

Brain Injury Support and Navigation Pilot Program FAQ

Contents

Brain Injury Support and Navigation Pilot Program FAQ	1
For ICBC Customers	1
For Non-Profit Brain Injury Support Providers	4

For ICBC Customers

1. What kind of assistance is provided through this pilot?

The pilot funds non-medical Support Services and ICBC claim Navigation Services.

Support Services can include a range of group or peer support programs designed to assist individuals with brain injuries by providing education, promoting independence and community reintegration.

Navigation Services include personalized one-on-one assistance designed to help eligible ICBC Customers navigate their active ICBC Enhanced Care claim process. Navigation Services are expected to complement and expand on support provided by ICBC, when additional support is determined by ICBC to be appropriate.

2. Who do I contact to get more information or to enroll in this pilot?

To request enrollment into the pilot program or to get more information about this pilot program, please contact your ICBC Recovery Specialist.

3. Who is eligible for participation in the pilot?

To be eligible for funding through the Brain Injury Pilot for Support or Navigation Services, the ICBC Customer must meet the criteria outlined below, as applicable, and be approved for the Brain Injury Pilot by ICBC.

To qualify for funding for **Support Services** through the Brain Injury Pilot, the ICBC Customer must:

- have an active ICBC Enhanced Care claim (i.e. a claim with a crash date of May 1, 2021, or later); and
- have an accepted Acquired Brain Injury sustained as a result of their crash or a pre-existing brain injury exacerbated in severity as a result of their crash. The term “accepted” means that ICBC has reviewed the available medical information

and determined that the brain injury diagnosis is valid and linked to the crash, either as a new injury or an exacerbation of an existing condition.

To qualify for funding for **Navigation Services** through the Brain Injury Pilot, the ICBC Customer must:

- have an active ICBC Enhanced Care claim (i.e. a claim with a crash date of May 1, 2021, or later);
- have a diagnosed acquired brain injury (either crash related non-crash related); and
- as a result of their brain injury, require assistance to navigate their Enhanced Care claim process or access recovery services funded by their Enhanced Accident Benefits. The need for assistance must be demonstrated through observed or reported:
 - difficulty understanding and completing claim-related activities; - inability to schedule or attend appointments with ICBC Recovery Specialists or other support service providers;
 - repeated inability to follow through on required actions, such as providing necessary documentation; or
 - overwhelm or confusion when coordinating recovery services, leading to delays or missed supports; and
 - the difficulties they are experiencing cannot be effectively managed through the ICBC Customer's Recovery Specialist, the Customer Support Desk, or Enhanced Care benefits.

4. How long after I am approved for Support or Navigation services can I expect to access the services?

Once your eligibility is confirmed, it should not take more than a few days for you to be contacted by one of ICBC's Brain Injury Partner Organizations who will connect you to available services in your region.

5. If approved, how long do I have access to Support or Navigation services?

You will have funding approved services until the earlier of:

- Reaching maximum service limits, and
- End of the pilot program

The Brain Injury Support and Navigation Pilot is a time-limited project with anticipated end in April 2026. Once the pilot ends, funding for Support and Navigation services will stop.

6. Does enrolling into the pilot mean I get more medical or rehabilitation benefits?

No. Medical and rehabilitation benefits are provided through ICBC's Enhanced Care system. Support and Navigation Services funded through this pilot only provide non-medical/non-rehabilitative services.

If you choose not to participate in your pilot, your benefits provided through Enhanced Care will not be reduced because of this decision.

7. Can the Brain Injury Providers speak with my ICBC Recovery Specialist about my claim?

Yes, but only with your consent. With your consent, Brain Injury Support Providers can communicate with your ICBC Recovery Specialist to help clarify processes, share relevant information, and support you in navigating your claim. You remain as the primary point of contact for all claim related communication and remain in control of your claim — the Navigator's role is to assist and help you navigate your ICBC claim.

Please let your ICBC Recovery Specialist know if you wish to provide ICBC with consent to speak to the Brain Injury Pilot Navigator.

