



October 1 Newsletter

Changes to Health Care Services Terms and Program Guides

ICBC's Health Care Services Terms and discipline-specific program guides are being updated effective **November 1, 2025**. To view the updates, please visit our [Health care providers](#) page on the [Health services](#) website.

Billing reminders

Recent reviews have highlighted a few areas of opportunity where greater alignment with our established guidelines is needed. Specifically, we've observed instances where some of the network rules are not being consistently followed. As a reminder:

- **All Recovery Network clinics listed on the Locator are required to submit invoices exclusively through the HCPIR/HCPP system.** We have identified clinics that are still using manual invoicing methods, which is not permitted. These clinics will be contacted directly to ensure compliance moving forward.
- **Clinics are only permitted to bill ICBC directly for approved practitioners.** This includes both invoicing through HCPIR/HCPP and manual invoicing.
- **Treatments provided by practitioners within clinics are only eligible for direct billing on or after the date the practitioner is officially approved to join the clinic's Recovery Network.** Some clinics are attempting to direct bill for treatments provided prior to a practitioner's approval date or trying to back-date invoices after approval is received. This is not permitted and is a breach of the agreement.

Treatment plan reminders

You can expect to hear from ICBC within **five business days** after submitting your treatment plan through the HCPIR/HCPP. This gives our staff time to review and obtain further information if needed.

We're finding some practitioners are submitting treatments plans and then following up by email the same day. We're also seeing customers reaching out on behalf of health care practitioners to follow up immediately after a treatment plan is submitted.

Please do not encourage customers to follow up on your treatment plan. This causes unnecessary stress for our mutual customers. If you have not received a response within **five business days**, please reach out to our [Health Care Inquiry Unit](#) – they are here to support you.





Note: if you submit your treatment plan manually (by email) and not through the HCPIR/HCPP, our response time is delayed (up to 20 business days).

NEW: Brain Injury Support and Navigation pilot

ICBC has partnered with BrainTrust Canada, South Okanagan Similkameen Brain Injury Society and the BC Brain Injury Association to develop the ICBC Customer Brain Injury Support and Navigation pilot program.

The pilot aims to enhance access to existing community support services for ICBC customers who suffered a brain injury because of their crash, as well as ICBC customers with pre-existing brain injuries who are having trouble managing their claim.

The pilot is launching **October 14, 2025**. More details are available in the [Disability Advocacy](#) section of our Business Partners page.

NEW: “Enhanced Care at a Glance” resource

A new resource has been developed for customers to provide an overview of the Enhanced Care process. You can find it in the [Disability Advocacy](#) section of our Business Partners page.

Awareness: Canada Post strike

Given the current Canada Post strike, we are encouraging all customers to sign up for direct deposit to ensure they receive all the payments they are entitled to. This will be the fastest way to obtain their payments while the postal disruption continues. If your clients need information on how to sign up, please direct them to icbc.com for more information.