



Summary of November 1, 2025, Recovery Network Program Guide Updates

In this document, **green text** indicates language that will be added, and ~~red text strikethrough text~~ indicates language that will be removed.

General updates to program guides

1. All references to a vendor account or vendor number will be updated to Recovery Network Account
2. All references to Health Care Services Terms will be updated to the Health Care Direct Billing Terms

Section 3.1 Benefit Administration

In order to arrive at appropriate funding decisions, ICBC Claims Contacts gather available information from sources such as the ICBC Customer, their medical and/or health care team, and refer to the applicable internal resources available to them. **ICBC does not direct care.** To be considered for funding, the therapy or treatment must be [...].

Section 4.10 Travel and Mileage

Practitioners must make reasonable efforts to minimize mileage when scheduling appointments.

Whenever possible, travel and mileage must be allocated so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner. **Unless there are no reasonably practicable alternatives for services for the customer and written pre-approval has been obtained, excessive, unreasonable mileage may be denied or reduced.**

For Chiropractic guide only

4.2 Initial (Assessment) Visit

An Initial Assessment includes both the initial assessment of the ICBC Customer and a standard treatment session provided during the same appointment. The Initial Assessment visit fee includes both the assessment and standard treatment provided. ~~For crashes before May 1, 2021, the Initial Assessment visit fee also includes an initial report.~~ A standard treatment must not be charged separately for treatment

provided on the date the initial visit took place. The Initial Assessment fee must only be billed once per ICBC Customer, unless otherwise approved by ICBC.

For Kinesiology guide only

4.2 Initial (Assessment) Visit

An Initial Assessment includes both the initial assessment of the ICBC Customer and a standard treatment session provided during the same appointment. The Initial Assessment visit fee includes both the assessment and standard treatment provided. ~~Visit fee also includes an initial report.~~ A standard treatment must not be charged separately for treatment provided on the date the initial visit took place. The Initial Assessment fee must only be billed once per ICBC Customer, unless otherwise approved by ICBC.

Section 6.2.5 Other Billable Items

Category	Fee/Limitations	Billing Code	Additional Information
Supplies & Equipment	Limited to amount authorized by the ICBC Claims Contact for the ICBC Customer and reasonable market rate.	Supplies and Equipment	<p>All supplies and equipment costs must be pre-approved by ICBC and must be invoiced via the HCPP or HCPIR. No mark-up is permitted. Although no mark-ups are permitted, reasonable costs to receive the item will be considered on a case-by-case basis. Pre-approval is required.</p> <p>When invoicing for supplies or equipment, firms must list which items they are invoicing for and must attach a copy of the purchase receipt.</p>

6.3 Prohibited Disbursements

Prohibited expenses/disbursements may not be charged to ICBC Customers for ICBC Claims.

In addition, Firms may not bill ICBC for:

- a) claim-related treatment or services provided after a Claim is closed; or
- b) claim-related treatment or services provided without or prior to ICBC's funding authorization.

User fees and no-show fees for Claim-related services may be charged to an ICBC Customer, provided that the Health Care Practitioners and Firms ~~must~~ advise ICBC Customers in advance. ~~before charging~~

~~customers a User Fee, late cancellation or no-show fee, for Claim-related services.~~ ICBC Customers must be advised that the fees will not be reimbursed by ICBC. No-show appointments do not impact the ICBC Customer's approved treatment count. Under no circumstances can ICBC Customers be billed for unpaid or recovered fees relating to a breach of the Agreement.

7. ~~Recovery Network~~ Health Care Provider Locator

7.1 Locator Eligibility

To be eligible to be featured on ICBC's ~~Recovery Network~~ Locator, the Firm must:

- a) be an active member of ICBC's Recovery Network;
- b) offer services provided by at least one of the seven Early Access Period pre-approved Health Care Practitioners (Acupuncturist, Chiropractor, Counsellor, Kinesiologist, Registered Massage Therapist, Physiotherapist, Psychologist);
- c) exclusively invoice ICBC for all services through HCPIR or HCPP unless otherwise specified in Section 6 of this Program Guide;
- d) for all brick-and-mortar clinics, display signage at their physical location, visible to the public, which ~~matches~~ is consistent with their Firm's legal name or registered Doing Business As (DBA) name; and
- e) provide consent for information provided for the Locator to be displayed.

For Physiotherapy/Kinesiology guides only

Firms that offer mobile services provided by a Kinesiologist or Physiotherapist must have a website that is consistent with the Firm's legal name or registered Doing Business As (DBA) name.

For Counselling/Psychology guides only

Firms that offer virtual services provided by a Counsellor or Psychologist must have a website that is consistent with the Firm's legal name or registered Doing Business As (DBA) name.

Prior to a Firm being approved for display on the Locator, all applications will be reviewed and ICBC will provide a confirmation message detailing the information that will be available for display on the Locator. Once approved, practitioner types added to a ~~vendor~~ Recovery Network account will automatically be updated on the Locator. Firm information can be reviewed and updated in the Additional Information of the HCVA (Existing Vendor Account). For comments or to share feedback about the locator application process, please contact RecoveryPrograms@icbc.com

7.2 Notification of Changes to Firm Information

Firms are responsible for and must ensure the ongoing accuracy of the business information provided to ICBC for display on the Locator. The Firm must update their information through the HCVA (Existing Vendor Account) within ten (10) business days when any of the following occur:

- a) the Firm changes any of their contact information;
- b) the Firm changes their business website address;
- c) the Firm begins to charge or ceases charging User Fees for any of the Early Access Period pre-approved Health Care practitioner types;
- d) the Firm begins to offer a new practitioner type eligible for display on the Locator; or
- e) the Firm ceases offering practitioner types currently on display on the Locator.

If a Firm changes their 'Doing Business As' name or physical location address, they must ~~email~~ notify the Supplier Programs & Administration team at biproviderapp@icbc.com within ten (10) business days.

ICBC may, at any time or frequency, request confirmation from a Firm of their current business information to ensure accuracy.

7.3 Removal from Locator

A Firm that consents to being featured on the Locator will remain on the Locator unless any of the following occur:

- they request to be removed from the Locator;
- their vendor number is rendered inactive;
- they no longer ~~offer~~ have approved practitioners offering applicable health care services;
- they fail to maintain accurate and up-to-date information on the Locator;
- they request to be removed from the Recovery Network; or
- ICBC determines they are no longer eligible for the Locator.

Firms that no longer wish to be displayed on the Locator must inform ICBC through the Additional Business Information section of the HCVA (Existing Vendor Account).

Please note, removal from the Locator will occur within ten (10) business days from the date the original request is received by ICBC.

ICBC reserves the right to ~~exclude~~ or remove anyone from the Locator at any time without notice.