

# **Info Source: Sources of Federal Government and Employee Information**

## **Institutional Functions, Programs, and Activities**

Serving Partners and members by adding value to the administration of the Public Service Health Care Plan through superior knowledge, experience, and innovation; and to ensure that benefits and services to Plan members and their covered dependants, as defined in the PSHCP documentation, are delivered in a manner that ensures the effective and efficient administration of the Plan.

### **PLAN OPERATION AND FINANCIAL MANAGEMENT**

The Administration Authority's Plan Operations and Financial Management plays a crucial role in overseeing the operations and financial aspects of the Plan Administrator (Sun Life Assurance Company of Canada) as it relates to the administration and interpretation of the Public Service Health Care Plan (PSHCP) Administrative Services Only Contract. This includes Contract compliance and oversight of the Plan, oversight of the audit program of the PSHCP, implementing the Risk-Based Audit Plan, risk analysis and management, fraud investigations and prevention, research and analysis, and reporting.

### **PLAN COMPLIANCE AND OVERSIGHT**

This function includes the management of aspects related to Contract compliance and oversight of the Plan. This area is responsible for the oversight of the audit program of the PSHCP, implementing the Risk-Based Audit Plan, risk analysis and management, fraud investigations and prevention, research and analysis, and reporting.

## **Audit Program Oversight**

**Description:** Files include information related to the conduct of audits and evaluations of the Plan Administrator; oversight of the Audit and Detection Services Program undertaken by the Plan Administrator as required by the PSHCP Contract; reporting compliance issues as required; monitoring resolution of issues identified as a result of the audit process; and overseeing the identification, handling, and reporting of fraudulent activity.

**Document types:** Audit reports, audit and evaluation methodologies, analysis tools, compliance reviews, Plan Administrator reports; policies, guidelines and manuals, risk analyses and profiles, audit controls, recommendations, action plans, and implementation plans.

**Record number:** FPSHCPAA APO 100

## **Fraud Investigation and Prevention**

**Description:** Files include information related to the investigation and prevention of fraud and misuse of the PSHCP; and information related to the development, maintenance and implementation of activities, programs, applications, systems, and tools to prevent and detect errors, misuse and abuse of Plan benefits

**Document types:** Fraud management policies and practices, reporting and procedure frameworks, investigation reports, legal documents, records of decisions, documentary evidence, reports, studies, statistics, briefings, project plans, business requirements, processes, agreements, audits, evaluations, strategies, directives.

**Record number:** FPSHCPAA FIP 100

## **Plan Research and Analysis**

**Description:** Records may relate to the development and management of a research plan and research initiatives and cost analysis for issues related to the PSHCP.

**Document types:** Reporting framework and delivery management plan, reports, cost analysis and estimates, statistics, research, drug regulations, drug data, impact analysis, studies, briefing reports, project plans, business requirements, processes, strategies.

**Record number:** FPSHCPAA PRA 100

# COMMUNICATIONS AND MEMBER SERVICES

This function is responsible for overseeing the planning and execution of communications initiatives across a range of audiences, managing the appeals process, providing oversight of claims processing and call centre-related issues, managing member inquiries, and facilitating the correct interpretation of Plan provisions.

## CLAIMS ADJUDICATION AND OVERSIGHT

As part of its overall oversight of the administration of the PSHCP, the Administration Authority monitors the adjudication of claims by the Plan Administrator to ensure that the payment of benefits complies with the terms of the Plan, and that service and other requirements and standards under the PSHCP Contract are met. The Administration Authority is also responsible for considering appeals received from Plan members.

### Claims Adjudication Oversight

**Description:** Records include information that supports the administration of the PSHCP in line with the Administration Authority's responsibilities for overseeing the payment of benefits by the Plan Administrator; and for ensuring that service standards and other requirements under the PSHCP contract are met.

**Document Types:** Correspondence, reports, strategic planning documents and advice, policies, financial statements, briefing notes, legal frameworks, meeting agendas, reports and minutes, application forms, claim forms, documentary evidence.

