



November 25, 2025

Newsletter

We want to hear from you!

ICBC is reviewing the process for how injured customers access care funding after a crash. This review – called the Care Access and Recovery Experience Review (CARE) - will help us identify opportunities to improve our processes. We're asking health care providers and administrative support staff to complete an online survey and give us your feedback.

The survey is open to all health care providers who treat ICBC customers as part of ICBC's Recovery Network. Administrative/operations staff who support treatment for ICBC customers are also encouraged to complete the survey. The survey will cover both the early access period (the first 12 weeks after a crash) and post-early access period treatment funding processes.

The survey is open from November 25 to December 19, 2025 and takes about 10 minutes to complete. Here's the link: [CARE survey](#)

You can also access the survey link on our [Business Partners page](#). If you received this email on behalf of a clinic, please feel free to forward the survey link to all eligible practitioners and support staff in your clinic.

Thank you for participating. We look forward to your feedback and suggestions to help make the process easier for injured British Columbians to access care. If you have any questions, please reach out to RecoveryPrograms@icbc.com.

Want to know more about the CARE Review? We're excited to be featured in the fall edition of the Registered Massage Therapists Association of BC magazine – [The RMT Review](#). Check it out!

Shared with permission from the RMTBC.

Digital Logo

If you're a member of ICBC's Recovery Network, you can use ICBC's digital Recovery Network logo on your website. To request your copy of the digital logo, please email biproviderapp@icbc.com and include your Recovery Network account number and clinic name.

