



Pilot extended

We are excited to announce that the pilot end date is extended to Jan 18, 2027. All resources will be updated to reflect the new end date. Customers currently accepted into the pilot may continue to utilize approved funding to the extended pilot end date.

Enhancements to Better Support ICBC Customers:

Effective to the pilot end date of Jan 18, 2027:

- The 20-hour restriction for navigation services has been removed
- Customers who are near or have reached navigation service funding limits may be eligible for up to two, \$500 navigation funding extensions.

Organizations can submit navigation extension requests to Recovery Programs (recoveryprograms@icbc.com) with:

- the customer's ICBC claim number
- a brief (1-2 sentences) summary of progress to date with navigation services, and
- a brief (1-2 sentences) summary of anticipated progress with additional funding for navigation.

The Guide will be updated to reflect the above changes.

What's next?

We are committed to supporting ICBC customers with acquired brain injuries in collaboration with brain injury organizations across BC. We sincerely appreciate the participation and valuable insights from our Partner and participating organizations throughout the pilot.

We are currently in the development phase of a permanent brain injury program. In the coming months, ICBC will be collaborating with brain injury organizations across BC to inform the future permanent program and to ensure continuity of supports for our customers.

More information is on the way

If you have any questions or would like to discuss the upcoming changes, please email navigators@brainstreams.ca.

Important Actions for Participating Organizations

- **Discharge:** It's important that we have a clear understanding of the status of the ICBC customers currently approved in the pilot. If you have ICBC customers through the pilot that no longer require your services or who have declined participation, please let us know by emailing navigations@brainstreams.ca. Please include the ICBC customer name and ICBC claim number in your email.
- **Invoicing:** Reminder, all invoices related to the Brain Injury Pilot must be submitted to the BC Brain Injury Association by emailing navigators@brainstreams.ca within thirty (30) calendar days from the date the Service was provided. Invoices submitted outside of the 30-day timeframe may not be paid.