



# Health Care Provider Portal How to Guide

## Using the Health Care Provider Portal



### Purpose

The Health Care Provider Portal gives Health Care Providers a holistic view of their transactions with ICBC. The portal offers a one-stop solution for claims and invoice management, PIN reset, and vendor number update requests.

This how to guide will show you how to log into the Health Care Provider Portal, submit an invoice, view an invoice's status and history, reset your PIN, and request a vendor number update.



### Overview

#### Topics Covered

[Log in to the Health Care Provider Portal](#)

[Submit Invoices, Reports, or Treatment Plans](#)

[View Invoice Status and History](#)

[Request to Update a Vendor Number or Apply for a New Vendor Number](#)

[Reset PIN](#)



### Log in to Health Care Provider Portal

#### Enter Log in Credentials to Access Health Care Provider Portal

1. On the *Log in* screen:
  - a. In the *Enter your vendor number* text box, enter your vendor number.
  - b. In the *Enter your PIN* text box, enter your Personal Identification Number (PIN).
  - c. Select the check box to accept the terms and conditions, privacy statement, and health care business partner terms.
  - d. Click the **Login** button.

ICBC

Log in

Enter your vendor number [What is this?](#)

5000048 1a

Enter your PIN [What is this?](#)

..... 1b

I have read and agree to the terms and conditions, privacy statement and health care business partner terms. 1c

Log In 1d

[Forgot your PIN?](#)

[Reset my PIN](#)



**Tip:** If you have lost your PIN, then you can click the **Reset my PIN** link to reset it.



## Health Care Provider Portal How to Guide Using the Health Care Provider Portal

2. The *Health Care Provider Portal* screen displays.

The screenshot shows the Health Care Provider Portal interface. At the top left is the ICBC logo. In the top right corner, there are links for "Need help?", "COMPLETE CARE", and a "Log out" button. The main heading is "Health Care Provider Portal". Below this, a paragraph states: "Our secure portal can help you manage and track your invoices for treatment and save time on invoicing and reporting." There are two sub-sections: "Save time" and "See your invoice history and status". To the right, a box titled "What would you like to do?" contains two buttons: "Submit invoices, reports or treatment plans through HCPIR" and "View invoice status and history". At the bottom of this box, it says "These services are available 5 am to midnight daily."

ICBC

Need help? COMPLETE CARE Log out

### Health Care Provider Portal

Our secure portal can help you manage and track your invoices for treatment and save time on invoicing and reporting.

**Save time**  
When you submit invoices, reports and treatment plans, patient information is filled in automatically, helping you to complete them faster.

**See your invoice history and status**  
View and track the status of invoices you've submitted to ICBC to check when you'll receive payment or if any adjustments have been made.

**What would you like to do?**

Submit invoices, reports or treatment plans through HCPIR

View invoice status and history

These services are available **5 am to midnight** daily.



### Submit Invoices, Reports, or Treatment Plans

1. In the *What would you like to do* section, click the **Submit invoices, reports or treatments plans through HCPIR** button to access the HCPIR web application.

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Need help? COMPLETE CARE Log out

## Health Care Provider Portal

Our secure portal can help you manage and track your invoices for treatment and save time on invoicing and reporting.

### Save time

When you submit invoices, reports and treatment plans, patient information is filled in automatically, helping you to complete them faster.

### See your invoice history and status

View and track the status of invoices you've submitted to ICBC to check when you'll receive payment or if any adjustments have been made.

### What would you like to do?

- Submit invoices, reports or treatment plans through HCPIR
- View invoice status and history

These services are available 5 am to midnight daily.



## Health Care Provider Portal How to Guide Using the Health Care Provider Portal

2. The *Health Care Provider Invoicing and Reporting* screen displays. Enter the claim number in the *Claim number* field to submit invoices, reports, or treatment plans.

