



FAQ: Specialized and Extended Treatment Sessions

Physiotherapy

Can I still use the old CL752 form? Is there a transition period?

To support a smooth transition to the new process in the HCPIR/HCPP, ICBC will provide a **one-month transition period from September 27 to October 27**. During the transition period, providers may submit requests using either the current CL752 form or the new process in HCPIR/HCPP. Beginning October 28, providers must submit all new extended or specialized treatment funding requests through HCPIR/HCPP as ICBC will no longer accept the manual CL752 form.

I'm currently providing nonstandard physiotherapy under an active treatment plan. How do I continue delivering and invoicing for services once the changes take effect on September 27?

You can continue providing services to customers with active treatment plans. Continue invoicing under the existing approved treatment plan until the approval ends or the approved sessions are used, whichever happens first. If your customer requires further treatment beyond the current approval period, please follow the new requirements and invoicing processes that take effect on September 27.

Chiropractic

Will chiropractors have access to other extended or specialized treatment options in future phases?

ICBC is taking a phased and thoughtful approach to program enhancements. While this phase includes extended treatment eligibility for chiropractors providing eligible rural and remote services, ICBC continues to explore opportunities for future enhancements based on feedback, evolving service needs, and program priorities. Additional changes will be communicated as they are developed and finalized.



Hand Therapy

I'm currently providing hand therapy under an active treatment plan. How do I continue delivering and invoicing services once the changes take effect on September 27?

If you are a physiotherapist providing hand therapy, you can continue providing services to customers with active treatment plans. Continue invoicing under the existing approved treatment plan until the approval ends or the approved sessions are used, whichever happens first. If your customer requires further treatment beyond the current approval period, please follow the new Hand Therapy Program requirements and invoicing processes that take effect on September 27.

If you are an occupational therapist providing hand therapy under an active treatment plan, please contact Recovery Programs at RecoveryPrograms@icbc.com so ICBC can confirm the appropriate transition approach for the customer's current treatment plan and support continuity of care.

If you do not currently meet the criteria for participation in the Hand Therapy Program, ICBC will be happy to consider your application once qualification criteria are met.

What transition support will be available as the new hand therapy processes are introduced?

To support a smooth transition, ICBC will provide updated resources, including the new Hand Therapy Program Guide and information on the Health Services Business Partner page. Providers should review the new Hand Therapy Program Guide and begin using the updated funding request and invoicing requirements for new requests submitted on or after September 27.

I am a Certified Hand Therapist (CHT). Do I need to apply to the Hand Therapy Program?

If you are a CHT, a member of the ICBC Recovery Network, and have provided Hand Therapy treatment to ICBC Customers between April 1, 2025 and September 1, 2026, you will be automatically approved into the Hand Therapy Program and added to the roster.

CHTs who are a member of the ICBC Recovery Network and have not provided Hand Therapy services to an ICBC customer within the above time frame are encouraged to apply to the Hand Therapy Program by emailing RecoveryPrograms@icbc.com. More information on qualification criteria is found in the Hand Therapy Program Guide.



What was the rationale for updating hand therapy fee rates?

The updated rates support the new Hand Therapy Program structure and create a consistent approach for all Certified Hand Therapists, regardless of professional designation. The new rates are informed by current market rates and treatment durations.

What is the Hand Therapy Program Roster?

Together with the establishment of the Hand Therapy Program, a roster will be made available on the Business Partners Page. Approved Certified Hand Therapists will be automatically added to the roster upon approval by ICBC. For any questions, or if you wish to be added to the roster and meet the criteria outlined in the Hand Therapy Program Guide, please contact RecoveryPrograms@icbc.com.

General

Will extended treatment sessions be available to other practitioner groups providing care to rural and remote customers?

ICBC recognizes the importance of supporting access to care for customers in rural and remote communities. As part of ongoing program improvements, extended treatment session funding eligibility has been expanded for certain providers delivering eligible rural and remote services. At this time, no additional changes to rural and remote extended treatment eligibility are planned. ICBC will continue to consider provider feedback, customer access needs, and program priorities through ongoing program review. Eligibility requirements may vary by profession and are outlined in the applicable program guides. Providers should refer to their profession-specific guide for the most current information.

How should I proceed if a customer qualifies for more than one specialized or extended service type?

Where a customer meets the eligibility criteria for multiple service categories, providers should request approval for the one service that best reflects the customer's clinical needs and the treatment being delivered. Detailed guidance on approval and invoicing requirements is available within the applicable program guides.



Do I need to be a member of the Recovery Network to be able to invoice directly for extended or specialized services?

To be able to invoice ICBC directly for extended or specialized treatment services, you must be a Recovery Network member. Please refer to the eligibility requirements for details regarding Recovery Network participation and any applicable enrollment requirements.

How can I receive support if I'm having difficulty connecting with the appropriate ICBC Recovery Specialist regarding a funding decision?

To obtain assistance with connecting to the ICBC Recovery Specialist, please contact the Health Care Inquiry Unit for assistance:

- HCIU Hours: Monday–Friday, 8:30 a.m. – 4 p.m. PT
- Lower Mainland: 604-587-7150
- Toll-free: 1-888-717-7150
- Email: HealthCareInquiry@icbc.com