



September 2024 Newsletter

Welcome to our Fall newsletter!

Early Access Concussion Recovery (EACR) Pilot Program Update

We are pleased to share an update on the EACR Pilot Program which launched on March 25, 2024. This Pilot Program aims to provide early education, reassurance and interdisciplinary intervention for ICBC customers who have sustained a concussion as a result of their crash. The EACR Pilot Program aims to enhance collaboration between healthcare providers, focusing on agreed-upon recovery goals and customer education.

Since its launch, the EACR Pilot Program has expanded to include 60 clinic locations across British Columbia. These include five on Vancouver Island, 38 in Greater Vancouver, six in Fraser Valley, nine in Thompson-Okanagan, and two in the Kootenays.

Initial results indicate that customers who participate in the program experience positive results, with 54% having fully reached or partially reached the program goal, with an average program duration of eight weeks. One customer shared, *"I am writing to express my gratitude for enrolling me in the early concussion program and for the exceptional care and support I received from each one of you! The journey has been challenging, but your support made it manageable."*

We are reaching out to you, our valued healthcare providers, to help identify and refer appropriate ICBC customers to the EACR Pilot Program. Your support is crucial in ensuring that customers receive the timely and specialized care they need for effective concussion recovery.

Customer eligibility:

- Their crash was on or after May 1, 2021
- At the time of intake, they are within 12 weeks from the date of the crash
- They sustained a concussion as a result of the crash and are either off work, off school or off caregiving duty with no expected return date or are not independent with essential activities of daily living, as a result of the concussion.

To refer your concussion client to this program, please contact their ICBC Recovery Specialist with your recommendation or contact recoveryprograms@icbc.com if specialist contact information is unknown.

To learn more about the EACR Pilot Program please visit ICBC's Business Partners Page for [Concussion program providers](https://www.icbc.com/concussion-program-providers) (icbc.com)

Update Your Account Information

Make sure we have your current email contact information. For your vendor account email address, in the Health Care Provider Portal (HCPP), you can find your current vendor account



email address under 'Your email contact information' > 'Communications'. If you cannot access HCPP, please email biproviderapp@icbc.com. Remember to include your vendor name and vendor number in all inquiries. If your vendor account email address needs to be updated, please see ICBC [vendor account updates](#) on our Business Partners pages.

Also, remember to remove or add any new practitioners to your vendor accounts if you've had any staffing changes. To add a practitioner, please visit [Apply for or update a direct billing vendor number](#). To remove a practitioner, please also see [ICBC vendor account updates](#) on our Business Partners pages.

Treatment Plan Tips and Reminders

For **Functional Goals**, please use the dropdown choices to select relevant functional goals and provide current functional abilities with respect to **Return to Work, Return to ADLs and/or Return to School** with measures related to the customer's limitations. The focus should be on primary functional limitations that have resulted from the accident.

For **Initial/Previous and Current Findings**, if this is the first Treatment Plan, please insert your initial assessment findings in the **Initial or Previous Findings** section. For subsequent Treatment Plans, functional findings from the prior Treatment Plan should be used for the **Initial or Previous Findings** section for comparison and consistency.

If you would like to provide additional information, including how the modality would assist in the customer's recovery, include these in the comments of Section 8.

Reminder: Unused sessions do not carry over to a new treatment period. When a new end date of a treatment plan is needed, ensure that you include the appropriate number of sessions needed in your submission. To avoid issues, always specify the required number of sessions for the requested time period in your treatment plan.

Counsellor and Psychology Initial reports

Remember to submit your initial report as soon as it's complete. In the initial report template, the assessment date includes four different date fields, which allows you to indicate if more than one visit was needed to conduct the assessment. This means you can use additional visits, billable at the standard treatment fee, to conduct a fulsome assessment and ensure the report is completed.

- [Counselling Initial Report](#) (CL489G) (submit following completion of assessment)
- [Psychology Initial Report](#) (CL489P) (submit following completion of assessment)

Updated Mental Health Treatment Plan Guide

The [Mental Health Treatment Plan guide](#) published on the [Treatment Plan](#) business partner page has been revised. One key update provides additional guidance on completing the functional goals sections: Cognition, Behaviour, and Affect/Motivation.