
	Purpose <hr/> <p>This how to guide will show members of ICBC's Recovery Network how to log into the Health Care Vendor Application system and submit an application to be displayed on the health care provider locator or add/remove a practitioner from their Recovery Network account.</p>
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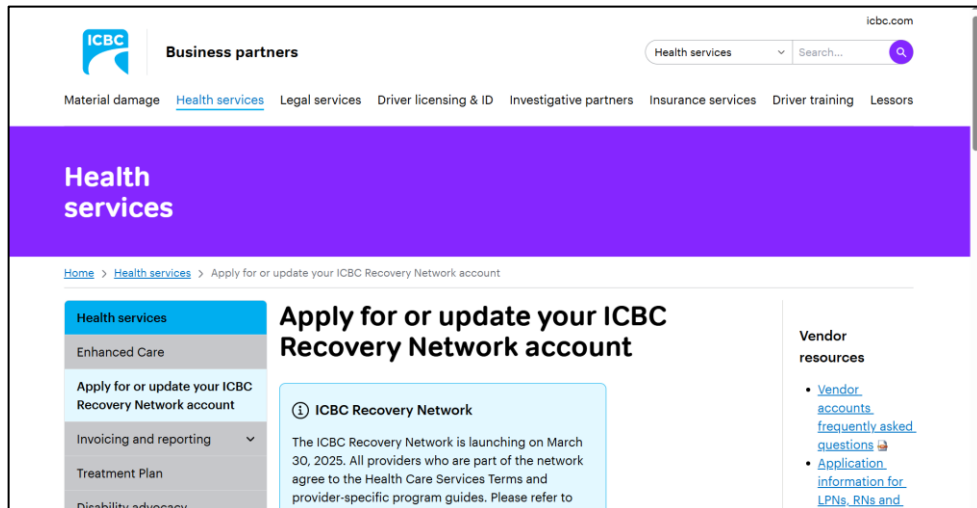
	Overview <hr/> <p>Topics Covered</p> <p>Signing up for ICBC's Health Care Provider Locator</p> <p>Adding or Removing a Practitioner from my Recovery Network account</p>
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Signing up for ICBC's Health Care Provider Locator

1. Go to: [Apply for or update your ICBC Recovery Network account](#).



2. Scroll down and click on **Update an existing Recovery Network account**.

ICBC Recovery Network application and account updates

Please ensure you review all requirements in your discipline-specific program guides found on our [Health services](#) page **before** applying for a vendor number, reconciling an existing vendor number or applying to add a practitioner to an existing Recovery Network account. Applications that are incomplete or inaccurate will be rejected and you will need to reapply.

If you are a nurse (LPN or RN) or a Vocational Rehabilitation Consultant, please see the application information document under "Vendor resources" above.

[ICBC Recovery Network application checklist](#)

To log in, you'll need a vendor number and PIN.

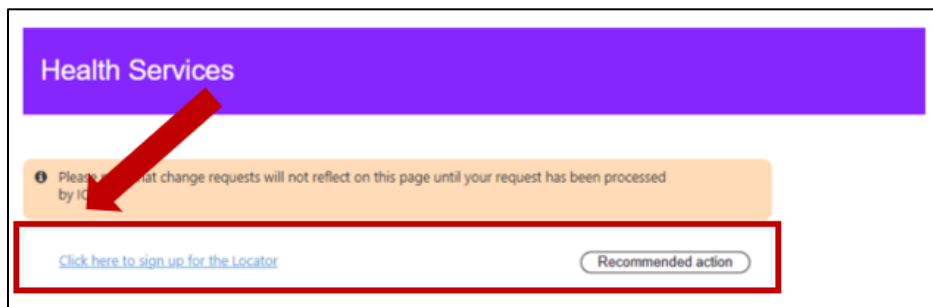
Apply for or reconcile a Recovery Network account

Update an existing Recovery Network account

System hours of operation are 5 a.m. - 10 p.m., 7 days a week.

