



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 is now available on ICBC's Business Partners Page for [Personal care assistance providers](#).

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.

When can I start charging the new homemaking and attendant care service rates?

You can start billing the new hourly rates of \$39.00 for homemaking and \$43.00 for attendant care for any new service authorizations issued by ICBC on or after April 8, 2025.

For services authorized before April 8, 2025, the rates will remain at \$35.00 per hour for homemaking and \$40.00 per hour for attendant care until the current service authorization ends.



Will ICBC Customers see their benefit amount increase to match the change in the homemaking and attendant service rates?

Customers eligible for homemaking and attendant care services authorized in April 2025 will see an increase in their benefit amount. This increase will be adjusted based on the Consumer Price Index (CPI).

Are there any process changes I need to be aware of?

There are several procedural changes that may impact your day-to-day operations:

- Effective April 8, 2025, **services authorized prior to April 8, 2025, will need to be billed manually** and submitted to ICBC by emailing invoices@icbc.com. To help ensure your invoice adheres to the required guidelines, we recommend you use the ICBC invoice template: [CL392 - Health Service Provider Invoice](#).
Services authorized on April 8, 2025, or later, must be billed through ICBC's Health Care Provider Invoicing and Reporting application.
- Invoices must be submitted to ICBC within forty-five (45) calendar days from the date the service was provided.
- Approved PCA Service Providers are responsible for informing ICBC of material changes to their account information within fourteen (14) calendar days.
- Minimum Billable Hours have been updated:
 - **Homemaking (HM) services (unchanged)**: Billed in increments of fifteen (15) minutes. When an ICBC Customer is not being provided with any other services, such as Attendant Care (AC), Approved PCA Service Providers may charge a minimum one (1) hour per visit for HM services.
 - **AC services (unchanged)**: Billed in increments of fifteen (15) minutes. When an ICBC Customer is not being provided with any other services, such as HM, Approved PCA Service Providers may charge a minimum two (2) hours per visit for AC services.
 - **Combined HM and AC services (NEW)**: Billed in increments of fifteen (15) minutes. Approved PCA Service Providers may charge a minimum two (2) hours per visit for a combination of AC and HM services provided during a single customer visit.