

Medical Services Plan (BC MSP) & International Student FAQs (BC Services Card with MSP number on the back)

Q: What can I use my BC Care Card for?

A: You can use your BC Care Card when you visit the hospital, doctor's office, or medical clinics for emergency and non-emergency visits.

Q: How do I use my BC Care Card?

A: When you visit the doctor or the hospital, show your BC Care Card, and you will not pay for the visit for basic services.

Q: Does my BC Care Card cover prescription medication, vision care, and dental care?

A: No, the BC Care Card is a basic medical insurance plan (i.e. covers doctor & hospital visits). Prescription medication, vision care and dental care are covered through an extended health plan.

You are automatically enrolled in the Student Union at VCC's (SUVCC) Health and Dental Plan if you are a full-time student in Career or University Transfer programs at VCC. Coverage includes dental services, extended health services such as massage, physiotherapy, and acupuncture, as well as prescription medicines and eyeglasses (vision care). The cost is automatically charged to your first tuition payment. Please visit suvcc.ca/services/health-and-dental/ for more details or contact SUVCC at services@suvcc.ca if you have any questions.

Q: How do I pay for my BC Care Card?

A: MSP will send regular bills to the address on your application form. Bills can be paid at your local bank. See the back of the bill for other payment options (i.e. mailing in a cheque or setting up online banking).

Q: If I go home for a short term, can I stop my MSP?

A: You must contact MSP by telephone at 604-683-7151 to make arrangements.

Q: What if I move?

A: If you still live in British Columbia, contact MSP to change your address. You can do this by going online at <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/managing-your-msp-account/moving-within-bc>.

If you are leaving British Columbia, you can go to <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/managing-your-msp-account/leaving-bc-permanently> instead.

Q: What if I lose my BC Care Card? Can I get a replacement?

A: If you need to replace a lost, stolen, or damaged BC CareCard, you should contact MSP by telephone to request for a replacement card at 604-683-7151.

Q: How can I contact MSP?

A: You can contact MSP by telephone at 604-683-7151. They are open Monday to Friday from 8:00 am to 4:30 pm Pacific Standard Time. Note: this is the main office in Victoria. There are no MSP offices in Metro Vancouver.

Website: <http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents>

MSP can also be contacted by mail at:
Medical Services Plan
P.O. Box 9035 Stn Prov Govt
Victoria, BC V8W 9E3

Q: What happens to my MSP coverage when I'm in maintained status? If I lose my BC Care Card? Can I get a replacement?

A: Effective May 1, 2022, eligible individuals residing in BC with maintained status while waiting for a subsequent work or study permit may be eligible for an initial six months to temporary coverage, with addition temporary coverage provided is applicable. For more information, please visit:
<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/managing-your-msp-account/renewing-your-work-permit>