



Exciting Changes Are Coming!

What We've Learned and What's Next

Over the past several months, we've been on a journey to better understand the needs, challenges, and opportunities associated with our customers in accessing care following a crash.

Thanks to the incredible participation and engagement from across the ICBC Recovery Network, we've gathered valuable insights through:

- Health care practitioner interviews
- Recovery Network survey
- Cross-functional workshops
- Discipline specific focus groups

The message was clear: there are opportunities to improve clarity, consistency, efficiency, and the overall experience for our customers, ICBC Recovery Specialists, and health care practitioners.

And now, we're excited to share that we're moving into the next phase - **implementation**. We are **taking a phased approach** to changes and **starting with updates to the non-standard treatment funding process and hand therapy**.

What's Changing?

Our first phase of implementation is happening on September 27, 2026. Based on what we heard, we have developed a series of enhancements to our non-standard treatment funding, including updates related to:

Non-Standard Physiotherapy Name Change

Updating terminology by replacing “non-standard physiotherapy” with “extended treatment” and “specialized treatment” to better reflect the services being funded.

CL752 Physiotherapy Non-Standard Treatment Application Form

Integrating the CL752 into the Health Care Provider Portal (HCPP)/Health Care Provider Invoicing and Reporting (HCPIR) application and linking it directly to the treatment plan, streamlining the process and eliminating the need for a manual CL752. As a result, the manual CL752 will be removed from the Health Services Business Partner page.

Pre-approval from the ICBC Recovery Specialist is still required to initiate extended or specialized treatment sessions.





Chiropractic Services

Expanded funding eligibility for extended treatment sessions to include chiropractors providing rural and remote services (≥ 30 minutes), with a new rate of \$106. The Chiropractic Program Guide will be updated to reflect the extended treatment criteria and billing information.

Physiotherapy Services

Revised the Physiotherapy Program Guide to incorporate updated treatment naming conventions and transitioned hand therapy content into a dedicated Hand Therapy Program Guide.

Certified Hand Therapists (CHTs)

We're introducing updates that better recognize the services provided by Certified Hand Therapists.

Standardized the Hand Therapy program across Occupational Therapist and Physiotherapist Certified Hand Therapists, with updated funding pathways, fee schedules, and resources. New supporting materials include a dedicated Hand Therapy Program Guide and Health Services Business Partner page.

With the development of the Hand Therapy Program, all Certified Hand Therapists will be displayed on a Roster that will be posted on the Business Partners page. If you meet the qualification criteria of the Hand Therapy Program and have provided Hand Therapy services to an ICBC customer within the past two years, you will be automatically approved into the Program and added to the roster. If you wish to opt out of the Hand Therapy Program, please contact recoveryprograms@icbc.com.

Why This Matters

These enhancements are designed to:

- Improve consistency in decision-making
- Simplify processes and reduce complexity
- Increase clarity for ICBC Recovery Specialists and ICBC Recovery Network practitioners
- Support timely and effective customer outcomes
- Better align our practices with current treatment approaches and provider experience

Most importantly, these changes reflect the voice of our people. The feedback, ideas, and experiences shared throughout this initiative directly shaped the improvements we're now bringing forward.



What Happens Next?

- Notice of updates are now posted on the [Health Services Business Partner Page](#)
- New Hand Therapy section and Hand Therapy Program Guide will be available on the Health Services Business Partner Page by September 6
- The CL752 manual process and form will be archived on September 27, 2026
- Applications for extended or specialized treatment funding will be integrated into the treatment plan and available through the Health Care Provider Portal (HCPP)/Health Care Provider Invoicing and Reporting (HCPIR) on September 27, 2026

We'll continue to gather feedback throughout the rollout to ensure a smooth transition and to identify additional opportunities for improvement.

What Other Changes Can We Expect in Future Phases?

- Further enhancements to extended treatment sessions and specialized treatment services
- New treatment approval process and template
- Progress Report template updates
- Improved information sharing between ICBC and Recovery Network Practitioners

Thank You

A sincere thank you to everyone who participated in surveys, interviews, workshops, and focus groups. Your engagement has been instrumental in helping us build a more effective, consistent, and future-focused approach.

This is just the beginning. Together, we're creating a better experience for our teams, our partners, and the customers we serve.

Stay tuned for more details as we begin bringing these improvements to life.