**Health Care Provider Invoicing and Reporting** COMPLETE CARE [Log out](#)

**Service Provider / Payee Information** \* Indicates required field

Vendor number ⓘ  
5000048

Business name ⓘ COMPLETE CARE

Email address ⓘ

Business address ⓘ  
200 4243 GLANFORD AVE  
VICTORIA, BC  
CA  
V8Z 4B9

GST registrant number ⓘ  
136361409

**Customer / Patient**

Claim number \* ⓘ **2**  
BN31793-0

Date of accident \*  
DD-MMM-YYYY



**Note:** For detailed instructions on how to submit invoices, reports, or treatment plans for your customers in HCPIR, please refer to your practitioner group how to guide.



### View Invoice Status and History

1. In the *What would you like to do* section, click the **View invoice status and history** button.

ICBC

Need help? COMPLETE CARE [Log out](#)

## Health Care Provider Portal

Our secure portal can help you manage and track your invoices for treatment and save time on invoicing and reporting.

### Save time

When you submit invoices, reports and treatment plans, patient information is filled in automatically, helping you to complete them faster.

### See your invoice history and status

View and track the status of invoices you've submitted to ICBC to check when you'll receive payment or if any adjustments have been made.

### What would you like to do?

- Submit invoices, reports or treatment plans through HCPIR
- 1** View invoice status and history

These services are available **5 am to midnight** daily.



## Health Care Provider Portal How to Guide Using the Health Care Provider Portal

2. The *Invoice status and history* screen displays. The screen shows the details of submitted invoices.
- The *Invoice#* column displays the invoice number of the submitted invoice. The number is a clickable link that takes you to a screen displaying payment details.
  - The *Reference#* column displays the reference number for invoices submitted using HCPIR.
  - The *Claim#* column displays the claim number associated with the invoice.
  - The *Customer name* column displays the customer's name.
  - The *Invoice date* column displays the date of the invoice.
  - The *Submitted invoice amount* column displays the invoice amounts for invoices submitted using HCPIR.
  - The *Paid amount* column displays the amount paid by ICBC and is blank until the invoice is paid.
  - The *Status* column can display any of the following statuses for each invoice:
    - In Review: Invoice is pending review.
    - Approved: Invoice is approved, and payment is pending.
    - Completed: Payment has been issued.
    - Rejected: Invoice has been rejected.
    - Reversed: Payment has been reversed.
- a. To view more information about an invoice, click the relevant invoice number.

**Invoice status and history**

Click on an invoice number to view details.

*i* The information provided below is a current summary of submitted invoices and is subject to change. It is not a financial statement or reflection of vendor information.

Search by keyword:  Filter by status: All  Begin date: DD MMM YYYY  End date: DD MMM YYYY

Invoice #	Reference #	Claim #	Customer name	Invoice date	Submitted invoice amount (HCPIR only)	Paid amount	Status
<a href="#">123456</a> 2a	21-00000021	BN31793-0	RICHARD KOTAKI	7 Jan 2021	\$100.00	\$0.00	In Review

3. On the *Invoice status and history* screen, you can also search the required invoice using the following search functionalities:
  - Search by keyword
  - Filter by status
  - Begin date
  - End date
  - a. Click the **Search** button to search for an invoice based on the values entered in the filter(s).
  - b. To view more information about an invoice, click the invoice number displayed as per the search criteria.

The screenshot shows the 'Health Care Provider Invoice Activity' page. At the top, there is a navigation bar with the ICBC logo, the page title, and links for 'FAQ', 'COMPLETE CARE', and 'Log out'. The main heading is 'Invoice status and history' with a sub-instruction: 'Click on an invoice number to view details.' A yellow information banner states: 'The information provided below is a current summary of submitted invoices and is subject to change. It is not a financial statement or reflection of vendor.' Below this is a search filter section with fields for 'Search by keyword' (containing '123456'), 'Filter by status' (set to 'All'), 'Begin date' (format 'DD MMM YYYY'), and 'End date' (format 'DD MMM YYYY'). There are 'Search' and 'Reset' buttons. A table below displays one invoice record with the following data:

Invoice #	Reference #	Claim #	Customer name	Invoice date	Submitted invoice amount (HCP/IR only)	Paid amount	Status
123456	21-00000021	BN31793-0	RICHARD KOTAKI	7 Jan 2021	\$100.00	\$0.00	In Review

