



## February 2024 Newsletter

Welcome to our first newsletter of 2024! There's lots going on at ICBC so we wanted to provide an update on some new projects rolling out this spring, some reminders to make things run smoothly and awareness about items you might not know exist.

### NEW: Early Access Concussion Recovery Pilot

ICBC is launching a pilot project called Early Access Concussion Recovery Program (EACR).

To qualify for the EACR pilot program, customers must be within the first 12 weeks of their crash (the Early Access Period), have sustained a concussion as a result of the crash and due to functional impairments caused by the concussion, be off work, school, care giving duties or not independent with essential activities of daily living.

The core provider team will consist of an Occupational Therapist and a Chiropractor or a Physiotherapist. The supporting provider team may include a Counsellor, Kinesiologist or Rehabilitation Assistant. All providers must work out of the same physical location and at the same clinic, as the treatments must take place in-person.

Further details and application information will be available on the [Business Partners page](#) on February 20.

### Business Partners page branding refresh

The Business Partners site is undergoing some changes to modernize our platform and refresh the look and feel.

The site will continue to be accessible while we work on these changes starting February 15, 2024 with an expected completion date of April 10, 2024. During this time you might notice a decrease in content updates.

### Awareness: Account reconciliation

Vendor account reconciliation is an ongoing process at ICBC to ensure vendors continue to meet the minimum supplier requirements as outlined on ICBC's Business Partners page.

Vendor account reconciliation may be initiated by ICBC:

- If the vendor account has not been reconciled in some time
- If the vendor account has not been reconciled since the vendor number was issued
- If the vendor is making a material change (such as adding a practitioner) to their account

The process of reconciling a vendor account and the documents required is the same process as applying for a new vendor account.



When we reach out to a vendor to ask for the reconciliation documents, we typically give vendors 10 business days to provide the documents. If this is not doable, we encourage you to respond and work with the Supplier Programs Coordinator on a timeline.

## Expectations for response to Treatment Plans

We've had some questions around how long to wait before following up on a submitted treatment plan. It depends – both on the date of the crash and how you submit the treatment plan.

- If the date of crash was **prior** to May 1, 2021, it can take up to **10** business days for approvals to be communicated.
- If the date of crash was after May 1, 2021, the expectation is **five** business days.
- If you **manually** submitted, (ie. sent PDF by email) regardless of the date of the crash, it can take up to **20** business days.

We encourage all healthcare providers to submit Treatment Plans via HCPIR and only use manual submissions if you don't have a vendor number or if HCPIR experiences an outage.

The Health Care Inquiry Unit (HCIU) is always happy to help, so if you have a Treatment Plan that is pending a response **outside of the above expected reply-times**, please reach out for assistance.

## We speak your language

Did you know ICBC can assist customers in multiple languages? We offer over-the-phone interpretation services in 170 languages for customers who need language assistance to discuss their claim, driver licensing or insurance needs.

If you have a client who may benefit from using an interpreter to discuss their injuries or treatment, please let our staff know.

## Reminder: Standard treatment length

Regulated rates set out in the [Fee Guide](#) apply to “standard sessions”. The definition of a standard session is different for each modality so please review the Fee Guide for your area to ensure your treatments meet the expectations for session length. Invoices for treatments that don't meet minimum time requirements may be rejected.

- Acupuncturists – minimum **20** minutes one-on-one with customer
- Chiropractors – minimum **15** minutes one-on-one with customer
- Counsellors – minimum **50** minutes one-on-one with customer
- Kinesiologists – minimum **45** minutes one-on-one with customer



- Massage Therapists – minimum **45** minutes one-on-one with customer
- Physiotherapists – minimum **20** minutes one-on-one with customer
- Psychologists – minimum **50** minutes one-on-one with customer

These minimum times do not include any administrative tasks such as charting or session preparation, even if the customer is present during this time.

Reminder – if you charge a user fee for your sessions, you must inform the customer that ICBC will not reimburse that fee.

### Vision Therapy Policy update

ICBC's Vision Therapy policy was updated on November 30, 2023. Please visit the [Business Partners page](#) for details.

### Counsellors and Psychologists initial reports

Please remember to submit your initial report as soon as it's complete.

In the initial report template, the assessment date includes four different date fields, which allows you to indicate if more than one visit was needed to conduct the assessment. This means you can use additional visits, billable at the standard treatment fee, to conduct a fulsome assessment and ensure the report is completed.

### The Health Care Inquiry Unit (HCIU) is here for you

If you have any questions or concerns, the HCIU is here to help. They can be reached [by phone or email](#).

NEW FEATURE! HCIU has updated the call-in messaging on the phone line to include better information on how to navigate to the relevant pages on the Business Partner site, provide contact information for inquiries related to Vendor Account application/changes, and invoice inquiries. Be sure to listen carefully to the new selection prompts.

Pro tip: if you need to return to the previous menu when phoning the HCIU, simply hit “#” to go back.

### Health Care Inquiry Unit Holiday Hours

The Health Care Inquiry Unit (HCIU) will be closed March 29 for Good Friday and April 1 for Easter. Otherwise, they're available to assist you Monday to Friday from 8:30am to 4pm.