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Individual impersonating pharmacists Goal appears to be identity theft

Someone is calling pharmacists around the province and trying to get their college license numbers. The caller claims to be a PharmaNet helpdesk or Health Insurance BC employee.

Unfortunately, some pharmacists who thought they were doing the right thing were tricked into providing their college license number.

With this illegally obtained information, the imposter then called the PharmaNet help desk, and attempted to use the pharmacists' license number to get patient-specific information, such as PHN's, home addresses, phone numbers, etc. The police have been notified and are investigating this activity.

The college and the Ministry of Health are working together to notify pharmacists about this imposter. On April 20, the following fanout message was released:

Possible identity theft - Someone impersonating Health Insurance BC staff may call your pharmacy about CPBC registration numbers or pt information. Do not provide info without confirming request with PharmaNet help desk.

This message is still valid. If a caller says they are from PharmaCare, PharmaNet, or Health Insurance BC, tell them you need to call the PharmaNet helpdesk to confirm their identify before you can respond to their information request.

Health Insurance BC will continue to carefully screen callers to confirm their identity. To assist in preventing misuse of college license numbers, pharmacists calling the PharmaNet helpdesk are urged to provide any information necessary to substantiate that their call is legitimate.