Administration Changes to the ICBC Brain Injury Support & Navigation pilot

As the pilot continues, ICBC is listening to feedback and are looking for ways to make the process simpler and clearer for everyone. Based on the feedback we have received, ICBC will be taking on more of the administrative work for the remainder of the pilot, providing one central place for information to be sent and received. This will help create a clearer and more consistent process for everyone.

The changes are:

- **Referrals:** Please send all new referral and consent forms to RecoveryPrograms@icbc.com.
- **Referral Decisions:** After you submit a referral to ICBC, you will receive the funding decision directly from ICBC.
- **Referrals made by ICBC:** ICBC will send referrals made by ICBC to the organization nearest to the customer. Please **accept or decline the referral within 5 business days**.
    - If more than one organization is nearby, the customer will be able to choose their preferred organization.
    - If there is no organization nearby, virtual support may be offered. **Please email RecoveryPrograms@icbc.com to let us know if your organization does not currently provide virtual support or navigation services, and we will not contact you for virtual referrals.**
- **Invoicing:** Please send invoices to **RecoveryPrograms@icbc.com**. ICBC will review the invoices and send them to BCBIA for payment. BCBIA will continue to make payments directly to your organization. If there are any questions or issues regarding an invoice, ICBC will work directly with your organization to resolve them.