



Frequently Asked Questions

The purpose of the Early Access Concussion Recovery (EACR) Pilot Program is to support recovery of ICBC customers who sustained a concussion in a motor vehicle accident by facilitating early assessment, education, reassurance and, when indicated, treatment.

Clinics

How long is the application process open?

Applications to participate in the EACR Pilot Program will start on February 20, 2024, and will be accepted for the duration of the Pilot. We encourage clinics to apply early to ensure participation, as ICBC reserves the right to close the application process at its discretion (Section 2 of the Service Funding Guidelines).

What about clinics in underserved or rural communities?

Clinics within rural, remote, or underserved communities may be considered for participation in the EACR Pilot Program even if the provider qualification requirements are not fully met. Such clinics interested in participating in the EACR Pilot Program are encouraged to contact ICBC at recoveryprograms@icbc.com to discuss (Section 2.4 of the Service Funding Guidelines).

Are there ICBC templates for intake, progress and discharge reports?

ICBC does not provide specific templates for these reports. The format of the intake, progress and discharge reports is determined by the Approved Clinic, but the reports must contain specified information to meet program guidelines (Section 6 of the Service Funding Guidelines).

Is there a requirement to submit the current ICBC treatment plan form?

No, submitting ICBC's current treatment plan form is not required for this Pilot Program. Treatment planning should be documented within the intake and progress reports, in adherence to the Pilot Program's reporting guidelines (Sections 4.3 and 6 of the Service Funding Guidelines).

With return-to-work planning, what occupational therapy services can be included in the EACR Pilot Program?

When appropriate, ICBC may fund a job demands analysis or a job site visit. Prior approval must be requested and obtained prior to delivering this service (Sections 4.4 and 7 of the Service Funding Guidelines).

Will there be an opportunity to provide feedback on the EACR Pilot Program?

Yes, Approved Clinic and Provider Team Members' expertise and firsthand experience with the EACR Pilot Program will be invaluable to ICBC. Additional information about providing feedback is available in the EACR Pilot Program guide. Email feedback to recoveryprograms@icbc.com.

I'm a provider specializing in concussion treatment, but my clinic lacks an occupational therapist. Why can't we participate?

The EACR Pilot Program is specifically designed to offer customers an interdisciplinary approach to concussion recovery. The current Pilot design is based on a review of market information as well as consideration of the services typically engaged by our customers who require support in return to work, school, caregiving, and/or activity. As such, the Pilot Program



requires an occupational therapist as well as a physiotherapist or chiropractor as part of the Core Provider Team.

Although there may be providers who do not meet the minimum Provider Team requirements, we understand that they may also play a crucial role in supporting ICBC customers by offering other services that ICBC may consider funding outside of the purview of this Pilot Program.

Why are Acupuncturists and Massage Therapists not part of the Program Provider Team?

The current Pilot design is based on a review of market information as well as consideration of the services typically engaged by our customers who require support in return to work, school, caregiving, and/or activity.

Please know that, although not part of this specific pilot, we value the services Acupuncturists and Massage Therapists provide and understand that they play a crucial role in supporting ICBC customers. We encourage these providers to continue offering their expertise to assist ICBC's customers outside of the pilot program framework within the early access period as they would normally.

I have multiple practitioners working at the clinic, each managing their own vendor number with ICBC. Are we able to apply to the EACR Program under one vendor number only?

The application must be submitted based on the clinic's vendor number. The applying clinic must have an approved, active ICBC vendor number.

All members of the Provider Team must be listed at the time of the application. These members must be employed or contracted by the clinic and meet program requirements.

My clinic offers mobile and virtual services only. Are we able to participate in the EACR Pilot Program?

Eligibility for participation in the Pilot Program requires a clinic's provider team to deliver treatment services in person at the approved clinic's physical location. Mobile service delivery at the customer's location is currently not permitted within the program. Virtual/telehealth services within this pilot program are only permitted for counsellors.

Is there a list of concussion management courses and vestibular rehabilitation courses that ICBC accepts or does not accept?

We understand the importance of ongoing education in concussion management for healthcare providers. The Pilot Program does not specify courses or require certain certification to satisfy the education component of the provider requirements. Our goal is to encourage providers to stay informed with the most current practices to ensure quality of care for our customers.

I do not meet the requirements to provide concussion care to ICBC's customers within the EACR Pilot Program. Can I still treat ICBC customers who suffered a concussion?

Yes. The EACR Pilot Program is an addition to the currently available treatment funding options. All previously available treatment funding options remain unchanged.

Participation in the Pilot Program does not limit the customer's access to other health care services available during the Early Access Period. However, health care providers of the same



practitioner-type as the Provider Team should not provide concussion care to the customer that is actively participating in the EACR Pilot Program.

ICBC Customer

How can an ICBC customer participate in the EACR Pilot Program?

Any health care provider on the customer's treatment team may refer a customer to the EACR Pilot Program. Please contact ICBC (by phone, email) and clearly indicate 'refer to EACR Pilot Program' and direct the referral to the customer's ICBC Recovery Specialist.

The customer must meet the EACR Pilot Program Eligibility Criteria for intake assessment funding to be approved. ICBC does not direct referrals into the program (Section 3.2 of the Service Funding Guidelines).

Does participation in the EACR Pilot Program impact any of the health care services available during the Early Access Period?

Participation in the Pilot Program does not limit the customer's access to other health care services available during the Early Access Period. However, members of the Provider Team, or other health care providers of the same practitioner-type as the Provider Team may not provide concussion care to the customer outside of the EACR Pilot Program while treating the customer in the EACR Pilot Program.

Customers interested in other types of concussion therapy provided by health care providers who are not members of the Provider Team should consult their program's Provider Team regarding its appropriateness.

Customers interested in other non-concussion related therapy provided by health care providers who do not comprise their Provider Team are eligible to engage in these health care services through treatments available throughout the Early Access Period.

Does the ICBC customer need to have a physician or nurse practitioner diagnosis of concussion to participate in the EACR Pilot Program?

A physician's or nurse practitioner's diagnosis is not a prerequisite for participation at this time. The EACR Pilot Program's Provider Team, consisting of an occupational therapist and a physiotherapist or a chiropractor will conduct an assessment to determine if the customer would benefit from the Pilot Program.

Can an ICBC customer participate in the EACR Pilot Program if the accident happened more than 12 weeks ago?

No, the intent of the EACR Pilot Program is to facilitate early intervention. ICBC recognizes that sometimes a concussion may not be identified until later, and in those cases, we encourage the customer and/or their health care provider to talk to the ICBC Recovery Specialist about what other services can be funded.