

NNPBC Provincial Attachment System FAQs

OneHealthID and PAS First Time Logins

1) Can multiple MOAs use one email address?

No, for security reasons each MOA should have their own account in the PAS.

2) Can clinic staff like MOAs be endorsed at any time?

Yes, you can endorse any clinic staff member by logging into OneHealthID and completing the endorsement process.

3) Do I need a BCServices card app to login?

It is recommended that you use your BCServices card app to login. If this is not possible, you can register for a BCToken via Service BC

4) How do I add or remove an endorsement in OneHealthID?

You can add or remove an endorsement by logging into OneHealthID and going to organization info. From there, you can either add an endorsement by sending the initiation email, or remove the endorsement under the "Your Working Relationships" tab.

5) I am having issues logging into OneHealthID. Who do I contact?

For support with OneHealthID you can reach out:

- By email at OneHealthID@gov.bc.ca
- By phone at 250-857-1969

PAS Platform

1) Can panel uploads and PAS tasks be completed by my MOA or my director?

While you can allow your MOA or director to manage your panel and profile in the future, you first need to complete the panel upload and the required steps within the PAS.

2) How do I transfer my panel to my new clinic?

Within the My Panel page, select all patients you wish to transfer, then select "Change Clinic". This can be used whether you are separating your panel into multiple locations, or if you are transferring your panel to a new clinic.

3) How does the clinic director add the clinic to the PAS?

A Clinic Director cannot add a clinic to the PAS registry but can add themselves as a director if the clinic is in the system and does not already have a director assigned. If a clinic is not on the registry, the director can contact support to have it added.

4) If I switch EMRs after submitting my panel, will that change how PAS works?

No, the PAS is separate from your EMR and it is not affected by your switch.

5) In Panel Preferences for max new requests, is that per month or indefinitely?

The max new requests field is meant to reflect your current capacity to take on new patients. You can update the number of patients you can accept regularly via the PAS, as patients are added or removed from your practice.

6) What does "patients without a clinic" mean in PAS?

These are patients that you have uploaded in your panel but are not attached to a clinic. This can happen if you uploaded your panel before being attached to a clinic, or if you are attached to more than one clinic. Furthermore, your intervention is required to attach them to one of your clinics.

7) What is the definition of a Clinic Director?

The clinic director is the Medical Director or Clinical Lead at your clinic.

8) How do I update my panel preferences to indicate that I am accepting new patients?

Under the My Panel button within the PAS, there is a section at the top where you can update your panel preferences. More information can be found in the Update Panel Preferences and Availability user guide within the PAS.

9) Is a specific browser required or preferred for PAS?

No, PAS is functional on Google Chrome, Microsoft Edge, Safari and Firefox.

10) How will the PAS requirements be verified once I've completed them?

The Ministry of Health is working on a process regarding verification – we are expecting those details to be available soon and as soon as they are we will send out updated information on any steps you may need to take related to the verification process.

11) When I try to login to the PAS it says I do not have permission.

Before logging into the PAS, you must first create your BCPatient account in OneHealthID. OneHealthID can be accessed here: <https://healthprovideridentityportal.gov.bc.ca>

12) Will patients be able to see information in the PAS?

Patients are not given access to the PAS.

Panel Upload/Attachment Management

1) Can I submit my panel in batches through Dr. Bill?

Your panel should be submitted all at once through Dr.Bill. From there, you can fix any errors before submitting. This is a one-time process.

2) Do I need to resubmit my panel if I archive a patient rejected by MSP?

No, you do not need to resubmit your panel. Submitting your panel is a one-time process. Your panel will be able to be updated on an individual patient basis.

3) Do I submit my panel via Dr. Bill before or after registering for the PAS?

You can register for PAS at any time, before or after the Dr. Bill process.

4) How do I sign up for Dr. Bill to submit my panel?

You can sign up for Dr.Bill by going to https://www.dr-bill.ca/msp_billing_codes/patient-panel-upload

5) If I already have a Dr. Bill account, do I have to create a new one to upload my panel?

If you already have an account with Dr. Bill, please contact them directly through their in-app support.

6) Is there a cost to submit my panel through Dr. Bill?

No, submitting your panel via Dr.Bill has not cost to you. If you choose to use Dr.Bill for other services, there may be a cost to you.

