



## FAQ: Recovery Network

The ICBC Recovery Network is launching on March 22, 2025. All providers who opt in to the network agree to the Health Care Services Terms, and provider-specific program guides which can be found on our Health Services Partners page.

Providers in the network can continue to direct bill ICBC and also access network benefits. For more details, please see the program guide on your provider page and watch the Recovery Network information session.

### Can I still charge user fees or charge customers no-show fees?

There is no change to our position on clinics charging user fees. You are still permitted to charge ICBC customers user fees, so long as customers are aware of these fees in advance. In addition, you are permitted to charge ICBC customers no-show fees in accordance with your clinic's policy with the expectation though that customers are informed that they cannot submit this expense to ICBC for reimbursement.

Please note, should your clinic decide to sign up for the locator on or after January 25, 2025, you will need to disclose which services your clinic charges user fees for, and these will be identified on the health care provider locator.

### What are some benefits to joining the Recovery Network?

There are several benefits including:

- direct billing privileges
- net 7-day payment timeline
- opportunity for pre-authorized Early Access treatment providers be featured on the ICBC Recovery Network Locator
- use of the digital ICBC Recovery Network logo on your clinic website





**I am concerned about the privacy implications for my other non-ICBC clients when I read section 6.3 of the Health Care Services Terms.**

ICBC must comply with the Freedom of Information and Protection of Privacy Act and expects its business partners to do the same. ICBC will not put a vendor or practitioner in a situation where there will be non-compliance with applicable privacy legislation. ICBC will work with the vendor or practitioner to ensure safeguards are in place, should this be required.