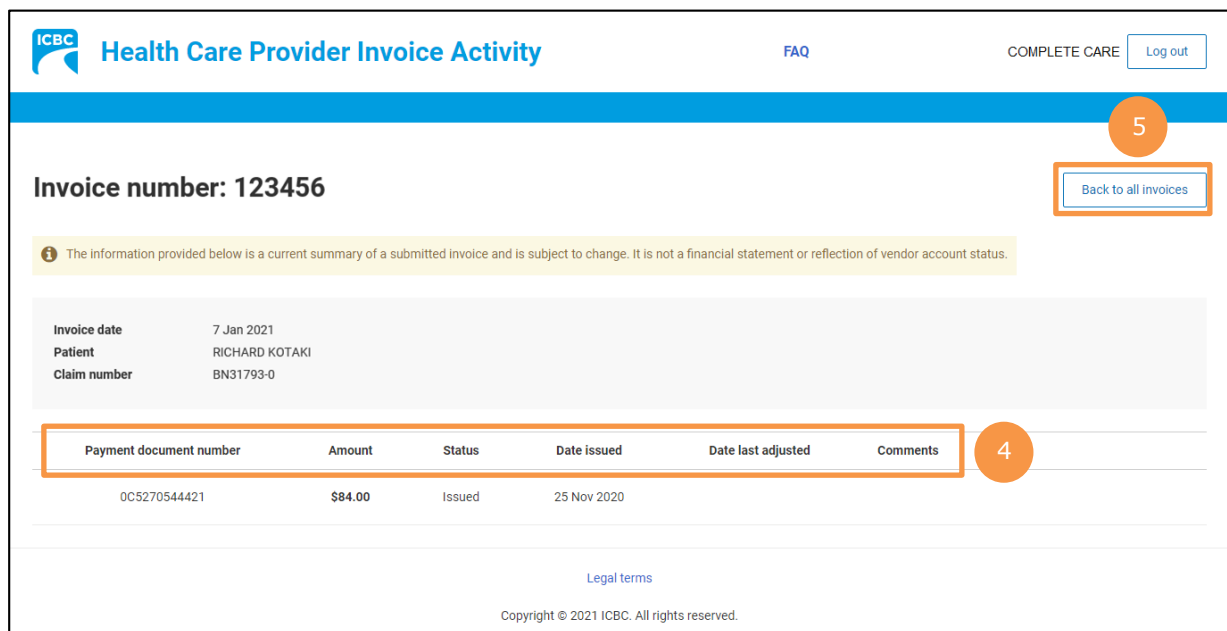
**Tip:** Click the **Reset** button to clear the filter(s).



4. The invoice details for the selected invoice are displayed.

- The *Payment document number* column displays the payment document number issued on the vendor statement.
- The *Amount* column displays the amount paid for the invoice. It will remain blank until the payment is made or rejected.
- The *Status* column displays the payment status of the invoice. Any of the following statuses can be displayed:
  - In progress: Payment has been requested.
  - Issued: Payment has been issued.
  - Reversed: Payment has been reversed.
  - Rejected: Invoice has been rejected.
- The *Date issued* column displays the date on which payment for the invoice was issued.
- The *Date last adjusted* column displays the date on which the invoice was last adjusted, rejected, or reversed.
- The *Comments* column displays additional invoice information or the reason for rejection if the invoice is rejected.

5. To return to the *Invoice status and history* screen, click the **Back to all invoices** button.



**Health Care Provider Invoice Activity** FAQ COMPLETE CARE [Log out](#)

**Invoice number: 123456** [Back to all invoices](#)

**i** The information provided below is a current summary of a submitted invoice and is subject to change. It is not a financial statement or reflection of vendor account status.

