



June 2026 Newsletter

CARE Survey & Workshops Update

Help Shape the Future of Treatment Plans and Progress Reports

Thank you to everyone who participated in last year's Care Access and Recovery Experience (CARE) survey – your voices matter. We heard from 476 practitioners and 184 administrative staff, with key opportunities identified in:

- Awareness and access to the Early Access Period
- Treatment plan quality and proportionality
- Communication and information sharing with ICBC

We continued the conversation through in-person and virtual workshops in April across Surrey, Victoria, Kelowna, and Prince George, where participants emphasized the need for stronger collaboration, clearer roles, and more effective communication.

Now we're taking the next step – and we want your input!

We're designing improvements to treatment plans and progress reports and are inviting Recovery Network clinicians to participate in upcoming virtual interactive feedback sessions this summer.

Focus Group Details

- **Round 1:** Week of July 20
- **Round 2** (optional follow-up): Week of August 17
- **Format:** Virtual sessions (approx. 90 minutes)
- **Structure:** Primarily discipline-specific, with some multidisciplinary sessions
- **Participation:** Clinicians who join Round 1 will be expected to stay with the same group, with an optional opportunity to continue the conversation in Round 2
- **Eligibility:** Clinicians actively treating ICBC customers and completing their own treatment plans and progress reports

We are really excited about this work, and this is your opportunity to help shape what comes next. Your insights will directly influence how we improve processes that support both you and your clients.

Registration will be available by **July 2** on the [ICBC Business Partners page](#) on ICBC.com - **spots will fill fast so please so don't delay!**

NEW: Locum Application Process Pilot for Chiropractors and Physiotherapists

ICBC will be implementing a Locum Application Process Pilot to facilitate temporary, short-term coverage and direct billing for locums at Recovery Network clinics. Starting August 1, 2026, Recovery Network clinics requiring locum coverage for chiropractors and physiotherapists will be able to reach out to ICBC to add locums to their vendor account.





Clinics wishing to add a locum must already be part of ICBC's Recovery Network. The locum practitioner does not need to be an existing Recovery Network member however, they must meet the Recovery Network program requirements. Approved locums may provide coverage for up to 30 days when covering for one practitioner.

More information will be available on our Business Partners page at the end of July – stay tuned!

Reminder: Documentation and Record Keeping Standards

The Supplier Performance Management Team would like to share a reminder with Approved Practitioners and Firms about ICBC's Documentation and Record Keeping Standards to support consistent record keeping and billing practices.

In addition to complying with the standards and guidelines of their respective regulatory college or association, Approved Practitioners are expected to maintain accurate and up-to-date billing records and logs, authorization letters, and receipts, including all related documents, materials, and accounting records, in whatever form these may be kept, regarding the frequency of treatments and the fees charged for those treatments invoiced to ICBC.

Clinical records must be **logged within ten (10) business days of the appointment** and must contain the following information:

- the date and time of the appointment;
- the date the record was documented; and
- the Health Care Practitioner's name and signature.

We encourage Approved Practitioners to review their program-specific guide(s) regularly to help ensure they remain familiar with service expectations and requirements.

EACR Becomes a Permanent Program

We are pleased to announce that the Early Access Concussion Recovery (EACR) Pilot Program was established as a permanent program as of April 1, 2026.

The EACR Pilot ran from March 2024 to March 2026 and demonstrated positive outcomes, successfully supporting full or partial return to work for 55% of participating customers. Since its launch, 363 customers were referred to the pilot, and 72 clinics were approved to participate across Greater Vancouver, the Fraser Valley, Thompson-Okanagan, Vancouver Island and the Kootenays.



Due to these positive results and the meaningful impact on customer recovery and return-to-work outcomes, EACR will continue as a permanent program.

More information can be found on our Business Partners page here: [Concussion program providers](#)

Brain Injury Pilot and Navigation pilot extended to September 25, 2026

The pilot aims to enhance access to existing community support services for ICBC Customers who have sustained a brain injury as a result of their crash, as well as ICBC Customers with pre-existing brain injuries who are having trouble managing their claim.

Health care providers, social workers, physician, or nurse practitioners who wish to refer their patient to the Brain Injury Pilot should contact the ICBC Customer's Recovery Specialist. If the Recovery Specialist's contact information is unknown, referrals can be directed via email to recoveryprograms@icbc.com.

Referral emails must include the:

- ICBC customer's name;
- ICBC customer's claim number; and
- Recommended service(s) (Support Service and/or Navigation Service).

Find out more here: [Brain injury support and navigation pilot](#)

Occupational Therapists – Upcoming Changes to the PCA Assessment Report Template and Guide

ICBC, in collaboration with the OT community, has undertaken a comprehensive review and update of the Personal Care Assistance (PCA) Assessment Report Guide and Report Template. This work aims to ensure the report guide reflects current regulation, best practices in occupational therapy assessment, and operational clarity for service providers.

Read more about the upcoming changes here: [Occupational therapists](#)

Occupational Therapy - Travel time

Travel time is considered billable from point-to-point.

Cost sharing of travel time is expected when multiple clients, ICBC or otherwise, are seen at a single location.

Guiding principles:



1. Identify the closest reasonable starting point to calculate the travel time between the destination and the closer of:
 - practitioner's primary residence
 - nearest firm location (primary or satellite), or
 - prior appointment service location.
2. Is the travel route the most time efficient choice?
 - The selected route should reflect the most reasonable and efficient travel option available.