



FAQ: Recovery Network

What is the ICBC Recovery Network?

The ICBC Recovery Network refers to select healthcare providers, including Personal Care Assistance Program providers, who follow specific terms, processes, and policies, have direct billing privileges, and are able to access Network benefits.

Healthcare providers such as: Acupuncturists, Chiropractors, Counsellors, Kinesiologists, Massage Therapists, Occupational Therapists, Physiotherapists and Psychologists, will be given opportunity to join the Recovery Network in late March 2025.

PCA Program providers will be given the opportunity to join the Recovery Network on April 8, 2025.

All providers who opt in to the Recovery Network agree to the Health Care Services Terms, and provider-specific program guides which can be found on our Health Services Partners page.

How do I become part of the Recovery Network?

Existing PCA Program participants in good standing can automatically join ICBC's Recovery Network on April 8, 2025, by accepting the Health Care Services Terms when logging into Health Care Provider Portal (HCPP).

What are some benefits to joining the Recovery Network?

There are several benefits including:

- Access to Personal Care Assistance Program Participant Homemaking and Attendant Care rates
- direct billing privileges
- net 7-day payment timeline
- use of the digital ICBC Recovery Network mark (logo) on your website





How does this change impact the current Personal Care Assistance Agreement?

Effective April 8, 2025, ICBC will be replacing the current Personal Care Assistance Agreement with the [Health Care Services Terms](#). We will also be updating the PCA Program Guide. The aim of these changes is to make program expectations easier to understand and eliminate the need for regular agreement renewals.

When will I be able to see updated Program Guide?

The updated Program Guide will be made available to you in early March 2025. You will receive additional email communication providing you with access to this document.

What happens if I opt out of the Recovery Network?

If you choose to opt out of the Recovery Network, effective April 8, 2025, you will lose your ability to direct bill ICBC. You will also not have access to Personal Care Assistance Program participant rates for homemaking and attendant care and other Recovery Network benefits.

If you do not want to join ICBC's Recovery Network, you can opt out by emailing BIProviderApp@icbc.com. You can opt out of the Recovery Network at any time.