

Health Services News

More exciting spring updates to share!

What's Next for the ICBC Recovery Network?

As you are aware, ICBC launched the ICBC Recovery Network on March 30. As we look ahead, we have some important updates for you:

- **What is happening with the feedback provided for the Health Care Services Terms?** Your feedback on the Health Care Services Terms and the Program Guides has been invaluable. We've provided responses to your questions by incorporating answers through the legally binding FAQs located on the [Health Services Business Partner Page](#). As a next step, ICBC will be integrating the FAQs into the Health Care Services Terms or Program Guides (where appropriate). This will occur within the next six months. Once complete, ICBC will provide notice of material updates to Recovery Network members via the communication email on your account. We'll also share updates through the Health Care Associations, and through this newsletter.
- **ICBC continuing to update practitioner accounts, new account requests and opt-outs as requested.** We received a high volume of applications to add practitioners to accounts, and we appreciate your patience while they are being processed. To update your account please access the [update an existing Recovery Network account](#) option.

Reminder: For those who haven't yet, please ensure your account is up to date. This includes updating your business information, adding any practitioners who are not listed and removing any who are no longer with your clinic. Here are instructions on [how to update an existing Recovery Network account](#).

- **ICBC continuing to review applications to add clinics to the Health Care Provider Locator.** We are very excited to have launched the Locator, and we are working hard to have your clinic application reviewed, your patience is appreciated. To sign up for the Health Care Provider Locator, see our ["how to" guide](#), or access the [update an existing Recovery Network account](#) link.
- **Questions about working with ICBC?** Please visit our [Health Services Business Partner Page](#) and review your discipline specific Program Guide. Most questions we've received can be answered by reviewing information in the Program Guides. If, after reviewing this information, you still have questions, please contact the [Health Care Inquiry Unit](#).

Reminder: Banking information

Banking information details will not display when you log in to your Recovery Network vendor account. ICBC has your banking information for payment processing, it is blank/not displayed to protect your privacy. You only need to submit banking information if you are *changing* your banking information.

NEW: Family Counselling Regulation

A Regulatory amendment was introduced to create a new benefit for a customer's family member(s). ICBC is providing coverage for counselling for eligible family members of customers who are significantly impacted by their injuries in a crash. We understand these injuries can cause distress for family members, and we want to support their well-being as their loved one recovers. When a customer's injuries result in death, family members are entitled to the existing grief counselling benefit coverage.

Information on invoicing for family counselling is in both the Psychology and Counselling sections on the [Health Services Business Partner Page](#).

NEW: Qualified Counsellor Service Provider Policy

Effective May 1, 2025, ICBC will expand the scope of eligible counsellors to include any member of the BCACC with an RCC or RCC-ACS designation, OR any member of the CCPA with a CCC or CCS designation who also holds a Master's or Doctorate degree. New eligible counsellors can also apply to join the Recovery Network.

Information can be found in the [Counselling Program Guide](#) on the Health Services Business Partner Page.

Change: Medical Equipment and Prostheses & Orthoses Priority of Payer

A Regulatory update is being made to reduce delays in securing necessary equipment to support customers on their recovery journey. Effective May 1, 2025, ICBC will become first payer for motor vehicle crash related costs associated with the purchase, rental, repair, replacement, fitting or adjustment of medical equipment, prostheses and orthoses. This applies to motor vehicle accidents that occurred on or after May 1, 2021, for expenses which were incurred on or after May 1, 2025.

Customers will no longer be required to submit claims to other available sources of coverage such as extended health plans, before accessing Enhanced Accident benefits.

This update does not impact priority of coverage with respect to WorkSafeBC or Government of Canada – ICBC remains the secondary payer in those claims. ICBC remains secondary for expenses relating to medical equipment required due to a crash-related injury that incurred on or before April 30, 2021.



Change: Nurse Practitioner Information

Nurse Practitioner information on our Business Partners page has moved. You can now find the [Nurse Practitioner](#) tab directly from the landing page - it is no longer nested within the health care providers subsection.