

Brain injury support and navigation pilot program guide

Table of Contents

- 1. Introduction 2**
- 1.1 ICBC’s Expectations 3
- 2. Definitions 4**
- 3. Contact Information 5**
- 3.1 Brain Injury Support Providers 5
- 3.2 Health Care Providers 5
- 3.3 ICBC Customers 5
- 4. Brain Injury Support Provider Participation Requirements 6**
- 4.1 Brain Injury Support Provider Eligibility Criteria and Participation Requirements 6
- 4.2 Brain Injury Support Provider Criminal Record Check Requirements 6
- 5. Brain Injury Pilot Intake Process 8**
- 5.1 Customer Eligibility Criteria 8
- 5.2 Customer Engagement Process 9
- 5.3 Service Authorization Process 10
- 5.4. ICBC Customer Brain Injury Pilot Participation Requirements 10
- 6. Brain Injury Pilot Services 11**
- 6.1 Support Services 11
- 6.2 Navigation Services 12
- 6.2.1 Navigation Services Exclusions 13
- 7. Policy on Providing Services to Family 14**
- 8. Travel and Mileage 15**
- 9. Documentation and Records Keeping Standards 16**
- 10. Remuneration and Invoicing 17**
- 10.1 Billing Limitations and Invoice Submission 17
- 10.2 Billable Services 17
- 10.3 Prohibited Services/Disbursements 18
- 10.4 Accuracy 18
- 10.5 Remuneration 18
- 11. Changes to Brain Injury Pilot Guide 19**
- 12. Termination 20**
- 12.1 Brain Injury Pilot Termination 20
- 12.2. Removal of Brain Injury Support Provider from the Brain Injury Pilot 20
- 13. Brain Injury Pilot Feedback and Monitoring 21**
- 13.1 Brain Injury Pilot Feedback 21
- 13.2 Brain Injury Pilot Monitoring 21

1. Introduction

ICBC has partnered with BrainTrust Canada, South Okanagan Similkameen Brain Injury Society, and the Constable Gerald Breese Centre for Traumatic Life Losses (operating as the “BC Brain Injury Association”) (collectively referred to as “Brain Injury Partner Organizations”), to develop the Brain Injury Support and Navigation Pilot Program (the “Brain Injury Pilot”). We aim to enhance access to support services for ICBC Customers who suffered a brain injury as a result of their crash as well as ICBC Customers with pre-existing brain injuries who are experiencing difficulty in managing their claim.

We are working cooperatively on all aspects of the Brain Injury Pilot including development and measurement of pilot outcomes. ICBC is the funding sponsor and lead organizer of the Brain Injury Pilot. BrainTrust Canada and South Okanagan Brain Injury Society provide input on development of the Brain Injury Pilot and are regionally responsible for validating, engaging, and supporting Brain Injury Support Providers. These societies also assist ICBC with ensuring that ICBC Customers approved for Brain Injury Pilot participation are connected to an appropriate Brain Injury Support Provider in their area.

- BrainTrust Canada is responsible for northern, central, interior, and Kootenay regions of British Columbia;
- South Okanagan Similkameen Society is responsible for engagement and support of South Okanagan, Lower Mainland and Vancouver Island areas of British Columbia; and
- BC Brain Injury Association is responsible for funding distribution, tracking, and reporting.

The purpose of the Brain Injury Pilot is to:

- facilitate access to non-medical support services and activities (“Support Services”) for ICBC Customers who suffered a brain injury as a result of their crash;
- facilitate access to ICBC claim navigation services (“Navigation Services”) for ICBC Customers who suffered a brain injury as a result of their crash as well as ICBC Customers with pre-existing brain injuries who are experiencing difficulty in managing their claim; and
- evaluate the Brain Injury Pilot outcomes pertaining to ICBC Customer experience, services utilization, impact, effectiveness and cost.

The Brain Injury Pilot will run from October 14, 2025 to Sept 25, 2026. Funding for Support and Navigation Services through the Brain Injury Pilot is only available to ICBC Customers involved in a crash on or after May 1, 2021, who present with an Acquired Brain Injury.

Support and Navigation Services eligible for Brain Injury Pilot funding are non-clinical, are not considered as treatment and must be approved by ICBC. Funding of Brain Injury Pilot Support and Navigation Services does not replace or limit any Enhanced Care benefits the ICBC Customer may be entitled to pursuant to the Insurance (Vehicle) Act and its associated Regulations.

Over its course, the Brain Injury Pilot will undergo a review to evaluate its effectiveness. ICBC and our Brain Injury Partner Organizations value the cooperation of participating Brain Injury Support Providers in support of this review to ensure the best recovery outcomes for our mutual customers.

