



BC SERVICES CARD

QUESTIONS AND ANSWERS FOR HEALTH CARE PROFESSIONALS ON NEW ATTESTATION PROCESS

1. What is the BC Services Card?

- The BC Services Card has replaced the CareCard and should be presented when accessing publically funded health care services.
- The BC Services Card is more secure than the CareCard; enhanced security features help protect personal information and prevent fraud.

2. Why is an attestation process required?

When enrolling or renewing enrolment in the Medical Services Plan (MSP), adults need to attend an Insurance Corporation of BC (ICBC) driver licensing office in person for identity proofing and to obtain their Photo BC Services Card.

Some adults may not be able to attend a driver licensing office due to a medical condition. To help these individuals, an attestation process was developed so they can complete their enrolment or renewal in MSP and obtain a Non-Photo BC Services Card without the requirement to attend an ICBC driver licensing office.

3. What am I attesting to?

That the individual presenting you with the attestation form has a health-related issue that prevents them from attending a driver licensing office. Please do not state the individual's medical condition on the form.

4. How does an individual get an attestation form?

By calling Health Insurance BC (HIBC), they can get an attestation form and are responsible for returning the completed/attested form to HIBC for processing (refer to question 8 for HIBC contact information).

Each attestation form includes a unique identifier and cannot be duplicated or transferred to another individual for use.

Do not duplicate attestation forms for your clients; please direct them to contact HIBC to request a form if required.



BC SERVICES CARD

QUESTIONS AND ANSWERS FOR HEALTH CARE PROFESSIONALS ON NEW ATTESTATION PROCESS

5. Who is qualified to be an attestor?

- Basic criteria:
 - ✓ 19 years of age or older, and
 - ✓ Canadian Citizen or Permanent Resident of Canada, and
 - ✓ Can confirm their own identity if requested by HIBC or the Ministry of Health, and
 - ✓ Has met with the applicant in person, and
 - ✓ Has witnessed the applicant's signature, and
 - ✓ Has not had their own identity attested to for the purpose of completing enrolment or renewal of enrolment in MSP, and
 - ✓ Is not a relative of the applicant.
- And is one of the following health care professionals*:
 - ✓ Physician
 - ✓ Registered psychologist
 - ✓ Nurse practitioner
 - ✓ Registered nurse or public health nurse
 - ✓ Medical social worker

*provided they are currently practising and in good standing in their professional field.

6. May I refuse to sign an attestation form?

If it is your medical opinion that the individual is able to attend a driver licensing office, if you do not meet the criteria to be a qualified attestor (refer to question 5) or if you believe the attestation form has been duplicated or altered, you should not sign the form.



BC SERVICES CARD

QUESTIONS AND ANSWERS FOR HEALTH CARE PROFESSIONALS ON NEW ATTESTATION PROCESS

7. Will I be asked to sign an attestation form more than once for an individual?

You may be, depending on the situation. For example, an individual is not eligible for permanent exemption at the time of MSP enrolment, however, when they renew their BC Services Card and MSP (generally every five years), they may be eligible at that time and will come back to you with another attestation form.

There is a section of the form where you can indicate that an individual has a physical or cognitive condition (see examples below) that is permanent and prevents them from attending a driver licensing office in the future;

- Palliative or hospice care, including home care
- Developmental disabilities
- Permanent physical or mental health conditions that significantly compromise their ability to attend a driver licensing office

8. Where can I find additional information?

- Contact HIBC at either of the following numbers and select the option “**BC Services Card**”:
 - Lower Mainland: (604) 683-7151
 - Elsewhere in B.C.: 1-800-663-7100 (toll-free)
- Detailed instructions can also be found on the attestation form.