7) What do I do if I don't have a facility number to upload my panel through Dr.Bill?

Please contact your Clinic Lead or Medical Director for your facility number.

8) How long does it take for my panel to upload to the PAS?

a. You should see your panel in PAS within 2 business days of submission.

b. Due to previous timelines for panels to populate the PAS, incentives will be paid based on when panels are received by Teleplan.

9) I am with CHR and they submitted my panel on my behalf. How can I confirm the panel has been uploaded? I do not see it in my Dr.Bill account

It takes approximately 2 business days for your panel to be uploaded to the PAS. Once that timeline has passed you can confirm your panel has been uploaded by logging into the PAS.

10) Will I receive an email when my Panel has been uploaded to the PAS?

No, the PAS will not send you an email once uploaded at this time. The approximate timeframe for the panel upload process is 1-2 business days.

11) My EMR export has the date field entered in the wrong format, what do I do?

Your EMR export should have been provided to you in an excel style spreadsheet. You can open the file in excel and change the date format. A guide is available here. <https://support.microsoft.com/en-au/office/format-a-date-the-way-you-want-8e10019e-d5d8-47a1-ba95-db95123d273e>

12) Does a newborn infant need to be added to my panel?

Yes, all patients that you provide longitudinal care to need to be added to the PAS. Wait until a newborn receives their PHN before submitting, do not submit with Dependent 66 coding.

13) How do I maintain my panel accuracy?

Longitudinal Primary Care Providers maintain panel accuracy by adding new patients when they have been attached and removing patients when needed (i.e., if a person leaves the practice/ moves /expires). NPs will need to login to the PAS on regular basis to confirm their panel list is accurate. In addition, they will be required to ensure that they regularly update/confirm their capacity to attach new patients and how many patients they can accommodate. The details on how frequently this is required will be outlined in further communications.

14) How do I add patients to the PAS?

- a. Submit the \$0 attachment code 98990 to MSP/Teleplan through your EMR to add the new patient. Please ensure your Facility ID is included when submitting.
- b. The patient that you added to your panel will appear in your PAS Panel Registry within a few days.
- c. Please only begin adding patients to your PAS panel after you have done the initial panel upload.
- d. You may need a facility ID to complete this process. If you do not have a facility ID, you may need to request a facility ID from HIBC. You will need to fill out the attached request form "MSP Application for MSP Facility Number New" and submit by fax. If you have already uploaded your panel, you will already have a facility ID.

15) How do I remove patients from the PAS?

As of December 13, within the PAS platform you will find a remove button. Follow the training instructions to remove patients directly from your panel within PAS.

16) What happens if a patient appears on more than one panel?

A conflict resolution process will begin in early 2024 to determine the appropriate provider for patients on multiple panels.

17) I'm retiring. What do I do about my panel?

If you are transferring your panel to another provider, please contact support to assist you. Otherwise, you will be able to remove patients from your panel soon.

18) Can FPs/NPs still attach patients who are not on the HCR?

Yes. We encourage family physicians and nurse practitioners to attach people to their clinics, if they have capacity to take on new patients, specifically if they have people that would benefit from priority attachment to their panel.

Examples:

- A nurse practitioner has capacity to take on a patient with a cancer diagnosis.
- A family physician has capacity to take on a chronically ill senior parent with a new diabetes diagnosis, and their adult child is on their panel already.

We also encourage you to continue to work with your attachment coordinator to merge any clinic-based attachment lists with the Provincial Attachment System.

- Find resources for family physicians and nurse practitioners using the Provincial Attachment System: <https://www2.gov.bc.ca/gov/content/health/provincial-attachment-system/provincial-attachment-system-resources-and-support-for-providers>.

19) What if a patient that is on my list as 'Pending' confirms with my clinic that I am their MRP – can I update the status in PAS to 'Confirmed'?

No. Patients will have an opportunity to confirm their MRP through 8-1-1 or on a new patient portal that will be hosted by the Ministry of Health. Nurse Practitioners cannot change the status within PAS themselves or request it to be changed on behalf of the patient. Once a patient confirms their MRP, that choice will update the PAS.

Health Connect Registry

1) Are the attachment coordinators local or are they centrally hired for the Health Connect Registry?

Attachment Coordinators are hired locally within their region.