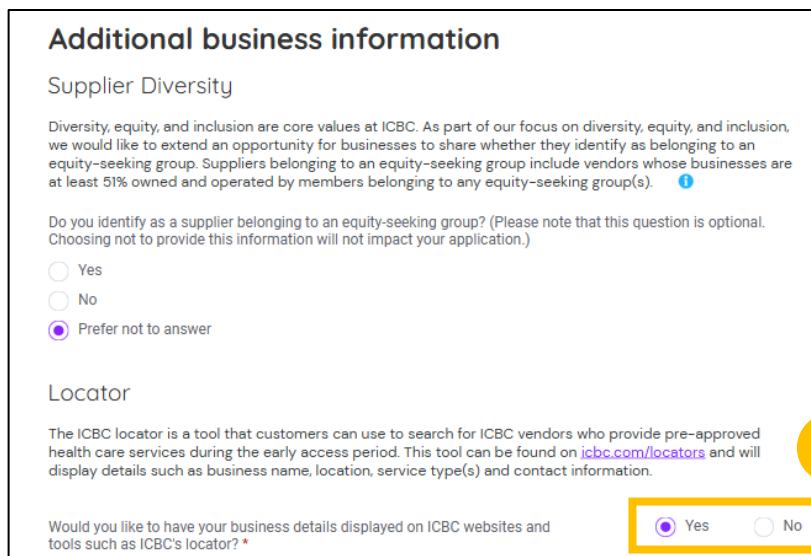
Note: If you are looking to update your GST or PST registration status, you will need to complete the [CL174G form](#) and email it to biproviderapp@icbc.com.

3. Once you arrive at the **Update information on an existing account** page, click on the **recommended action** at the top of the screen. This recommended action will only appear if you have practitioner types that are eligible for the locator and have not previously completed the locator questions.



Note: if you have previously submitted a locator application and you would like to update the information displayed on the locator, you will need to scroll down to the **Additional business information** section and click **Edit**.

4. Fill in the Additional business information application.
 - a. The Supplier Diversity question is optional.
 - b. For the Locator questions:
 - i. Answer all the mandatory questions.
 - ii. The questions are progressive, meaning you will see the next question once you answer the question you are on.
 - iii. Once all mandatory questions are answered click the **Next** button.



Additional business information

Supplier Diversity

Diversity, equity, and inclusion are core values at ICBC. As part of our focus on diversity, equity, and inclusion, we would like to extend an opportunity for businesses to share whether they identify as belonging to an equity-seeking group. Suppliers belonging to an equity-seeking group include vendors whose businesses are at least 51% owned and operated by members belonging to any equity-seeking group(s).

Do you identify as a supplier belonging to an equity-seeking group? (Please note that this question is optional. Choosing not to provide this information will not impact your application.)

☐ Yes
☐ No
☒ Prefer not to answer

Locator

The ICBC locator is a tool that customers can use to search for ICBC vendors who provide pre-approved health care services during the early access period. This tool can be found on icbc.com/locators and will display details such as business name, location, service type(s) and contact information.

Would you like to have your business details displayed on ICBC websites and tools such as ICBC's locator? *

☒ Yes ☐ No

4b



5. You will be brought back to an earlier landing page that shows the cards with your business information (sample view below).
- a. From this page you may continue to edit your account if you would like. Refer to how to [add a practitioner](#) and how to [remove a practitioner](#).

The screenshot shows the 'Health Services' page. At the top is a purple header with the text 'Health Services'. Below it is an orange notification box with an information icon and the text: 'Please note that change requests will not reflect on this page until your request has been processed by ICBC.' Below the notification is the heading 'Update information on an existing account'. There are two main sections: 'Business contact' and 'Banking information'. The 'Business contact' section has a list of fields: 'Business address', 'Communications email address', 'Phone number', 'Fax number', and 'Mailing address'. Each field has a yellow rectangular placeholder. To the right of the 'Business contact' section is a purple 'Edit' link. The 'Banking information' section is partially visible below it, also with a purple 'Edit' link.

6. Once you are done updating your information, scroll to the bottom of the page and click the **Next** button.

The screenshot shows the 'Practitioner information' page. At the top is a purple header with the text 'Practitioner information'. Below it is a table with two columns: 'Name' and 'Type'. The table has two rows of data, each with a yellow rectangular placeholder for the name and the text 'Psychologist' and 'Counsellor' for the type. To the right of the table is a purple 'Edit' link. Below the table is a line of text: 'If you would like to be removed from ICBC's health care provider network, please [click here](#).' At the bottom of the page are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a yellow rectangular box, and a large yellow arrow points to it from the right.

7. Fill in the Review page.

- In the *First name* text box, put in your first name.
- In the *Last name* text box, put in your last name.
- In the *Position at company* text box, put in your position at your company.
- Select the check box to sign and confirm that this application is on behalf (and with the authority of) the identified business as well as the terms above.
- Once all prior steps are done click the **Next** button.

