.14

DRAFT

Last updated by: Dawn Macleod
November 19, 2019

	<ul style="list-style-type: none"> BSSP to provide an overview of Waiver of the Wait period rationale for babies of parents with precarious immigration status and send to group members via email. 	BSSP		September 11, 2019.	Complete.
	<ul style="list-style-type: none"> BSSPB to update background document on wait period requirements and distribute to members. All working members will provide feedback on the document via email to BSSPB. 	BSSPB/ SH and BCHC	Sept 11, 2019	Oct 4, 2019	Completed

DRAFT

Last updated by: Dawn Macleod
November 19, 2019

In 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"> BSSPB to update Working Group material members and conference call info. 	BSSPB	Sept 11, 2019	Sept 11, 2019	Completed
	<ul style="list-style-type: none"> BSSPB to change the reoccurrence of meetings from biweekly to monthly. 	BSSPB	Sept 11, 2019	Sept 19, 2019	Completed
MoH Website	<ul style="list-style-type: none"> Sanctuary Health and BC Health Coalition to provide feedback on proposed Ministry of Health website updates. 	SH and BCHC	Sept 11, 2019		
	<ul style="list-style-type: none"> BSSPB to explore options for directing mothers who are not enrolled in MSP to contact Health Insurance BC if they have eligibility questions when using the Online Birth Registration. 	BSSPB	Sept 11, 2019	Oct 4, 2019	
	<ul style="list-style-type: none"> BSSPB to email Working Group members a summary of BC Government language translation resources and the Ministry of Health's approach to language translation and infographics. 	BSSPB	Sept 11, 2019	Oct 4, 2019	Completed
	<ul style="list-style-type: none"> BSSPB will explore options for the MoH website based on feedback from Sanctuary Health and BC Health Coalition. 	BSSPB	Sept 11, 2019	Oct 4, 2019	
Awareness Campaign	<ul style="list-style-type: none"> BSSPB to finalize the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin and distribute to Working Group members. 	BSSPB	Sept 11, 2019	Oct 4, 2019	Completed
	<ul style="list-style-type: none"> BSSPB to explore channels to distribute the 'Enroling Children of Parents with Precarious Immigration Status in the Medical Services Plan' information bulletin to external stakeholders identified by Sanctuary Health and BC Health Coalition. 	BSSPB	Sept 11, 2019	Oct 4, 2019	
Wait Period	<ul style="list-style-type: none"> BSSPB to update background document on wait period requirements and distribute to members. All working members will provide feedback on the document via email to BSSPB. 	BSSPB/ SH and BCHC	Sept 11, 2019	Oct 4, 2019	Completed
Completed Items					

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Last updated by: Dawn Macleod

On: October 8, 2019

Issues	Action Items	Responsible	Start Date	End Date	Notes
Admin	<ul style="list-style-type: none"> BSSP to add Nessa and Aparna to Working Group distribution list and send material from previous meetings 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> BSSP to add Ayendri to the Working Group distribution list and send material from previous meetings. 	BSSP	May 22, 2019	May 22, 2019	Completed
	<ul style="list-style-type: none"> BSSP to review a Waiver of the Wait period request presented by SH and respond to the social worker directly if more information is required. 	BSSP	July 17, 2019	Sept 11, 2019	Completed.
	<ul style="list-style-type: none"> BSSPB to update meeting invite: change from Bev's calendar to Kate's and correct conference ID number 	BSSP		August 2019	Complete.
Enrolment Process	<ul style="list-style-type: none"> BSSP to explore reasons for request on the Unattended Birth Checklist and options for altering it. 	BSSP/ Vital Stats	April 24, 2019	May 22, 2019	Completed
	<ul style="list-style-type: none"> BSSP to identify HIBC scripting used for calls regarding enrolling eligible minors on their own MSP account. 	BSSP	March 27, 2019	April 24, 2019	Completed
	<ul style="list-style-type: none"> 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 April 18, 2019. 			April 24, 2019	Completed
	<ul style="list-style-type: none"> SH to document and provide feedback about concerns of this group regarding interactions with Government. 	SH		March 2019	Completed
	<ul style="list-style-type: none"> BSSP to outline the process for enrolling newborns (in MSP) who are born outside of hospitals. 	BSSP/ Vital Stats		April 2019	Completed
	<ul style="list-style-type: none"> BSSP to send Working Group Members a copy of the letter sent to parents when their baby is "bumped" out of the Birth Feed 			April 10, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		April 10, 2019	Completed