This guide provides a comprehensive framework for the implementation and administration of the Brain Injury Pilot. They outline the scope, eligibility criteria, and operational procedures. They primarily serve as a reference for Brain Injury Support Provider who deliver the Support and Navigation Services that are funded through the Brain Injury Pilot.

1.1 ICBC's Expectations

Working cooperatively, the Brain Injury Support Providers, Brain Injury Partner Organizations, and ICBC will create positive experiences for our mutual customers by demonstrating our shared values of being collaborative, supportive, straightforward, and knowledgeable.

ICBC expects participating Brain Injury Support Providers to align themselves with the above objectives and commit to providing high-quality and cost-effective services. Brain injury Support Providers, Brain Injury Partner Organizations, and ICBC are expected to behave in an ethical manner, observing the highest principles of integrity, respect, equality, fair practice, professional conduct, and excellence. Participating Brain Injury Support Providers are expected to ensure that they do not operate or conduct business in a manner that adversely affects or that is harmful, detrimental, or disrespectful to the public image, reputation, or goodwill of ICBC, BrainTrust Canada, South Okanagan Similkameen Brain Injury Society, BC Brain Injury Association, or ICBC Customers.

ICBC Customers must be treated with respect and dignity, sensitivity, and empathy at all times.

2. Definitions

In this Program Guide:

- “Acquired Brain Injury” means damage to the brain that affects its normal function and occurs after birth. This includes:
 - Traumatic Brain Injuries (TBI) caused by external factors, such as minor Traumatic Brain Injuries (mTBI), concussions as well as moderate and severe TBIs; and
 - Non-Traumatic Brain Injuries, caused by internal factors such as but not limited to a stroke, infection, or tumor.
- “Brain Injury Support Provider” means a non-profit organization dedicated to supporting individuals affected by brain injuries by offering resources, education, community support, and other non-medical and non-caregiving services. Services offered may include, but are not limited to, educational programs, support groups, social reintegration supports, peer support, resource centers, and case management.
- “Customer Support Desk” means a team of Recovery Specialists who provide personalized, one-on-one assistance to eligible ICBC Customers. This team focuses on helping ICBC Customers who face cognitive barriers – such as those caused by brain injuries or other conditions – with completion and submission of ICBC forms and claim documents to ensure their timely access to Enhanced Accident Benefits.
- “Diagnosis” means identification of a medical condition or illness by a licensed physician or nurse practitioner through a clinical evaluation.
- “ICBC Customer” means an ICBC claimant injured in motor vehicle crash.
- “ICBC Customer with Crash Related ABI” means an ICBC Customer with an accepted Acquired Brain Injury sustained as a result of their crash or a pre-existing brain injury exacerbated in severity as a result of their crash. The term “accepted” means that ICBC has reviewed the available medical information and determined that the brain injury diagnosis is valid and linked to the crash, either as a new injury or an exacerbation of an existing condition.
- “ICBC Customer with non-Crash Related ABI” means an ICBC Customer with an Acquired Brain Injury that is unrelated to their motor vehicle crash.
- “Recovery Specialist” means the primary ICBC representative on a file that has authority to administer benefits for Enhanced Care Claims. The ICBC Recovery Specialist may be a Support and Recovery Specialist, Senior Support and Recovery Specialist, or Advanced Support and Recovery Specialist.

3. Contact Information

3.1 Brain Injury Support Providers

Brain Injury Support Providers wishing to obtain or clarify any information regarding the Brain Injury Pilot, or its processes should contact navigators@brainstreams.ca.

3.2 Health Care Providers

Health care providers wishing to obtain additional information regarding the Brain Injury Pilot should contact recoveryprograms@icbc.com.

3.3 ICBC Customers

Any ICBC Customer or their family member wishing to obtain additional information regarding the Brain Injury Pilot should contact their ICBC Recovery Specialist.

4. Brain Injury Support Provider Participation Requirements

4.1 Brain Injury Support Provider Eligibility Criteria and Participation Requirements

A Brain Injury Support Provider wishing to participate in the Brain Injury Pilot must:

- a) be a registered British Columbia non-profit society in good standing;
- b) have existing resources in place at the time of application to be able to provide Support Services (section 6.1) and/or Navigation Services (section 6.2) to an ICBC Customer;
- c) carry general liability insurance with limits of not less than two million dollars (\$2,000,000) per occurrence;
- d) have established systems for billing, accounting, and reporting to manage Brain Injury Pilot-related intakes and services;
- e) agree to adhere to this Guide;
- f) meet Criminal Records Check (CRC) requirements outlined in section 4.2; and
- g) comply with all applicable laws, regulations and guidelines (federal, provincial, municipal, and other), including but not limited to those relating to:
 - the protection of human health and safety, including all WorkSafeBC occupational health and safety requirements and registrations, and WHMIS; and
 - the British Columbia Freedom of Information and Protection of Privacy Act, as amended from time to time (“FIPPA”).