<b>Invoice date</b>	7 Jan 2021
<b>Patient</b>	RICHARD KOTAKI
<b>Claim number</b>	BN31793-0

Payment document number	Amount	Status	Date issued	Date last adjusted	Comments
0C5270544421	\$84.00	Issued	25 Nov 2020		

[Legal terms](#)

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### Request to Update a Vendor Number or Apply for a New Vendor Number

1. In the *Quick links* section, click the **Vendor number** link.

When you submit invoices, reports and treatment plans, patient information is filled in automatically, helping you to complete them faster.

#### See your invoice history and status

View and track the status of invoices you've submitted to ICBC to check when you'll receive payment or if any adjustments have been made.

#### Your email contact information

<b>PIN management</b> admin@xyz.com	▼
<b>Direct deposit</b> directdeposit@xyz.com	▼
<b>Communications</b> No email address on file	▼

#### Quick links

Psychologists

Counsellors

Health services

Invoicing and reporting

PIN Reset

Report Templates

Support and resources

Vendor number

1



**Tip:** The quick links displayed on the screenshot above varies according to the profession of the Health Care Provider.

2. The *Vendor number* screen displays. In the *Update your vendor number* section, click the **CL174G – Vendor application form** to download the necessary form.

Health services

Home » Health services » Vendor number

### Vendor number

**i** Vendor applications

Please note that due to a high volume of applications, you will receive a reply from a member of our vendor vetting team approximately ten weeks from the date your application was received. If your application does not include the required documents and qualifications, it may be rejected.

**i** As outlined with the launch of the Health Care Provider Invoicing and Reporting (HCPIR) application, our Supplier Programs Coordinators are in the process of emailing vendors to request documentation to reconcile accounts. Vendor requirements can be found below.

#### Update your vendor number

If you're a health care provider and you need to make changes to your existing vendor number, such as changing your address or name, updating your employee list or expanding your business to offer new treatment types, please complete the [CL174G - Vendor application form](#) and email the completed form to [BIProviderApp@icbc.com](mailto:BIProviderApp@icbc.com).

Feedback

**Tip:** On the *Vendor Application form*, add details about your request to update the vendor number and mail the completed form to the [BIProvider@icbc.com](mailto:BIProvider@icbc.com).

### 3. From the *Apply for a new vendor* section, download the required forms.

Kinesiologists	your address or name, updating your employee list or expanding your business to offer new treatment types, please complete the <a href="#">CL174G - Vendor application form</a> and email the completed form to <a href="mailto:BIProviderApp@icbc.com">BIProviderApp@icbc.com</a> .
Massage therapists	
Medical assessment providers	<p><b>Apply for a new vendor number</b></p> <p>If you're new to ICBC billing, adding a new location or updating your list of practitioners, please provide the following for each physical location of your business:</p> <ul style="list-style-type: none"> <li>• <a href="#">CL174G - Vendor application form</a></li> <li>• <a href="#">CL174M - Vendor programs privacy checklist</a></li> <li>• <a href="#">ACG364 - Authorization for direct deposit</a></li> <li>• A copy of your business licence</li> <li>• Proof of commercial general liability insurance (minimum \$2,000,000 in coverage)</li> <li>• Your WorkSafe BC registration (excluding sole proprietors who do not employ any other employees)</li> </ul> <p>Documentation can be sent to ICBC by <a href="#">email</a>, fax (604-777-4624), or mail:</p> <p>Supplier Programs &amp; Administration 8350 Eastlake Drive Burnaby, BC B5A 4P6</p> <p><b>Health care providers must also provide the following:</b></p> <p><b>Acupuncturists</b></p> <ul style="list-style-type: none"> <li>• Driver's licence, BCID or BC Services card</li> <li>• Proof of full registration (active and practicing) in good standing with <a href="#">College of Traditional Chinese Medicine Practitioners and Acupuncturists</a>, including registration number</li> <li>• Proof of at least the minimum requirement of professional liability insurance as required by the <a href="#">College of Traditional Chinese Medicine Practitioners and Acupuncturists</a></li> </ul> <p><b>Chiropractors</b></p> <ul style="list-style-type: none"> <li>• Driver's licence, BCID or BC Services card</li> <li>• Proof of full registration in good standing with the <a href="#">College of Chiropractors of BC</a>, including chiropractor ID</li> <li>• Proof of at least the minimum requirement of professional liability insurance as required by the <a href="#">College of Chiropractors of BC</a></li> </ul> <p><b>Counsellors</b></p>
Occupational therapists	
Physicians	
Physiotherapists	
Psychologists	
Registered care advisors	

**Tip:**

- Populate the downloaded form and mail or fax to ICBC.
- The forms to be submitted to update a vendor number varies according to the profession of the Health Care Provider.



