



Health Services News

Did you hear the news?

ICBC is formalizing our partnership with health care providers who already engage with ICBC to be known as the "ICBC Recovery Network"

We're making it easier to find the things you need by streamlining information, clarifying policies and launching health care discipline-specific program guides. If you have a current vendor number with ICBC, you should have received an email on December 10th that outlined the details.

We asked and you answered! Based on a survey we sent out last year, you said having a locator so customers can find you would be a big benefit. Our new Recovery Network Locator will be live March 22, 2025, and customers will be able to search for pre-authorized early access health care providers who can direct bill ICBC. They'll also see other information including if a provider offers virtual services or charges any extra fees. To be listed on the Locator, you'll need to sign up for the Locator starting January 25th using the [Health Care Vendor Application System](#) found on our [Health Services Business Partner Page](#).

Additional benefits include access to a digital logo to use on your website, exclusive direct billing privileges, enhanced billing and invoicing experience, and more self-serve options to manage your vendor account.

Reminder – if you have one vendor number for a clinic that covers multiple practitioners, ensure you share this information with all health care providers, administrative staff and clinic management in the clinic.

We hope you find these changes valuable and appreciate your input in helping to create the improvements.

Questions or feedback? Reach out to RecoveryPrograms@icbc.com.

Refer clients to Early Access Concussion Recovery (EACR) Pilot



As a reminder, any health care provider may refer a client to the EACR Pilot Program. The client must meet the eligibility criteria to be approved:

- Their crash occurred less than 12 weeks ago
- They sustained a concussion because of the crash and are either:
 - off work, off school or off caregiving duty with no expected return date; or
 - not independent with essential activities of daily living, as a result of the concussion.

Participation in the Pilot Program does not limit the client's access to other health care services available during the Early Access Period. However, members of the EACR Provider Team, or other health care providers of the same practitioner-type, may not provide concussion care to the client outside of the Pilot Program.

To refer your concussion client to this program, please contact their ICBC Recovery Specialist with your recommendation or contact RecoveryPrograms@icbc.com if specialist contact information is unknown.

Expectation for response time to Treatment Plans

We've had some questions around how long to wait before following up on a submitted treatment plan. It depends – both on the date of the crash and how you submit the treatment plan.

- If the date of crash was prior to May 1, 2021, it can take up to 10 business days for approvals to be communicated.
- If the date of crash was after May 1, 2021, the expectation is five business days.
- If you manually submitted, (i.e. sent PDF by email) regardless of the date of the crash, it can take up to 20 business days.

We encourage all healthcare providers to submit Treatment Plans via HCPIR/HCPP and only use manual submissions if you don't have a vendor number or if HCPIR/HCPP experiences an outage.

The [Health Care Inquiry Unit](#) (HCIU) is always happy to help, so if you have a Treatment Plan that is pending a response outside of the above expected reply-times, please reach out for assistance.



Reminder: If treatment is needed beyond the end date, a new plan is required, even if there are unused sessions from the previous plan. Each plan must include the number of sessions needed and an end date. Plans with zero sessions will not be accepted.

Discontinued Physiotherapist-administered Active Rehabilitation

Physiotherapist-administered active rehab has changed. A notice was sent to all clinics who were currently billing for physio-led active rehab last year and the details are also outlined here.

Current Clients: Any client who started receiving physiotherapist-administered active rehabilitation (kinesiology treatments administered by a physiotherapist) prior to January 2025, can continue to receive approved sessions. They may also continue receiving physiotherapist-administered active rehabilitation if an extension is required and approved by ICBC.

Where an extension is required, please continue to follow the process outlined on the [Treatment Plan Business Partner page](#). In these cases, physiotherapists must adhere to the standard kinesiology session requirements as outlined in the Kinesiologists section of the [Fee Guide](#).

New Clients: As of January 1, 2025, no new approvals will be provided to start a physiotherapist-administered active rehabilitation program. Active rehabilitation programs may be provided by a physiotherapist and billed within a standard physiotherapy session or by a kinesiologist and billed as a standard kinesiology session.

When a client has limited access to kinesiology services, they may qualify for funding under the non-standard physiotherapy rural-remote line item.

Note: ICBC's Fee Guide was updated on January 2, 2025 to remove physio-led active rehab.