Review

Upon submitting your application to ICBC, no further changes can be made to this request until ICBC's review process has been completed.

Please identify the name of the person that is submitting this application, as well as your position at the applicant company.

Submitted by:

7a

7b

7c

First name *

Last name *

Position at company *

John

Doe

Manager

By clicking the box below:

- I declare that the information provided here is true, accurate and complete
- I acknowledge that providing inaccurate, misleading, missing or false information may result in the denial, withdrawal or suspension of the applicant's vendor number, or refusal of direct billing privileges for a specific practitioner as applicable.

☒ I hereby sign and submit this application on behalf of (and with the authority of) the identified business.

7d

Cancel

Next

7e

8. Once you've clicked "Next", you will receive a confirmation that your application has been submitted. The below confirmation will display.

ICBC

FIRSTNAME LASTNAME Logout

✓

Your application has been submitted

You will only receive an email confirmation if your submission contained the addition of at least one practitioner. If you do not receive an email confirmation with your ICBC application number within 2-4 business days, please contact us at biproviderapp@icbc.com. (Check your junk mail/SPAM folder prior to reaching out to ICBC)

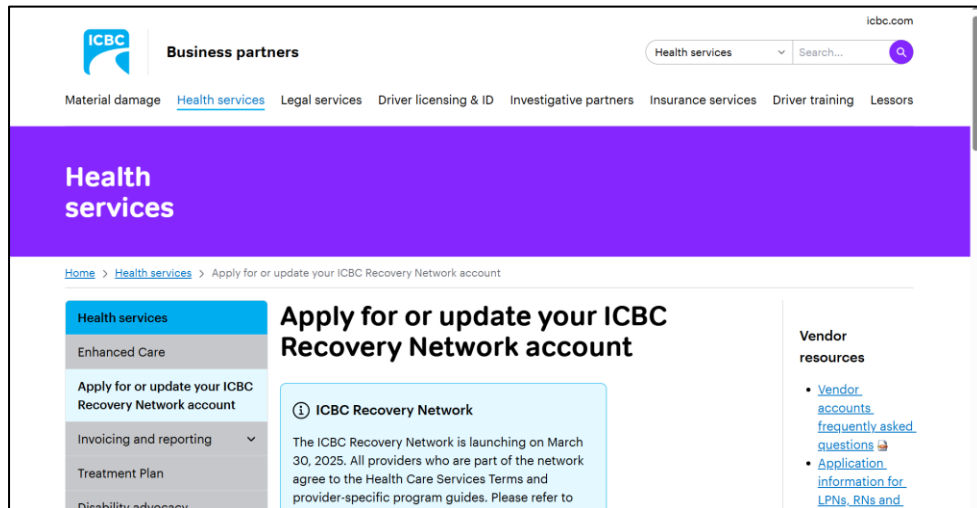
Return

9. ICBC will review all applications and will provide you confirmation once a decision has been made.



Adding or Removing a Practitioner from a Recovery Network Account

1. Go to: [Apply for or update your ICBC Recovery Network account](#).



2. Scroll down and click on **Update an existing Recovery Network account**.

ICBC Recovery Network application and account updates

Please ensure you review all requirements in your discipline-specific program guides found on our [Health services](#) page **before** applying for a vendor number, reconciling an existing vendor number or applying to add a practitioner to an existing Recovery Network account. Applications that are incomplete or inaccurate will be rejected and you will need to reapply.

If you are a nurse (LPN or RN) or a Vocational Rehabilitation Consultant, please see the application information document under "Vendor resources" above.