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Last updated by: Dawn Macleod

On: October 8, 2019

	<ul style="list-style-type: none"> BSSP to outline HIBC process for enrolling minors on their own self-administered account. 	BSSP		April 27, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		March 27, 2019	Completed
	<ul style="list-style-type: none"> BSSP to confirm procedures for manual review when newborns can not enrol in MSP through the Online Birth Registration. 	BSSP		April 10, 2019	Completed
	<ul style="list-style-type: none"> 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. 	SH/ BCHC	May 22, 2019	May 2019	Completed.
	<ul style="list-style-type: none"> BSSP to review requested documentation from parents with precarious immigration when they enrol their child on a self-administered MSP account. 	BSSP	April 24, 2019	July 17, 2019	Completed.
	<ul style="list-style-type: none"> BSSP to work with HIBC to explore options for requesting information from parents with precarious immigration status. 	BSSP	April 24, 2019	July 17, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	BSSP	April 24, 2019	July 17, 2019.	Complete.
	<ul style="list-style-type: none"> BSSP to review scripting options for Health Insurance BC (HIBC) Customer Service Representatives when parents with precarious immigration status call HIBC. 	BSSP	April 24, 2019	August 14, 2019	Complete.
	<ul style="list-style-type: none"> SH will review the draft HIBC letter with parents whom SH is currently working with and provide feedback to Dawn. 	SH	July 17, 2019	August 2019	Complete.
	<ul style="list-style-type: none"> Invite HIBC representative to a future meeting to discuss scripting. 	BSSP			No value. Completed.
	<ul style="list-style-type: none"> BSSPB to update HIBC scripting for parents with precarious immigration status inquiring about enrolling their children in MSP. 	BSSP		July 30, 2019	Complete.
	<ul style="list-style-type: none"> 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 	BSSP		April 10, 2019	Completed

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Last updated by: Dawn Macleod

On: October 8, 2019

Birth Feed/ Online Birth Registration	babies born to parents with precarious immigration status are bumped out of the Birth Feed.				
	<ul style="list-style-type: none"> 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. 	BSSP/ Vital Stats	April 10, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	BSSP	May 22, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	BSSP	May 22, 2019	Sept 11, 2019	Complete.
MoH Website	<ul style="list-style-type: none"> Working Group members to develop clarifying information for the MoH website. 	BSSP/ SH		September 11, 2019	Complete.
Digital Experience Online Enrolment Form	<ul style="list-style-type: none"> Explore limitations of the Digital Experience online enrolment form for this group. 	BSSP		March 27, 2019	Completed
Disclosure Statement	<ul style="list-style-type: none"> SH to provide input concerning disclosure statement on the Application for Enrolment Form pertaining to immigration and law enforcement authorities. 	SH		March 18, 2019	Completed
	<ul style="list-style-type: none"> 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. 	BSSP		March 27, 2019	Completed

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Last updated by: Dawn Macleod

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	<ul style="list-style-type: none"> Explore removing the requirement to include parent's PHN on the Baby Enrolment form. 	BSSP		March 27, 2019	
Application for Enrolment Form	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.
	<ul style="list-style-type: none"> 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. 			May 22, 2019	Completed.
	<ul style="list-style-type: none"> 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. 	SH/ BC Health Coalition	May 22, 2019	May 2019	Completed.

s.14

Eligibility Compliance and Enforcement Unit	<ul style="list-style-type: none"> Summarize Work Performed by the Compliance and Audit Unit 	BSSP	May 30, 2019	June 19, 2019	Completed.
	<ul style="list-style-type: none"> SH and BC Health Coalition to email questions regarding the Eligibility, Compliance and Enforcement Unit to Dawn. 	SH/ BC Health Coalition	June 19, 2019	July 30, 2019.	Complete.