Brain Injury Support Providers wishing to participate in the Brain Injury Pilot must contact navigators@brainstreams.ca to express their interest. Brain Injury Partner Organizations are responsible for confirming Brain Injury Support Provider eligibility for participation in the Brain Injury Pilot.

Brain Injury Partner Organizations will maintain an internal list of eligible Brain Injury Support Providers. The list will be used by the Brain Injury Partner Organizations to identify Brain Injury Support Providers to help support eligible ICBC Customers based on their geographic location and service needs. ICBC does not direct referrals.

4.2 Brain Injury Support Provider Criminal Record Check Requirements

Brain Injury Support Providers may provide Brain Injury Pilot Services to ICBC Customers that are children or vulnerable adults within the meaning of the Criminal Records Review Act (“CRRRA”).

Brain injury support and navigation program guide

Therefore, before providing any services to ICBC Customers, the Brain Injury Support Provider must ensure that their staff, volunteers, or any individual(s) engaged by them to directly provide Support or Navigation Services to the ICBC Customer has a clear Criminal Record Check (CRC) completed by the Criminal Records Review Program (“CRRP”) established under the CRRA.

Where the Brain Injury Support Provider cannot acquire a CRC from the CRRP, staff, volunteers, or any individual(s) engaged by them to directly provide Support or Navigation Services to the ICBC Customer must have a clear Police Information Check with vulnerable sector screening (“PIC”) before they provide Services to an ICBC Customer.

For the purposes of this requirement, a “clear” CRC or PIC means the individual has not been charged with or convicted of any of the offences listed in the CRRA. It is the Brain Injury Support Provider’s responsibility to ensure this requirement has been met.

All CRCs or PICs are conducted solely at the Brain Injury Support Provider’s expense. CRCs or PICs must be conducted at least every three (3) years or as required by the CRRA, whichever period is shorter. Brain Injury Support Providers are responsible for tracking when each individual is due for a re-check and must conduct the re-check as required. Brain Injury Support Providers must ensure all CRCs or PICs are current at all times and must demonstrate compliance to the satisfaction of ICBC and/or the relevant Brain Injury Partner Organization.

Note: Additional CRCs are not required for any individual that is registered and in good standing with a professional governing body listed in the CRRA.

If, at any time, the Brain Injury Support Provider’s staff, volunteer, or any individual engaged by them to directly provide Support or Navigation services to the ICBC Customer:

- a) is charged with or convicted of an offence listed in the CRRA;
- b) refuses to authorize a CRC or PIC where one is required under this Guide; or
- c) does not receive a clear CRC or PIC, when one is required under this Guide,

the Brain Injury Support Provider must immediately notify ICBC by emailing recoveryprograms@icbc.com and Brain Injury Partner Organizations by emailing navigators@brainstreams.ca.

The Brain Injury Support Provider’s staff, volunteers, or any individual engaged by them are not allowed to participate in this Brain Injury Pilot if there is a determination of “risk” under the CRRA, by ICBC, or by the Brain Injury Partner Organizations. In such situations, the Brain Injury Support Provider must, for the purposes of providing Brain Injury Pilot services, replace that staff, volunteer, or individual with another individual that is not deemed a “risk”.

5. Brain Injury Pilot Intake Process

5.1 Customer Eligibility Criteria

Participation in the Brain Injury Pilot is at ICBC's discretion.

To qualify for funding through the Brain Injury Pilot for Support or Navigation Services, the ICBC Customer must meet the criteria outlined in Sections 5.1.1 or 5.1.2 of this Guide, as applicable, and be approved for the Brain Injury Pilot by ICBC.

An ICBC Customer may qualify for and be able to access both Support and Navigation Services concurrently.

5.1.1 Customer Eligibility Criteria – Support Services

To qualify for funding for Support Services through the Brain Injury Pilot, the ICBC Customer must:

- have an active ICBC Enhanced Care claim (i.e. a claim with a crash date of May 1, 2021, or later); and
- meet the definition of an ICBC Customer with Crash Related ABI set out in Section 2 of this Guide.