[ICBC Recovery Network application checklist](#) 📄

Apply for or reconcile a Recovery Network account

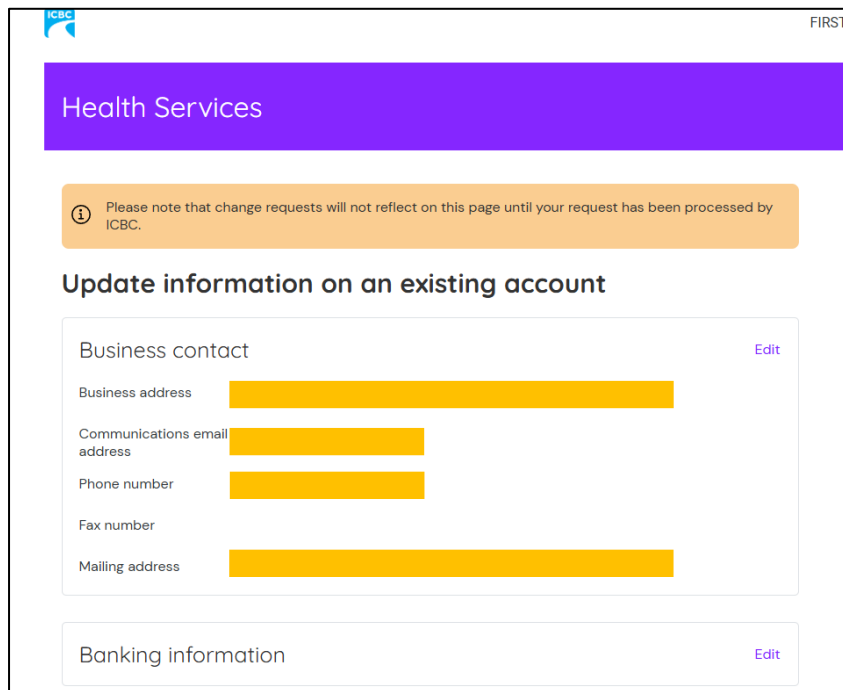
Update an existing Recovery Network account

To log in, you'll need a vendor number and PIN.

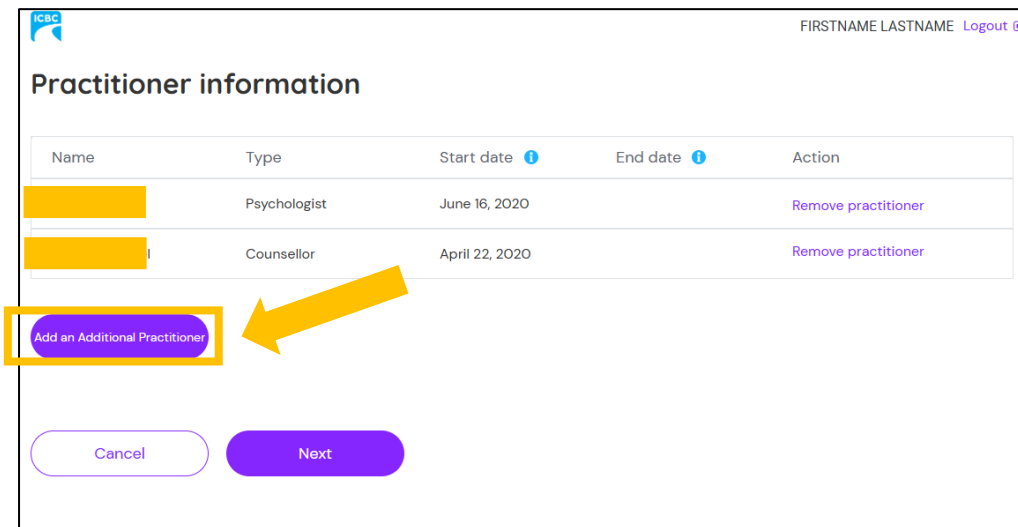
System hours of operation are 5 a.m. - 10 p.m., 7 days a week.

Note: If you are looking to update your GST or PST registration status, you will need to complete the [CL174G form](#) 📄 and email it to biproviderapp@icbc.com 📧.

3. Once you arrive at the **Update information on an existing account** page, scroll down to the practitioner information box and click the **Edit** button.



4. A practitioner information screen will appear. To **add** a new practitioner to your account, click on the **Add an Additional Practitioner** button.
 - a. If you would like to remove a practitioner, skip to Step 6.



Name	Type	Start date	End date	Action
[Redacted]	Psychologist	June 16, 2020		Remove practitioner
[Redacted]	Counsellor	April 22, 2020		Remove practitioner

5. Once you are done completing the practitioner's information, you will be returned to the **Practitioner information** page. You will see that the Start date for this practitioner is "Pending".
 - a. If you need to further edit this practitioner's information, click on the **Edit** button.
 - b. If you have added this practitioner in error and would like to remove this practitioner, click on the **Remove practitioner** button.
 - c. If you are satisfied with the information you've provided, click on the **Next** button and skip forward to Step 9.

