



Summer news

New treatment plans

Thanks to your feedback and in collaboration with your Associations, the new treatment plans went live on June 10, 2023. The three new [Treatment Plan](#) templates (physical modalities, mental health, and occupational therapists) include drop-down menus, check boxes and pop-up boxes, reducing the need for open text boxes and the amount of time required to complete.

Submit Treatment Plans through the [HCPIR](#) or the [HCPP](#). It is the streamlined and efficient way for our staff to provide timely responses. Treatment Plans submitted manually through email will result in a significant processing delay of up to 20 business days. This mode of delivery should not be used unless absolutely necessary, for example, if HCPIR or HCPP experiences a service outage.

Based on feedback received so far, it's going well! Here are a few things you need to know:

- Treatment Plan templates remain open in HCPIR or HCPP for up to two hours before it times out.
- A PIN isn't required to use the HCPIR
- Guides:
 - [Physical \(Acupuncture, Chiropractic, Kinesiology, Physiotherapy, Massage Therapy\)](#)
 - [Mental Health \(Counselling, Psychology\)](#)
 - [Occupational therapy](#)
- [Initiating Care after the Early Access Period](#)

Thanks to all the Associations for your input and feedback to make this improvement happen!

Informed Care Framework – Invitation to Participate in Working Groups

ICBC is excited to launch a new Informed Care Framework to help support customers in accessing consistent, high-quality care across British Columbia. We need the help of the community, and the right voices at the table as we work together to design principles to outline high-value care and the use of evidence to inform ICBC recovery programs. Combined, each of these initiatives will improve the impact of care for all injured ICBC customers.

Health care providers can apply to join the **research advisory board**, which will inform development of care expectations and guidelines, or the **implementation committee**, which will support implementation of the guidelines. Full details can be found in the [Informed Care Framework for working groups](#).

To apply, email cameron.massullo@icbc.com. Please include details on how you meet the required criteria.



Health Care Inquiry Unit

The Health Care Inquiry Unit (HCIU) is our dedicated team to provide support to health care providers. They are available Monday to Friday from 8:30am to 4pm.

- Lower Mainland: 604-587-7150
- Toll-free: 1-888-717-7150
- Email: HealthCareInquiry@icbc.com

When contacting the HCIU for assistance, please remember to include your ICBC vendor number to help our team serve you faster. If your enquiry is regarding an HCPIR/HCPP submission, please also include the submission reference number.

Counsellors

Based on feedback we received from you and your association, ICBC will increase the fee amount for Progress Reports to \$135. The new fee will be in effect and published in the ICBC Fee Guide for Health Care Providers reports on August 1, 2023. [ICBC Fee Guide for Health Care Providers](#)

Occupational Therapists

It's the time of year when ICBC asks Occupational Therapists (OTs) on the approved list to renew their Participation Agreement. We sent an email to all participating OTs on July 11, 2023 to notify of the renewal; which is due July 31.

An updated OT Program Guide will be in effect starting August 15, 2023. Key changes include:

- New name, new look, same feel
- Clearer language
- Billing limits for:
 - Range of Motion Report
 - Scarring Measurement Report
- New single service items including:
 - Functional Capacity Evaluations (FCE)
 - Functional Job Match Assessment (FJMA)
- Functional Driving Evaluations (FDE)

Psychologists

- Based on feedback we received from you and your association, ICBC will increase the fee amount we pay for Progress Reports to \$219. The new fee will be in effect and published in the ICBC Fee Guide for Health Care Providers reports on August 1, 2023. [ICBC Fee Guide for Health Care Providers](#)
- Save the date! September 29, 2023, 12-1 pm: An ICBC Enhanced Care webinar for BCPA members working with ICBC customers

