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## 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.

### **New: Why are health care providers automatically being transitioned into the Recovery Network on March 22, 2025?**

To minimize administrative and process effort for our vendors, all vendors who meet the below criteria are automatically eligible to participate in the Recovery Network:

- have an active vendor number;
- are already working with ICBC customers; and
- have reconciled their account.

We are grateful for all the health care providers who already completed our reconciliation process and support our customers in their recovery journeys and wanted to ensure they didn't need to go through another application process or be subject to any unnecessary extra administrative work. Most of the health care providers currently working with ICBC meet these criteria and can be automatically transitioned into the Recovery Network.

### **New: Will I automatically be displayed on the Health Care Provider Locator on March 22, 2025?**

No, you must log into our Health Care Vendor Application system after January 25, 2025, and consent to being displayed on the locator. Being displayed on the locator is optional for all Recovery Network members. The locator will go live on March 22, 2025.





## **New: How does the launch of the Recovery Network impact our day-to-day interactions with ICBC and ICBC customers?**

There is no fundamental change to how you engage with ICBC. The way you request additional treatment sessions and liaise with Recovery Specialists remains the same. ICBC continues to operate in a customer choice model, where our customers can choose which health care providers they see for treatment.

## **Are the Health Care Services Terms a standalone document? They don't contain information about my health care discipline and/or specific expectations in terms of day-to-day activities. Where can I find this information?**

The Health Care Services Terms form a portion of the Health Care Services Agreement and should be read **together with your discipline specific Program Guide** and any content on the Health Services Business Partners page. Program Guides can be found on your discipline-specific tab on ICBC's [Health Services page](#).

## **If I choose to opt out of ICBC's Recovery Network, but continue to treat ICBC customers on a customer reimbursement basis, am I still expected to comply with treatment plan and report submission requirements?**

Yes, these tools are necessary in order for ICBC to make claim funding decisions and may be required, whether or not you are part of ICBC's Recovery Network (directly billing ICBC) or operating in a customer reimbursement model. ICBC will not be able to make a funding decision if the information is not provided.

## **Section 6 mentions Key Performance Indicators (KPI's). Are there any KPIs currently being measured that we are not aware of?**

No. All of ICBC's expectations are outlined in your discipline specific Program Guide and in the Health Care Services Terms. We will notify you in advance of any new KPIs being implemented.



## **What should I do if I do not understand sections or clauses in the Health Care Services Terms?**

If you have a specific question about something within the Health Care Services Terms, you are welcome to reach out to us at [RecoveryPrograms@icbc.com](mailto:RecoveryPrograms@icbc.com). However, to ensure you fully understand the content of these Terms you are agreeing to, we also recommend you seek any external advice that you feel you need.

## **Does the establishment of the Recovery Network have any impact on treatment plans or the treatment plan process?**

No, our policies and expectations for treatment plans remain the same.

## **I already abide by my college/association's standards of practice and codes of ethical conduct. Why does ICBC have their own for health care providers? This can get confusing.**

The Health Care Services Terms and Program Guides are not a replacement of, nor are they intended to interfere with, your standards of practice, codes of ethical conduct or regulatory framework legislated for health professionals in British Columbia. Instead, they should provide clarity on expectations when treating ICBC customers and billing ICBC directly for those services. We recognize that some of the content and examples included within the Health Care Services Terms may not be relevant to all of our business partners, but they are meant to be understood in general terms.

## **Updated: What is a user fee?**

User fees are fees a Practitioner or Firm charges an ICBC Customer directly, which exceed the regulated rates approved for standard duration treatment sessions. These fees are not reimbursable by ICBC.

## **Updated: Can I still charge user fees or no-show fees?**

Section 4.4 outlines that you must not surcharge a customer or ICBC unless authorized by the agreement. There are two situations where surcharging a customer (charging them directly for



an extra fee) is permitted by ICBC:

**User 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.

**No-show fees:** You are permitted to charge ICBC customers no-show fees in accordance with your clinic's policy so long as customers are aware of these fees in advance and 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 displayed on the ICBC Recovery Network Locator
- use of the digital ICBC Recovery Network logo on your clinic website

## **Updated: 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.



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On-site inspections would only be conducted in circumstances where verbal and written communication is not sufficient and where there is a substantive reason to conduct them. ICBC will never enter a clinic or premise without a reasonable reason to do so.