Practitioner information

Name	Type	Start date ⓘ	End date ⓘ	Action
[Redacted]	Psychologist	June 16, 2020		Remove practitioner
[Redacted]	Counsellor	April 22, 2020		Remove practitioner 5b
[Redacted]	Psychologist	Pending		Edit Remove practitioner 5a

[Add an Additional Practitioner](#)

[Cancel](#) [Next](#) **5c**

6. To **remove** an existing practitioner to your account, click on the **Remove Practitioner** button for the practitioner you would like to remove.

Practitioner information

Name	Type	Start date ⓘ	End date ⓘ	Action
[Redacted]	Psychologist	June 16, 2020		Remove practitioner
[Redacted]	Counsellor	April 22, 2020		Remove practitioner

[Add an Additional Practitioner](#)

7. When you are presented with the pop-up box, read the contents carefully then click on the **Practitioner end date** box and select the practitioner's end date. Click **Submit** once completed.

Remove practitioner

If you would like to remove this practitioner, please indicate the date you would like this practitioner to be removed from your account below.

Reminder: once this practitioner is removed from your account, you will no longer be able to direct bill for this practitioner. Outstanding invoices must be submitted to ICBC prior to the removal date.

Practitioner end date *

DD-MMM-YYYY

Cancel
Submit

8. Once you are done making changes to the practitioner's information click the **Next** button.

Practitioner information

Name	Type	Start date ⓘ	End date ⓘ	Action
	Psychologist	June 16, 2020	October 25, 2024	Edit end date Undo
	Counsellor	April 22, 2020		Remove practitioner

[Add an Additional Practitioner](#)

Cancel
Next

9. You will be brought back to an earlier landing page that shows the cards with your business information (sample view below). To proceed with submitting your application, scroll to the bottom of the page and click the **Next** button.

Practitioner information
Edit

Name	Type
	Psychologist
	Counsellor

If you would like to be removed from ICBC's health care provider network, please [click here](#).

Cancel
Next

10. Fill in the Review page.
- In the *First name* text box, put in your first name.
 - In the *Last name* text box, put in your last name.
 - In the *Position at company* text box, put in your position at your company.
 - Select the check box to sign and confirm that this application is on behalf of (and with the authority of) the identified business as well as the terms above.
 - Once all prior steps are done click the **Next** button.

Review

Upon submitting your application to ICBC, no further changes can be made to this request until ICBC's review process has been completed.

Please identify the name of the person that is submitting this application, as well as your position at the applicant company.

Submitted by:

10a

10b

10c

First name *
Last name *
Position at company *

John
Doe
Manager

By clicking the box below:

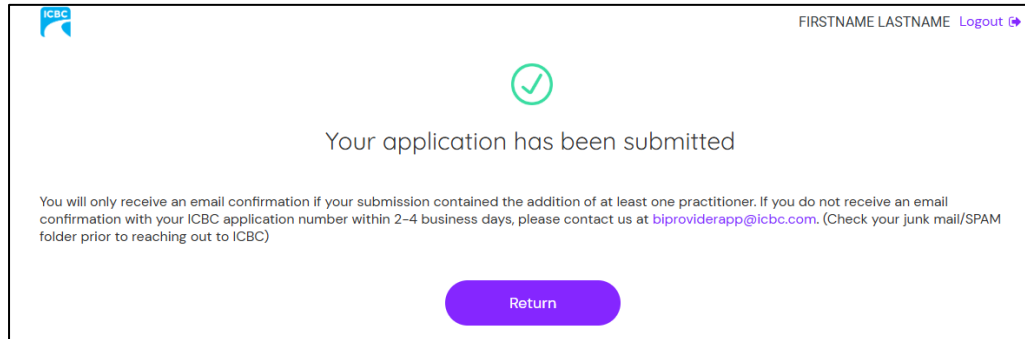
- I declare that the information provided here is true, accurate and complete
- I acknowledge that providing inaccurate, misleading, missing or false information may result in the denial, withdrawal or suspension of the applicant's vendor number, or refusal of direct billing privileges for a specific practitioner as applicable.

☒ I hereby sign and submit this application on behalf of (and with the authority of) the identified business.
10d

Cancel
Next
10e



11. Once you've clicked **Next**, you will receive a confirmation that your application has been submitted. The below confirmation will display.



Note: Account changes are not automatic. ICBC will review the changed submitted for your account. When the change is processed, you will be able to see your updated information by logging back into your account.