# Health Care Provider Portal How to Guide

## Using the Health Care Provider Portal



### Reset PIN

1. On the *Log in* screen of the Health Care Provider Portal, click the **Reset my PIN** link.

ICBC

Log in

Enter your vendor number [What is this?](#)

Enter your PIN [What is this?](#)

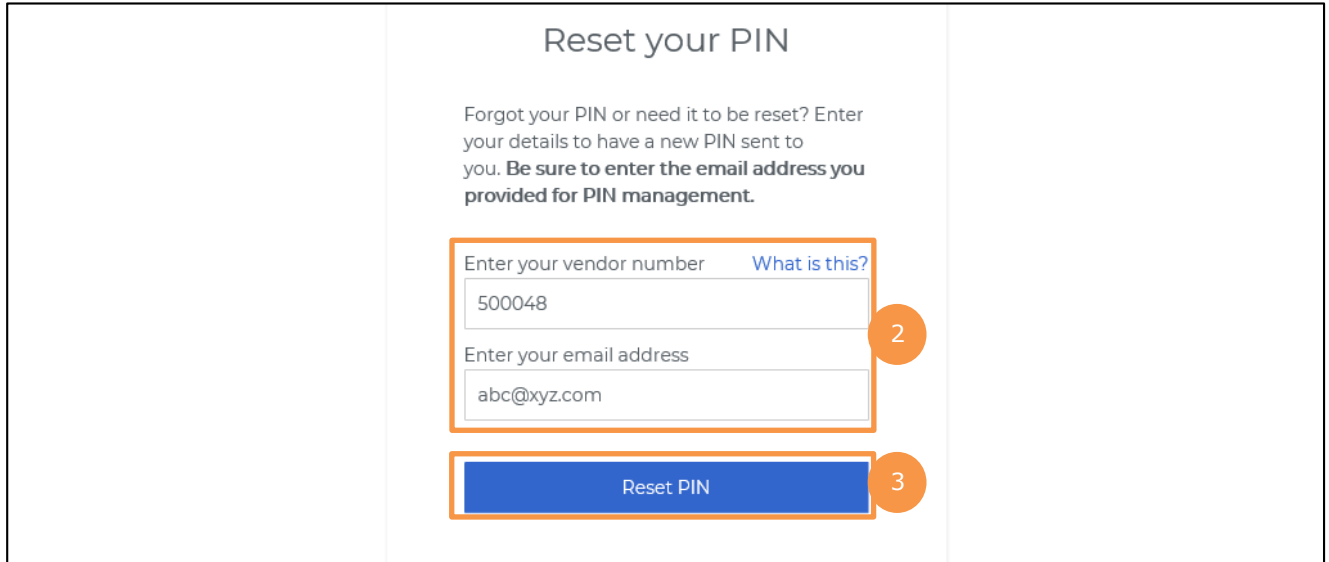
I have read and agree to the [terms and conditions](#), [privacy statement](#) and [health care business partner terms](#).

Log In

[Forgot your PIN?](#)

[Reset my PIN](#) 1

2. The *Reset your PIN* screen displays. Enter your vendor number, along with the email address associated with your PIN.
3. Click the **Reset PIN** button.



Reset your PIN

Forgot your PIN or need it to be reset? Enter your details to have a new PIN sent to you. **Be sure to enter the email address you provided for PIN management.**

Enter your vendor number [What is this?](#)  
500048

Enter your email address  
abc@xyz.com

Reset PIN



**Tip:** The newly generated PIN number will be sent via email.