

Health Services News

Consumer Price Index Adjustments Effective April 1

Each year, ICBC adjusts the fees and benefit limits outlined in [Insurance Vehicle Regulation](#) and the [Enhanced Accident Benefit Regulation](#), based on the Consumer Price Index (CPI).

This year's CPI adjustment is 2.6 per cent. These new fee amounts will apply to health care services provided on or after April 1, 2025. Your [discipline-specific Program Guide](#) will be updated on April 1st to reflect the new rates. ICBC is providing advance notice to allow health care providers time to prepare their billing systems accordingly.

Type of Practitioner	Assessment Visit	Standard Treatment (treatment date on/after April 1, 2025)
Acupuncturist	\$126	\$107
Chiropractor	\$115	\$63
Counsellor	\$251 (with initial report)	\$144
Kinesiologist	\$117	\$94
Physiotherapist	\$151	\$95
Psychologist	\$408 (with initial report)	\$234
Registered Massage Therapist	\$128	\$96
Occupational Therapist		\$134 per hour

Type of Practitioner		Fee (report date on/after April 1, 2025)
Family Physician	Standard assessment & report	\$144
	Extended assessment & report	\$390
	Assessment & report	\$251

Note: Minimum expectations regarding session lengths vary by discipline so **rates cannot be compared between discipline types**. See your discipline-specific Program Guide for details.

NEW: Sign up for ICBC's Health Care Provider Locator

We're excited to share that members of ICBC's Recovery Network **can now sign up** to be displayed on ICBC's Health Care Provider Locator here: [Apply for or update your ICBC Recovery Network account](#). This locator will help injured ICBC customers connect with pre-approved early access treatment providers to support them on their recovery journey.

Here are detailed instructions on [how to sign up for ICBC's Health Care Provider locator](#).

We already have over 370 clinics that have signed up, representing over 3,500 practitioners! The locator will go live on icbc.com on March 30, 2025.

Reminder: If you have one vendor number for a clinic that covers multiple practitioners, you must ensure your account is up-to-date with all of your current practitioners. You can add new practitioners or remove practitioners who are no longer at your clinic by going to [Apply for or update your ICBC Recovery Network account](#) and clicking the purple button that says "Update an existing Recovery Network account". This will be important for billing after March 30, 2025, as you will only be able to invoice for practitioners listed on your account.

NEW: Counselling and GST

ICBC is aware of the Canada Revenue Agency's tax changes (GST exemption) for certain counsellors in BC. As a result, the Health Care Provider Invoicing and Reporting (HCPIR) application will no longer automatically apply GST starting March 11, 2025.

- Counsellors who meet requirements to treat ICBC customers and direct bill for services (and/or are part of the ICBC Recovery Network), **and are GST exempt**, can use the preferred method to directly submit invoices, related expenses and documentation through the Health Care Provider Portal (HCPP)/HCPIR.
- Counsellors who meet requirements to treat ICBC customers and direct bill for services (and/or are part of the ICBC Recovery Network), but their counselling services are **not GST exempt, cannot use the HCPIR nor HCPP**. This group of counsellors are required to submit invoices, related expenses and documentation using [manual invoicing and document submission](#).

Changes to ICBC Call Centre Hours

Starting February 23, the hours a claim can be reported by phone changed to 8 a.m. to 8 p.m., seven days a week, including statutory holidays. By shifting our staffing resources to peak hours when customers want to call us, we can improve our service levels and better support our customers when they need us the most. Customers can continue to report a claim online, if eligible.

We have updated information on icbc.com and through our phone system, and we have let customers know about this change through social media. If you have posted our call centre hours on any of your customer-facing materials or on your website, please be sure to update them.

Reminder: Non-Standard Physiotherapy Process

Funding for non-standard physiotherapy sessions requires explicit authorization from ICBC. A Physiotherapy Non-Standard Treatment Application form ([CL752](#)) must be

completed when requesting approval to initiate non-standard physiotherapy services **and with each subsequent treatment extension request**. When prolonged sessions are no longer required, patients must switch to a standard treatment or be discharged from care.

Reminder: Treatment Plan Sessions Do Not Roll Over

Unused sessions do not carry over to a new treatment period. When a new end date of a treatment plan is needed, ensure you include the appropriate number of sessions needed in your submission. Submitting a treatment plan with zero sessions will result in our system not approving the plan or allowing invoicing, as it assumes no sessions are authorized. To avoid issues, always specify the required number of sessions for the requested time period in your treatment plan.

The same is true for Occupational Therapists, although it is hours, not sessions.

Hospital Discharge Program

In the initial referral email, the OT will be notified of approval for up to 20 hours of OT services. OT's continue to invoice actual hours according to the service type and associated details outlined in the Program Guide. Total engagement cannot exceed twenty hours.