

ICBC Physical Treatment Plan Guide

Obtaining Approval for Additional Treatment

Treatment Plans are a means of documenting our customers' recovery progress to date and the functional outcomes that they will achieve with further treatment. This information enables ICBC claim representatives to make timely and informed benefit decisions.

Practitioners are encouraged to proactively submit Treatment Plans as soon as they identify that the customer will require additional care beyond the early access treatment period.

Submit Treatment Plans using the Health Care Provider Portal (HCPP) or the Health Care Provider Invoicing and Reporting (HCPIR) application as outlined on the [Business Partners'](#) page. Once the practitioner has submitted a Treatment Plan, ICBC will respond with the funding decision upon consideration of the available information. If the Treatment Plan is partially approved or denied, reasons for the decision will be included in the response.

Tips for Completing a Treatment Plan

- ICBC funds necessary treatment for accident related injuries that is provided by an authorized health care provider, using evidence-informed practice. Treatment Plans should therefore incorporate goals that focus on optimizing function including return to work and, that has a measureable and objective functional benefit to the customer.
- Treatment Plans that are not evidence-informed, do not demonstrate functional progress and are not focused on optimizing function may not be approved.
- Below is a list of each of the questions included in a Treatment Plan along with a description of the necessary information that practitioners should include. Practitioners are encouraged to write clearly and concisely, ensuring all questions have been completed.

Q1. How well does the patient feel they are recovering from their injuries since this accident?

- This question is intended to obtain the customer's perspective on their recovery status.
- Check only one of the boxes from the choices provided, based on the customer's response.
- If needed, the practitioner may add further context in the 'Key subjective findings' section in question 2 of the treatment plan form.

Q2. Key subjective findings:

- This section is optional and can be used to include additional information regarding the customer's recovery that might be relevant for the treatment request.
- **EXAMPLE:** This section could be used to list all functional goals that have resolved since the last treatment.

Q3. Is the patient currently missing '...'? (check all that apply)

- Select one or both of the boxes if the customer is currently absent (partly or fully) from either work and / or school due to the injury from the accident.

Q4. How is the patient functionally progressing with treatment?

- When completing this section the practitioner should take into consideration the customer's pre-injury activities and function. This section should be completed based on objective functional measures.

Functional Goal:

- Use the dropdown choices to select relevant functional goals and provide current functional abilities with respect to return to work, school, and / or activities of daily living.

- Focus should be on primary functional limitations that have resulted due to the accident.

Initial/Previous and Current Findings:

- If this is the first Treatment Plan request, insert your initial assessment findings in the 'initial or previous findings' section.
- For subsequent Treatment Plans, functional findings from the prior Treatment Plan should be used for the 'initial or previous findings' section for comparison and consistency.
- **NOTE:** If you are a practitioner starting treatment outside of the early access period, contact the ICBC recovery specialist by phone or email to obtain approval for one to two treatments so you can assess the new patient's injuries. Refer to [Tips-for-initiating-care-outside-early-access-period.pdf \(icbc.com\)](#) for more details.

Overall Progress Towards Goal:

- Check one of the choices presented to indicate the current status of customer's overall progress towards recovery so far. This information will help with identifying trends in the customer's recovery.
- Goals should be developed in collaboration with the customer and should be aligned with pre-accident function.
- Once prior functional limitations have been indicated as "RESOLVED", the practitioner may choose a new functional goal, if appropriate.

Q5. What treatment modalities will be used to achieve these goals? (check all that apply)

- The practitioner selects those modalities that will be used during the course of their treatment.
- Additional space is provided to include details under 'Self-Management' techniques.

- **NOTE:** the ‘Specialty’ modalities section applies to relevant practitioners only. This section can be left blank if it is not applicable.

Q6. Any barriers delaying the patient’s treatment progress? Additional Comments

- This section can be used by the practitioner to include additional information regarding the customer’s recovery that may have not yet been addressed in the treatment plan form and may be relevant to assist with the treatment request.
- Information in this section could include any barriers to recovery and recommendations to address barriers such as medical, psychosocial, physical, employer or compliance, or a summary of plateaued or resolved goals relative to the previous treatment plan.

Q7. Recommended Treatment

- Include treatment amounts and frequency in the boxes provided for both treatment completed to date, as well as for the additional treatment that is being requested outside of the early access period.
- How to complete this section:

Number of Treatment Sessions (Completed to Date):

- The amount entered in this box should include the total number of treatment sessions that have been provided by the practitioner, including the initial assessment session.

Number of Sessions Remaining:

- This amount is the number of sessions that ICBC has approved minus the number of sessions that have already been delivered to the customer.

Current Treatment Frequency:

- The information entered in this box is the frequency of treatment at which the customer has been attending treatment at the time the Treatment Plan is being submitted.

Number of Additional Treatment Sessions (Requested):

- The amount entered in this box **should** include **only** the total number of new treatment sessions that are being requested.

Anticipated end date for recommended treatment:

- The date entered in this box would be the estimated date when the customer would be expected to be discharged from treatment.

Recommended Treatment Frequency:

- The information entered in this box is the frequency of treatment at which the customer will be attending the additional treatment being requested.

Q8. Do you expect the patient to return to a pre-accident level of function at the end of this recommended treatment?

- The practitioner selects the appropriate choice from the dropdown menu.
- If 'no' is selected as a response, further explanation is required in the 'Comments' section to provide additional information. Refer to the dropdown choices on the treatment plan form for more context.