

Health Services News

HCPIR Application Updates

Starting June 15, 2025, we've made some updates to the Health Care Provider Invoicing & Reporting (HCPIR) Application. These updates are designed to make the submission process smoother and more intuitive, ensuring a better overall experience for Recovery Network users.

Improved Expense Submission and New Line Items Available

- **Counselling and Psychology:** Exposure therapy related expenses, such as exposure therapy travel and mileage, will only appear after you've selected the Exposure Therapy 1:1 Direct Care billing line item. This means related expenses must be invoiced at the same time as the service itself.
- **Occupational Therapists:** Rehab Assistant related expenses, such as rehab assistant travel, mileage, and hydrotherapy fees, will only appear after you've selected the Rehab Assistant 1:1 Direct Care billing line item. This means related expenses must be invoiced at the same time as the service itself.
- **Supplies and Equipment:** When the related expense item "Supplies and Equipment" is selected, you *may* be required to upload a receipt. The associated description field is now mandatory.
- **Customer Drop-in Fee and Practitioner Hydrotherapy Fee:** You are now required to upload a receipt for each individual session of these expense line items.

See **Section 4.11** of the Kinesiology or Physiotherapy Program Guides for details on receipt requirements.

Invoices submitted late in HCPIR

- You will see the following alert when you invoice ICBC more than 45 days after a service has occurred: *"Invoices submitted after 45 calendar days from the date of service may not be paid."*

Medical Equipment Providers

- **Streamlined Submissions:** Medical equipment providers can now submit duplicate types of the same equipment on the same day/in the same submission



without getting a duplication error, simplifying the process, and improving user experience.

HCIU update

Many of you are already familiar with our [Health Care Inquiry Unit \(HCIU\)](#) and the various ways they can assist you. We are pleased to announce that they can now also help health care providers confirm the remaining approved treatments on your patients' claims.

The HCIU is here to assist you with questions relating to the following:

- How to submit assessments and reporting
- How to submit billing and invoicing
- Claim information
- HCPIR application support
- Health Care Provider Portal support
- PIN provisioning
- Treatment plan status and document confirmation
- Remaining approved-treatment count

Reminder: HCPIR is for Recovery Network members

If you are a member of ICBC's Recovery Network, the preferred method to submit invoices and reports is through the HCPIR (Health Care Provider Invoicing & Reporting app).

If you are a Recovery Network member AND on the Health Care Provider Locator, all invoices and reports must be submitted through the HCPIR.

Manual invoicing is only for non-Recovery Network members.

