



Spring 2026 newsletter

Fees adjusted to Consumer Price Index

Health care provider fees are outlined in both the *Insurance Vehicle Regulation* and the *Enhanced Accident Benefit Regulation*. Regulated rates are subject to an annual Consumer Price Index (CPI) adjustment on April 1. This year, the CPI increase is **2.1 percent**, effective for health care services administered on or after **April 1, 2026**.

Your [discipline-specific Program Guide](#) will be updated on April 1 to reflect the adjusted rates. The [ICBC fee schedule for all health care providers](#) is updated now for your reference.

Clarification on use of ClaimsInfo@icbc.com

Emails received from ClaimsInfo@icbc.com require the use of "**Reply**" or "**Reply All**" for responses to be correctly directed to the ICBC employee who sent the original email.

If you manually type, paste, or save ClaimsInfo@icbc.com to send a new message, the email will not reach an ICBC employee and will trigger an automated response indicating the mailbox is not monitored.

Physiotherapy tips for non-standard treatment

If you are requesting non-standard physiotherapy sessions, make sure you confirm the customer's injuries **and** ensure the treatment adheres to Program Guide standards, such as minimum 1:1 direct care and treatment duration.

Submit CL752s to physiotherapists@icbc.com

- The CL752 (*physiotherapy non-standard treatment application form*) indicates fax and mail options however sending to physiotherapists@icbc.com is preferred.
- Do **not** send CL752s directly to recovery specialists, as this may result in delays.
- The CL752 cannot be submitted through the HCPIR/HCPP portals.

Finally, adding a note in the comment section of the Treatment Plan that a CL752 has been submitted separately helps improve clarity for recovery specialists.

Brain Injury Support and Navigation Pilot

Looking for more information on our Brain Injury Support and Navigation Pilot? You can now share this one-pager with clients who may be eligible to participate in the pilot: [At a Glance- Brain Injury Support and Navigation pilot.pdf](#)