**Record Number:** FPSHCPAA CAO 100

### *Claims Adjudication Oversight Personal Information Bank*

**Description:** This bank covers the appeal information submitted by Plan Members regarding coverage or claims, and information related to appeal processing, including correspondence between Member (or Member's legal counsel or Power of Attorney) and Administration Authority/Plan Administrator/Compensation Advisor, and case summary prepared by the Plan Administrator. This bank also covers claims reviews conducted by the Administration Authority, and information related to the review. The personal information collected may consist of the member's name, address, telephone number, e-mail address, fax number, age, sex, marital status, employee number (PRI or service number), and information on spouse/common-law partner and/or dependent children when required.

**Class of Individuals:** Individuals who are Plan Members or dependents of Plan members (children, spouse), and legal representatives of these individuals, where applicable.

**Purpose:** This information is collected in accordance with subsection 7.2(1) of the *Financial Administration Act* by the Letters Patent issued by the President of the Treasury Board effective on May 1, 2007, for the purposes of hearing Plan Member appeals, communicating with Plan members, auditing the Plan Administrator regarding the payments of benefits, and overseeing claims adjudication and Plan administration.

**Consistent Uses:** The information is consistently used by the Administration Authority to fulfill its mandate under the Letters Patent. Consistent with this purpose, the Administration Authority shares a Member's personal information with the Plan Administrator's representatives and, as needed, with legal counsels and investigative bodies. Information may also be used for program evaluation and/or reporting purposes.

**Retention and Disposal Standards:** Retention and disposition standards are developed in accordance with the *Privacy Act*. The Administration Authority holds files containing personal information for a minimum of two years before they are archived.

**RDA Number:** Under development

**Related Record Number:** FPSHCPAA CAO 100

**TBS Registration:** 20110529

**Bank Number:** FPSHCPAA PPU 100

## Appeals Process

**Description:** Files relate to the Administration Authority's management of the appeals process. This involves receiving appeals, conducting research into the circumstances presented in the appeals, and referring them to the Appeals Committee for review and recommendations. The decision of the Appeals Committee to uphold or deny an appeal is ratified by the Board of Directors of the Administration Authority, and decisions are considered final.

**Document types:** Plan topics and issues related to Plan design, administrative practices and directives; appeals, decision files, Appeals Committee analysis and recommendations; historical and background documents; briefing notes; guidelines; internal memoranda, policies, procedures.

**Record number:** FPSHCPAA APR 100

# Claims, Call Centre, and Coverage Oversight

The Administration Authority is responsible for oversight of claims processing and call centre operations conducted by the Plan Administrator. The Administration Authority must ensure that such operations are in compliance with the PSHCP Contract. In addition, the Administration Authority facilitates interpretation of the provisions of the PSHCP and communicates between Treasury Board and the Plan Administrator regarding decisions on such interpretations.

## Stakeholder Relations

**Description:** Records relate to the planning, operations, and improvement of ongoing channels of communications and initiatives carried out between the Administration Authority and the Plan Administrator. This includes oversight of call centre and claims processing operations of the Plan Administrator, and the Plan Administrator's compliance with the PSHCP contract. Information also relates to the facilitation of the interpretation of Plan provisions, including communications between stakeholders regarding decisions.

**Document types:** Agreements, memoranda of understanding, Plan designs, decisions, audits, approval processes and procedures, project plans, correspondence with stakeholders, information on practices and operations, reports, budgets, plans, statistics, policies, and procedures

**Record number:** FPSHCPAA STR 100

# Internal Services

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization.

These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, materiel services, acquisition services, and travel and other administrative services.

Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

## Acquisition Services

Acquisition services involve activities undertaken to acquire a good or service to fulfil a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting Class of Record](#)
  - [Professional Services Contracts Personal Information Bank](#)

## Communications Services

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public - internal or external - receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- [Communications Class of Record](#)
  - [Internal Communications Personal Information Bank](#)
  - [Public Communications Personal Information Bank](#)

## Financial Management Services

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management Class of Records](#)
  - [Accounts Payable Personal Information Bank](#)

- [Accounts Receivable Personal Information Bank](#)
- [Acquisition Cards Personal Information Bank](#)

## **Human Resources Management Services**

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and plans.