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Last updated by: Dawn Macleod

On: October 8, 2019

Awareness Campaign	<ul style="list-style-type: none"> All member to review BSSP's draft Communication Plan, which will be used to communicate how to enrol children of parents with precarious immigration status. 	BSSP/ SH	April 10, 2019	August 30, 2019	Completed.
	<ul style="list-style-type: none"> All Members to consider specific needs for effective communication with this population group, including best methods of communication and key stakeholders. 			July 30, 2019	Completed.
Wait Period	s.14				
	<ul style="list-style-type: none"> BSSP to provide an overview of Waiver of the Wait period rationale for babies of parents with precarious immigration status and send to group members via email. 	BSSP		September 11, 2019.	Complete.

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Last updated by: Dawn Macleod

On: October 8, 2019

In 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"> BSSP to review a Waiver of the Wait period request presented by SH and respond to ingrid directly. 	BSSP	July 17, 2019		In progress.
	<ul style="list-style-type: none"> BSSPB to update meeting invite: change from Bev's calendar to Kate's and correct conference ID number 	BSSP		August 2019	Complete.
Enrolment Process	<ul style="list-style-type: none"> Invite HIBC representative to a future meeting to discuss scripting. 	BSSP			Is this action is still required. Scripting approved by members.
	<ul style="list-style-type: none"> BSSPB to update HIBC scripting for parents with precarious immigration status inquiring about enrolling their children in MSP. 	BSSP			Complete.
Birth Feed/ Online Birth Registration	<ul style="list-style-type: none"> 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. 	BSSP	May 22, 2019		In progress.
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Awareness Campaign	<ul style="list-style-type: none"> All Members to consider specific needs for effective communication with this population group, including best methods of communication and key stakeholders. 				Completed.

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On: September 10, 2019

Wait Period	s.14				
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Compliance and Audit Unit	<ul style="list-style-type: none"> SH and BC Health Coalition to email questions regarding the Eligibility, Compliance and Enforcement Unit to Dawn. 	SH/ BC Health Coalition	June 19, 2019		Complete.

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Last updated by: Dawn Macleod

On: September 10, 2019

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Last updated by: Dawn Macleod

On: September 10, 2019

	when their baby is “bumped” out of the Birth Feed				
	<ul style="list-style-type: none"> 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. 	BSSP		April 10, 2019	Completed
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Last updated by: Dawn Macleod

On: September 10, 2019

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Compliance and Audit Unit	<ul style="list-style-type: none"> Summarize Work Performed by the Compliance and Audit Unit 	BSSP	May 30, 2019	June 19, 2019	Completed.
Awareness Campaign	<ul style="list-style-type: none"> All member to review BSSP's draft Communication Plan, which will be used to communicate how to enrol children of parents with precarious immigration status. 	BSSP/ SH	April 10, 2019	August 30, 2019	Completed.
	<ul style="list-style-type: none"> 				

DRAFT

Last updated by: Dawn Macleod

On: September 10, 2019

Bell, Tasha HLTH:EX

From: MacLeod, Dawn L HLTH:EX
Sent: October 16, 2019 8:14 AM
To: Puckett, Kate HLTH:EX
Subject: RE: SH information Bulletin
Attachments: Information Bulletin - GCPE.docx

Please see attached.

From: Puckett, Kate HLTH:EX
Sent: October 16, 2019 8:04 AM
To: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>
Subject: RE: SH information Bulletin

I think that is fine. Her first review wasn't tons of feedback.
I would like one more quick review prior to sending to the group.

Thank you,
Kate

From: MacLeod, Dawn L HLTH:EX <Dawn.MacLeod@gov.bc.ca>
Sent: October 15, 2019 4:23 PM
To: Puckett, Kate HLTH:EX <Kate.Puckett@gov.bc.ca>
Subject: SH information Bulletin

Hi,

Did Steph give you any feedback on the final SH Information Bulletin? I sent to her after the final edits as a courtesy...

Thanks.

Dawn