



July 15 Newsletter

Changes to Health Care Services Terms

ICBC's Health Care Services Terms are being updated effective **August 15, 2025**. To view the updates, please visit our [Health care providers](#) page on the [Health services](#) website.

New: Acupuncture and RMT special email addresses

If you are not a member of ICBC's Recovery Network, ICBC Treatment Plans must be sent manually by email. We've added a new email address for acupuncturists and registered massage therapists:

RMTs@icbc.com – NEW

Acupuncturists@icbc.com – NEW

New: Acquired Brain Injury Pilot

ICBC has partnered with BrainTrust Canada, South Okanagan Similkameen Brain Injury Society (SOSBIS) and the BC Brain Injury Association to develop the ICBC Customer Brain Injury Supports 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 anticipated to launch in the fall of 2025. More details will be shared at that time.

Reminder: Initial assessment report changes

For crashes occurring before May 1, 2021, initial reports are no longer required for Chiropractic, Physiotherapy and Kinesiology initial visits. See our [April newsletter](#) for full details.

Vendor Account FAQs

We've heard from several health care providers about transferring their business and how this impacts their vendor number. Vendor numbers are not transferrable. As outlined in section 2.2.3 of your respective program guide, if there is a change in ownership or a change to the legal name, the new owner must apply for a new Recovery Network vendor account.

