Newsletter
November 2, 2026

Winter updates

New Code of Ethics for ICBC Suppliers

Your feedback helps us improve how we work together. We heard from health care practitioners that our existing Code of Ethics read as though it was designed primarily for employees and that a supplier-specific Code would be more appropriate.

In response, we have developed a new Code of Ethics for ICBC Suppliers that better reflects our relationship with the individuals and organizations who work with ICBC. It sets out the ethical standards and expectations for our suppliers, including members of ICBC's Recovery Network.

The new Code is available on our Business Partners page - here. While no signature is required, we encourage you to review the Code and familiarize yourself with the expectations it outlines.

Holiday hours for HCIU

The Health Care Inquiry Unit (HCIU) will be closed on the following dates:

- November 10 – Staff Event
- November 11 – Remembrance Day
- December 25 – Christmas Day
- December 28 – Boxing Day
- January 1 – New Year's Day

Otherwise, they're available to assist you Monday to Friday from 8:30am to 4pm.

Reminder: HCIU is here to support health care providers when doing business with ICBC. Please direct your clients to Get help with your claim if they need assistance.

Thank You

Thank you to everyone who shared their time and perspectives through surveys, interviews, workshops, and focus groups over the past year. Your input has helped shape the Customer Access Recovery Experience (CARE) project and the improvements ahead.

Following Release 1 on September 27, **Release 2A** will launch in early December with new in-clinic posters and postcards featuring QR codes to increase awareness of Enhanced Care. **Release 2B**, planned for the end of February 2027, will introduce an improved treatment approval process, updated progress reports, and better information sharing with Recovery Network Practitioners. Stay tuned for more information on these releases in upcoming newsletters!

Together, we're building a better experience for our teams, partners, and customers.