- [Classification of Positions Class of Record](#)
  - [Staffing Personal Information Bank](#)
- [Compensation and Benefits Class of Record](#)
  - [Attendance and Leave Personal Information Bank](#)
  - [Pay and Benefits Personal Information Bank](#)
- [Employment Equity and Diversity Class of Record](#)
  - [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Record](#)
  - [Hospitality Personal Information Bank](#)
- [Human Resources Planning Class of Record](#)
  - [Human Resources Planning Personal Information Bank](#)
- [Labour Relations Class of Record](#)
  - [Discipline Personal Information Bank](#)
  - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
  - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Official Languages Class of Record](#)
  - [Official Languages Personal Information Bank](#)
- [Performance Management Reviews Class of Record](#)
  - [Discipline Personal Information Bank](#)
  - [Performance Management Reviews Personal Information Bank](#)
- [Recruitment and Staffing Class of Record](#)
  - [Applications for Employment Personal Information Bank](#)
  - [Employee Personnel Record Personal Information Bank](#)
  - [Personnel Security Screening Personal Information Bank](#)
  - [Staffing Personal Information Bank](#)

- [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Training and Development Class of Record](#)
  - [Training and Development Personal Information Bank](#)

## **Information Management Services**

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- [Access to Information and Privacy Class of Record](#)
  - [Access to Information Act and Privacy Act Requests Personal Information Bank](#)

## **Information Technology Services**

Information technology services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- [Information Technology Class of Record](#)
  - [Electronic Network Monitoring Personal Information Bank](#)

## **Legal Services**

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities, and objectives within a legally sound framework.

- [Legal Services Class of Record](#)

## **Management and Oversight Services**

Management and oversight services involve activities undertaken for determining strategic direction, and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, or plans.

- [Executive Services Class of Record](#)
  - [Executive Correspondence Personal Information Bank](#)
- [Internal Audit and Evaluation Class of Record](#)
  - [Evaluation Personal Information Bank](#)
  - [Internal Audit Personal Information Bank](#)
- [Planning and Reporting Class of Record](#)

## **Material Services**

Material services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- [Material Management Class of Record](#)

## **Real Property Services**

Real property services involve activities undertaken to ensure that real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

## **Travel and Other Administrative Services**

Travel and other administrative services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- [Administrative Services Class of Record](#)
  - [Parking Personal Information Bank](#)
- [Boards, Committees and Council Class of Record](#)
  - [Governor in Council Appointments Personal Information Bank](#)
  - [Members of Boards, Committees and Councils Personal Information Bank](#)
- [Business Continuity Planning Class of Record](#)
  - [Business Continuity Planning Personal Information Bank](#)
- [Disclosure to Investigative Bodies Class of Record](#)
  - [Disclosure to Investigative Bodies Personal Information Bank](#)
- [Proactive Disclosure Class of Record](#)
  - [Travel Personal Information Bank](#)
- [Security Class of Record](#)
  - [Identification Cards and Access Badges Personal Information Bank](#)
  - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)

- [Personnel Security Screening Personal Information Bank](#)
- [Security Incidents and Privacy Breaches Personal Information Bank](#)
- [Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank](#)
- [Travel Class of Record](#)
  - [Travel Personal Information Bank](#)

# Classes of Personal Information

Some of the Administration Authority's activities result in the accumulation of personal information that is not contained in our personal information banks. This form of personal information results from written enquiries from Plan members concerning particular matters about the PSHCP. Retention of this form of personal information is controlled by the records schedules of the files in which the information is stored.

## Manuals

- [Public Service Health Care Plan Directive](#)
- [Plan Information Booklet](#) (Member Booklet)

## Additional Information

Please see the [Introduction](#) to this publication for information on access procedures under the provisions of the *Access to Information Act* and the *Privacy Act*.

Please visit the Administration Authority's [Access to Information and Privacy](#) page for more information on how to file a request under the *Access to Information Act* or *Privacy Act*.

The Government of Canada encourages the release of information through informal requests. You may wish to consult the Administration Authority's completed [Access to Information \(ATI\) summaries](#).

The Administration Authority also conducts Privacy Impact Assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed, and resolved before a new substantially modified program or activity involving personal information is implemented. Summaries of completed PIAs are available by contacting the Administration Authority's [ATIP](#) office.

## Reading Room

In accordance with the *Access to Information Act* and *Privacy Act*, the applicant may wish to [review material in person](#).