2) How does a patient get access to the Health Connect Registry?

Patients can add themselves to the Health Connect Registry by calling or 811 or registering at <https://hcr.healthlinkbc.ca/s/>

3) I will be moving to a new region and will be accepting new patients; how do I contact the Health Connect Registry to begin taking on new patients?

The HCR does not need to be contacted, you register for PAS and update your panel preferences accordingly. Once the director of the clinic has added you as a user, you can update your panel preferences to indicate you are able to accept new patients.

4) Is there a way to see the list of patients that need attachment?

Information on patients in need of attachment will be available through your local attachment coordinator.

5) For divisions not already using the HCR, is there a plan or any patient facing communications to transfer from the division waitlists to the HCR?

A plan is currently being developed to transfer division waitlists to the HCR. Communications and engagement will be forthcoming to coordinate these migrations.

6) Can I set criteria on what patients I will take for attachment? For example, only in the local area?

There are not preferences that you can set within the PAS. However, both the patient and the nurse practitioner will need to accept the attachment for it to be completed.

7) Will providers only attach to patients from their own community?

There will be an effort to attach patients within the same community. Should a patient indicate that they are willing to travel, attachment coordinators could suggest attachment to providers outside of the patient's community.

Supports and Resources

1) What is the link to the drop-in Teams support?

Join via Microsoft Teams

- Meeting link: [Join the meeting](#)
- Meeting ID: 253 771 415 278 0
- Passcode: LB9Zo3P7

Note: You do not need a Microsoft Teams account to reach virtual support. You can join as a guest by clicking the meeting link or dialing-in by phone.

Dial in by phone

- Vancouver: [+1 604-900-0985,,684905613#](#)
- Vancouver: [+1 778-725-4963,,684905613#](#)
- Kelowna: [+1 778-436-2665,,684905613#](#)
- Prince George: [+1 778-764-0241,,684905613#](#)
- Victoria: [+1 778-401-6203,,684905613#](#)
- [Find a local number](#)
- Phone conference ID: 684 905 613#

The Command Centre is open Monday–Friday 9 a.m.–7 p.m., excluding stat holidays.

2) Where can I find additional information/guidance on logging into the Provincial Attachment System using the Microsoft Authenticator app?

For a guide on how to login to the PAS with the Microsoft Authenticator App, follow this link:
<https://healthprovideridentityportal.gov.bc.ca/assets/documents/mfa.pdf>

3) Is there any support locally available for the PAS and Panel Uploads?

To best serve all providers, support has been centralized. You can reach out to support via Zoom (<https://zoom.us/j/93003034945?pwd=L3IkL0VqdEJvTjZ2cWMxelB3R3ppdz09>) , or by email: healthbcsupport@phsa.ca

4) My clinic is a health authority led clinic. Are there health authority resources in place to support clinics like mine?

Support has been centralized to provide the best experience possible.

- For questions on how to navigate PAS, please join the zoom support line: <https://zoom.us/j/93003034945?pwd=L3IkL0VqdEJvTjZ2cWMxelB3R3ppdz09>
- For questions about panel upload, please contact the Practice Support Program at PSP@doctorsofbc.ca

Incentives and Payments

1) What are the requirements to get the incentive for PAS?

The requirements to receive the incentive for PAS are:

- Upload your clean and accurate panel via Dr. Bill
- Login to the PAS and confirm your clinic and provider profiles are correct.
- Indicate in PAS if you have the capacity to take patients and if so, how many.
- Maintain panel accuracy and capacity for attachment in PAS on a regular basis.

2) Is there a deadline to get panel uploads and PAS registration completed?

Yes, the targeted deadline for NPs to login/ confirm attachment capacity and submit panel uploads is December 31st, 2023.

3) When will the incentive be paid?

The incentive payment is made on a yearly basis once the NP has completed the necessary requirements and completion has been verified. For NPs on a contract, this payment will be made at the end of your 12- month period. The 12-month period is based on your contract start date. For example, if you started your contract January 2021, the 12-month period would end January 2022, and January 2023 respectively.

If you are on an amended or renewed service contract and your 12-month period ends between September and Dec. 2023, you will be eligible to receive the incentive payment for this 12-month period, provided that you complete requirements for incentive as outlined above.