



ICBC Vendor Accounts - Frequently Asked Questions

Vendor Account Numbers

What is the purpose of having an ICBC Vendor Number?

The purpose of having an ICBC Vendor Account Number is to enable health care providers to have a direct billing relationship with ICBC and use the Health Care Provider Invoicing and Reporting (HCPIR) application or the Health Care Provider Portal (HCPP) to submit invoices, treatments plans, and reports to ICBC.

How do I know if I have an ICBC Vendor Number?

In order to confirm whether you have an ICBC Vendor Number, please email Supplier Programs at: biproviderapp@icbc.com and provide Supplier Programs with your personal name, business name, address, and practitioner type.

I have not billed in a long time. Is my Vendor Number still active?

Vendor numbers may be decommissioned due to inactivity. Please contact Supplier Programs via biproviderapp@icbc.com to confirm whether your vendor number is still viable for direct billing. We encourage all vendors that have not recently invoiced ICBC to confirm the status of their vendor number prior to treating ICBC customers to ensure you are collecting payment for services from the appropriate party.

If I do not wish to have an ICBC Vendor Number, can I still treat ICBC customers?

Health care providers are not required to have an ICBC Vendor Number in order to treat ICBC customers. If a health care provider does not have an ICBC Vendor Number, they may treat ICBC customers as long as they are qualified to do so in accordance with their College and/or Association, and they are required to charge the customer directly for all services offered.

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

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.

If one of my practitioners is away and a locum fills in for them, may I bill for the locum through my vendor number?

Similar to billing for practitioners that have not been added to your vendor number, billing for locums that have not been approved to bill through a vendor number is prohibited. You are required to charge the customer directly for all treatments offered by a locum. The customer may submit their receipts to their ICBC claims representative for reimbursement consideration.



Can I treat ICBC customers while I wait for my ICBC Vendor Number?

As noted above, health care providers are not required to have an ICBC Vendor Number in order to treat ICBC customers. If a health care provider who is currently treating ICBC customers does not have an approved ICBC Vendor Number, they may treat ICBC customers as long as they are qualified to do so in accordance with their College and/or Association, and they are required to charge the customer for the services provided. If a clinic or practitioner is subsequently approved for a vendor number, the health care provider will then be able to invoice ICBC for treatments offered from the vendor number approval date forward. ICBC does not permit retroactive billing or "back" billing for services provided prior to the vendor number approval date.

This policy also applies to existing clinics that have applied to add a practitioner to their vendor number. The clinic is required to charge the customer directly for all services provided prior to the practitioner being approved. Failure to adhere to this policy may jeopardize a clinic or practitioner's billing relationship with ICBC.

Are vendor numbers location specific?

Yes, vendor numbers are tied to a unique physical location. If your business has multiple physical locations, a unique vendor number is required for each of those locations. You must apply for and meet vendor number requirements independently for each location.

I am a new clinic owner. How do I transfer a vendor number to my company?

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

Vendor Application Requirements

With the introduction of the Health Care Vendor Application System, have any of the existing ICBC Vendor Number Requirements changed?

The requirements to be eligible for an ICBC Vendor Number have not changed. The Health Care Vendor Application System was designed to streamline the vendor application process by providing the applicant with a dedicated system that allows them to input their information and upload their documents.

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 vendor number. In most cases, this is the business owner. The name and identification number of the responsible party is required for verification purposes.

I am sole practitioner that would like to apply for my own vendor number, is this possible?

Yes, sole practitioners may apply for their own vendor number. Please ensure you meet all of the business requirements as well as the practitioner specific requirements when applying.



I have worked with ICBC customers in the past, but I do not see the service type that I provide listed in the application process. May I still apply for a vendor number?

Currently, a direct billing relationship with ICBC and use of the Health Care Provider Invoicing and Reporting (HCPIR) application or the Health Care Provider Portal (HCPP) is only available for certain provider types as listed on the Health Services [Invoicing and reporting \(icbc.com\)](https://www.icbc.com) page.

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.

ICBC's requirement for a business license aligns with each individual city/municipality's requirement for a business license. For more information on business license requirements, please visit your city/municipality's website.

I would like to add a subcontractor to my vendor number. Do I need to submit a new business license?

ICBC's requirement for a business license aligns with each individual city/municipality's requirement for a business license. If the city/municipality in which you work requires separate business licenses for subcontractors, you must submit this business license along with your application to add a new practitioner to your vendor number. For more information on business license requirements, please visit your city/municipality's website.

I am a vendor that works outside of British Columbia and I am working with an ICBC customers. May I apply for an ICBC Vendor Number?

At this time, Occupational Therapists are the only health care providers working outside of British Columbia that may apply for an ICBC Vendor Account Number.

What is the BC Registrar or BC Registry number?

If a clinic or practitioner has registered the legal name or Doing Business As (DBA) name for their business, they will have a BC Registrar or BC Registry number. ICBC does not require clinics or practitioners to register their business name/DBA name for the purposes of applying for an ICBC vendor number. However, please note that ICBC vendor numbers are created in a business name/DBA name only if the name(s) have been appropriately registered with BC Registry Services.

Am I able to submit a Vendor Number Application manually?

Supplier Programs will no longer be accepting manual applications. All applications must be submitted through the Health Care Vendor Application system.

What is Vendor Number Reconciliation?

Vendor Number 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.

Why do you need the driver's license?

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.

Who can sign the Health Service Vendor Account/Change (CL174G) form to make a change to my vendor number?

Only those with signing authority for the company that the vendor's account is registered to can sign the CL174G.

Who can sign the Authorization for Direct Bank Debits (ACG364) form to make a change to my vendor number?

Only those with signing authority for the company that the vendor's account is registered to can sign the ACG364.

How do I change the name on my vendor number?

Vendor numbers cannot be changed to a new name. If you wish to change the name on your account, please apply for a new vendor number.

Updating your business information

How do I update or change my business information, such as my address, phone number or email address?

To update or change your business information, such as your address, phone number or email address, please see [ICBC Vendor Account Updates](#).

Applying to add a practitioner to an existing vendor account

How do I add a practitioner to an existing vendor account?

Ensure to review all requirements at [Applying to Add Practitioners to an existing ICBC Vendor Account](#) prior to applying to add a practitioner to an existing vendor account. You will also need an ICBC issued vendor number and PIN to access the Health Care Vendor Application System when applying to add a practitioner.



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?

If you are already using the Health Care Provider Portal you would already have an ICBC Portal PIN. 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. To learn more about managing your PIN, please see the ICBC [Managing your ICBC portal PIN](#).