8. Is there a cost for me as an ICBC Customer to participate?

No. Support and Navigation services offered through the pilot have no cost to eligible ICBC Customers.

9. Can my family members/caregivers access support through this pilot?

Family/Caregivers of ICBC Customers who are approved for pilot participation can access group support services for families and caregivers. If your local brain injury support provider does not have groups for family and caregiver supports, they may be able to access virtual caregiver support groups with provider such as BrainTrust Canada.

10. I was asked if I want to participate in a UBC led research study related to evaluation of this pilot. Am I required to participate in the study?

No, participation in the research is optional and does not impact your eligibility for the pilot or any ICBC Enhanced Care benefits.

For Non-Profit Brain Injury Support Providers

1. Who do I contact if I have questions regarding the pilot?

All questions can be directed to navigators@brainstreams.ca.

The Brain Injury Support and Navigation Pilot is structured with regional leads to ensure consistent support, accountability, and equity across the province. Each regional lead acts as the primary point of contact for service providers in their area, providing onboarding, training, oversight, and coordination of referrals.

- **BrainTrust Canada** – regional lead for the Central Okanagan, North Okanagan, Kootenays, Northern BC, Northern Coast, and islands including Haida Gwaii.
- **South Okanagan Similkameen Brain Injury Society (SOSBIS)** – Regional lead for the South Okanagan, Lower Mainland, Sunshine Coast, and Vancouver Island.

Regional leads provide:

- Training and onboarding for participating organizations and staff.
- Oversight of referral processes and service consistency.
- Leadership and troubleshooting for operational or service challenges.
- Monitoring of equity across regions.
- Acting as a liaison between ICBC and local service providers.

This ensures that while services are delivered locally, they are backed by a province-wide framework that prioritizes equity and consistency for all participants.

2. How is this pilot different from the Facilitated Family Support Program?

The Brain Injury Support and Navigation Pilot expands on the services and the funding offered through the Facilitated Family Support Program.

The Brain Injury Support and Navigation Pilot is only available to ICBC Customers with an active Enhanced Care claim (claims with a crash date of May 1, 2021 or later). There are also additional eligibility criteria.

For more information regarding the Facilitated Family Support Program, please contact RecoveryPrograms@icbc.com.

3. My organization meets all criteria outlined in the Brain Injury Support and Navigation Pilot Program Guide. How can we participate in this pilot?

Brain Injury Support Providers wishing to participate in the pilot should contact navigators@brainstreams.ca.

4. I'm a non-profit brain injury organization participating in the pilot. How do I obtain funding approval for an ICBC Customer to access Support or Navigation services?

Brain Injury Support Providers wishing to refer an ICBC Customer to the Brain Injury Supports and Navigation Pilot must complete a 'Brain Injury Support and Navigation Pilot - Referral Form and return it by email to navigators@brainstreams.ca.

If you don't have a copy of the form, one can be obtained from navigators@brainstreams.ca.

Once the Referral Form is received, this information will be forwarded to ICBC for review. ICBC will then provide a decision regarding the ICBC Customer's eligibility for funding of Support Services and/or Navigation Services to the customer and by email to the Brain Injury Partner Organizations at navigators@brainstreams.ca, who will in turn inform you of the decision.

5. How does ICBC make their funding decisions regarding eligibility of ICBC Customers?

Funding decisions are made based on the eligibility criteria outlined in section 5.1 of the Brain Injury Support and Navigation Pilot Program Guide which can be found on [Brain injury support and navigation pilot](#).

6. Are there any limits to how much ICBC will pay for Support or Navigation services?

Yes. Please refer to section 10 of the Brain Injury Support and Navigation Pilot Program Guide which can be found on [Brain injury support and navigation pilot](#).

7. Why can't I reach out to ICBC directly with my questions or to submit the Referral form?

We recommend submitting all information and inquiries to navigators@brainstreams.ca. This allows for all brain injury support organizations to have a single point of contact for any pilot related activities, ensuring consistency and timely responses.