



FAQ: ICBC Recovery Network Vendor Applications

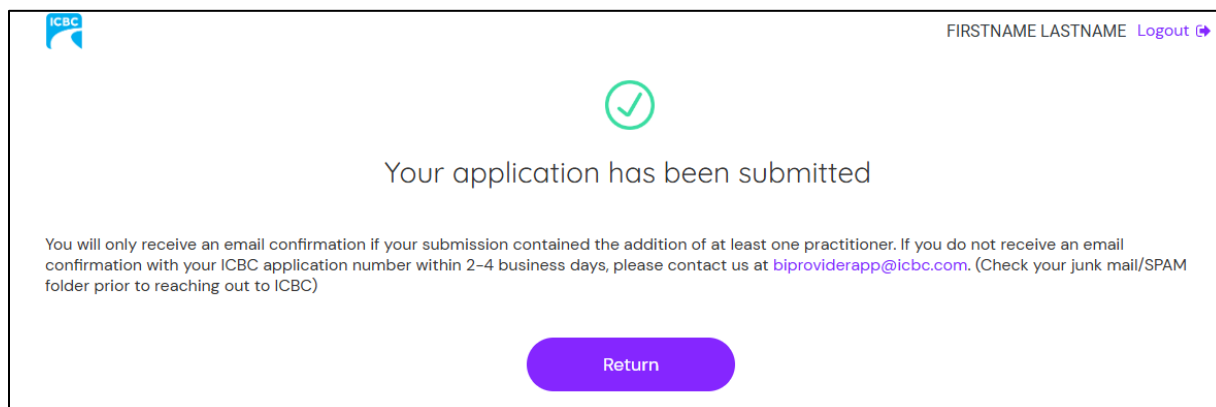
NEW: When I log into my Recovery Network vendor account, the banking section is blank. Do I need to resubmit my banking information?

No, you do not need to resubmit your banking information. For privacy reasons, the banking information does not display when you log into your Recovery Network vendor account.

NEW: How do I know if ICBC has received my account change request?

Account changes are not automatic. ICBC reviews and processes your update information requests. ICBC's Supplier Programs team will reach out to you if there are any questions. When you successfully submit a change request, you receive a confirmation that your application has been submitted. If you do not receive a confirmation email, please log back into the Health Care Vendor Application system and ensure your application is fully submitted.

In order to fully submit your application, **you must scroll to the bottom of the page and click 'Next'**. You will then be asked to **complete the Review tab and click 'Next'**. When you see the below page, you have successfully submitted your change request:



NEW: How do I know when ICBC has processed my account change request?

For banking changes, you will receive an update from the Supplier Programs team via biproviderapp@icbc.com once the request has been processed. For all other changes, we encourage you to periodically log in to the Health Care Vendor Application system to verify





whether the change has been processed. If you do not yet see the change reflected, your request is still being processed.

How do I know if I am a part of ICBC's Recovery Network?

To confirm your network status, please email Supplier Programs at: biproviderapp@icbc.com and provide them with your personal name, business name, address, and practitioner type.

Are Recovery Network vendor accounts location specific?

Yes, each Recovery Network vendor account is tied to a unique physical location. If your business has multiple physical locations, a separate Recovery Network account is required for each of those locations. You must apply for and meet ICBC's Recovery Network account requirements independently for each location.

I am a new clinic owner. How do I transfer my Recovery Network vendor account to my company?

ICBC Recovery Network vendor accounts are not transferrable. Ownership changes require the new owner to apply for a new Recovery Network vendor account. In the Health Care Vendor Application System, there is a field to identify whether you have recently purchased an existing clinic.

Why do you need to identify the person that has signing authority for the business?

ICBC requires that all applications and account changes are confirmed by the party that is responsible for the Firm. In most cases, the person that is responsible for the firm or person with signing authority is the business owner or director. The name and identification number of the responsible party is required for validation purposes.

How do I know which business licenses need to be submitted with my application?

Applicants must provide business licenses that cover the operation of the clinic and their practitioners. For example, if the clinic's business license only covers the clinic's operation and not that of the practitioner (or subcontractor), the applicant is required to provide the individual business licenses of the practitioners that are being added to the vendor number.



What is the BC Registrar or BC Registry number?

The Firm applying to be a member of ICBC's Recovery Network must have a BC based location and a registered legal business name/Doing Business As (DBA) name for their business. This includes a BC Registrar or BC Registry number. ICBC requires the Firm to register their business name/DBA name for the purposes of applying for an ICBC vendor number to ensure the vendor number is issued under the appropriate registered business name/DBA name.

Why do I need to provide a driver's licence number for each practitioner?

ICBC requires a copy of the driver's license (or an equivalent government-issued photo ID) to verify the identity of the health care practitioner(s) being added to a vendor number. ICBC will not access or use personal information for any purposes other than those for which the information was collected, or a use consistent with that purpose.

I am a vendor that works outside of British Columbia, and I am working with an ICBC customers. May I apply for to be a member of the ICBC Recovery Network?

At this time, Occupational Therapists are the only health care providers working outside of British Columbia that may apply for ICBC's Recovery Network.

Am I able to submit an application to be part of ICBC's Recovery Network manually?

No. All applications must be submitted through the Health Care Vendor Application system.

If I do not wish to be a member of ICBC's Recovery Network, can I still treat ICBC customers?

Health care and service providers are not required to be members of ICBC's Recovery Network in order to treat ICBC customers. If a provider does not belong to the ICBC Recovery Network, they may treat ICBC customers but they are required to charge the customer directly for all services offered. Customers may seek reimbursement from ICBC for services provided by practitioners that are qualified by their relevant College or Association, in accordance with the Insurance (Vehicle) Act and associated Regulations.



Can I submit an invoice to ICBC for a practitioner that has not been added to my Vendor Number (including locums)?

No. If Supplier Programs has not approved your clinic to invoice for a specific practitioner through your vendor number, you are required to charge the customer directly for all treatments by that practitioner. The customer may submit their receipts to their ICBC claims representative for reimbursement consideration.

What is Vendor Reconciliation?

Vendor Reconciliation is the process of ensuring that existing health care providers meet and maintain all of the requirements listed to continue to have an ICBC Vendor Number. It is the vendor's responsibility to remain up to date on ICBC's vendor number requirements. Failure to continue to meet ICBC's requirements for a vendor number may result in a suspension of the vendor's ability to direct bill ICBC.

How do I obtain a PIN?

An ICBC issued vendor number is required to obtain a PIN. Once you have an ICBC issued vendor number, you will need to phone ICBC's Health Care Inquiry Unit (HCIU) who will issue you a PIN via email. You will need to verify your identity and provide the email address you want associated with your PIN.

Contact the HCIU toll-free at 1-888-717-7150 or 604-587-7150 in the Lower Mainland, Monday – Friday, 8:30 a.m. to 4 p.m. PT.

Is the PIN I use to access the Health Care Provider Portal, the same PIN I use to access the Health Care Vendor Application System?

Yes. This ICBC Portal PIN would be the same PIN you use to access the Health Care Vendor Application System when applying to add a practitioner to your existing vendor account.