



Health Insurance British Columbia (HIBC) is the new name for the program supporting the Medical Services Plan (MSP) and PharmaCare. Starting April 1, 2005, HIBC is working to improve customer service for the public and health care providers.

#### What Is Changing?

- Members of the public and providers each have a single toll free or local number. Through their respective phone numbers, they will be able to access customer service representatives equipped to provide information on MSP, PharmaCare and the Travel Assistance Program. (see contact list)
- HIBC has installed more phone lines and hired more staff to answer calls.
- When calling HIBC, beneficiaries will use a new, friendly voice activated system that will also offer the choice to speak with an HIBC representative during regular business hours.
- Providers can use a one-stop, touch-tone telephone menu that allows rapid navigation.
- Providers can now opt to speak with a customer service representative when calling the Interactive Voice Response (IVR) to verify MSP Coverage or apply to the Travel Assistance Program (TAP) for their patients.
- In the near future, new residents applying for MSP, Fair PharmaCare and Premium Assistance will be able to use one simplified form.
- Website enhancements provide a single web page where beneficiaries can access all HIBC links. Other web enhancements include:
  - A direct link to the new resident program application package
  - A more responsive e-mail contact link
- The primary office location is 712 Yates St, Victoria.

#### What Is Not Changing?

- MSP and PharmaCare program benefits, policies and functions
- Claims processing, claims adjudication and payment functions
- Mailing addresses
- Direct phone numbers for providers:
  - MSP Coverage
  - Travel Assistance Program (TAP)
  - Teleplan
  - PharmaCare InfoLine (IVR)
- Direct access phone numbers for Group Administrators
- Direct access phone number for Government Agents
- Calls to existing beneficiary numbers, and to the existing provider numbers for the PharmaNet HelpDesk, will automatically be forwarded to HIBC.