5.1.2 Customer Eligibility Criteria – Navigation Services

To qualify for funding for Navigation Services through the Brain Injury Pilot, the ICBC Customer must:

- have an active ICBC Enhanced Care claim (i.e. a claim with a crash date of May 1, 2021, or later);
- have a diagnosed brain injury (either Crash Related ABI or Non- Crash Related ABI); and
- as a result of their brain injury, require assistance to navigate their Enhanced Care claim process or access recovery services funded by their Enhanced Accident Benefits. The need for assistance must be demonstrated through observed or reported:
 - difficulty understanding and completing claim-related activities;
 - inability to schedule or attend appointments with ICBC Recovery Specialists or other support service providers;
 - repeated inability to follow through on required actions, such as providing necessary documentation; or
 - overwhelm or confusion when coordinating recovery services, leading to delays or missed supports; and
 - the difficulties they are experiencing cannot be effectively managed through the ICBC Customer's Recovery Specialist, the Customer Support Desk, or Enhanced Care benefits.

5.2 Customer Engagement Process

An ICBC Customer may be referred to the Brain Injury Pilot by a:

- Brain Injury Support Provider;
- family member;
- Recovery Specialist;
- physician;
- nurse practitioner;
- social worker;
- treating health care provider; or
- self-referral.

5.2.1 Brain Injury Support Providers

Brain Injury Support Providers wishing to refer an ICBC Customer to the Brain Injury Pilot must complete a '*Brain Injury Support and Navigation Pilot - Referral Form*' ("Referral Form"). A copy of the form can be obtained from navigators@brainstreams.ca.

The completed Referral Form should be returned by email to navigators@brainstreams.ca. Once the Referral Form is received, this information will be forwarded to ICBC for review. ICBC will then provide a decision regarding the ICBC Customer's eligibility for funding of Support Services and/or Navigation Services to the customer and by email to the Brain Injury Partner Organizations at navigators@brainstreams.ca. Brain Injury Partner Organizations are then responsible for informing the Brain Injury Support Provider by email of the decision. Funding decisions are made based on the eligibility criteria outlined in section 5.1.

Brain Injury Support Providers will only be able to access funding for Support and Navigation Services after ICBC has provided explicit written email confirmation of the ICBC Customer's eligibility for a specific service within the scope of the Brain Injury Pilot. Any services delivered prior to this confirmation, or services delivered beyond the maximum limits, will not be funded.

Note: Brain Injury Support Providers must ensure that all communications involving personal information are conducted in compliance with applicable privacy legislation in British Columbia, including obtaining informed consent from the ICBC Customer prior to any communication or exchange of information.

5.2.2 Health and Social Care Professionals

Any health care provider, social worker, physician, or nurse practitioner wishing to refer their patient to the Brain Injury Pilot should contact the ICBC Customer's Recovery Specialist. If the Recovery

Specialist's contact information is unknown, referrals can be directed via email to recoveryprograms@icbc.com.

Referral emails must include the:

- ICBC Customer's name;
- ICBC Customer's claim number; and
- recommended service(s) (Support Service and/or Navigation Service).

5.2.3 ICBC Customers or their Family Members

Any ICBC Customer wishing to engage into the Brain Injury Pilot should contact their Recovery Specialist. The Recovery Specialist will connect the ICBC Customer to the Customer Support Desk who will contact the ICBC Customer to obtain information required for completion of the Referral Form and any required consent forms.

5.3 Service Authorization Process

The ICBC Recovery Program Services team is responsible for reviewing submitted referrals and confirming ICBC Customer eligibility for the Brain Injury Pilot. ICBC Recovery Program Services will work with the ICBC Customer's Recovery Specialist and/or the Customer Support Desk to inform the ICBC Customer of their Brain Injury Pilot eligibility.

ICBC Recovery Program Services will contact Brain Injury Partner Organizations that are responsible for locating and notifying eligible Brain Injury Support Providers based on the ICBC Customer's geographic location and service needs. The identified Brain Injury Support Provider will be provided with the ICBC Customer's contact information and information regarding the Services for which the ICBC Customer is eligible under the Brain Injury Pilot. The Brain Injury Support Provider is responsible for contacting the ICBC Customer following receipt of this information.

5.4. ICBC Customer Brain Injury Pilot Participation Requirements

Eligible ICBC Customers' participation in the Brain Injury Pilot and use of the Support and/or Navigation Services is entirely optional and based on the ICBC Customer's personal choice. ICBC Customers may choose to engage with these Services at any time during the duration of the Brain Injury Pilot.

ICBC Customers also retain full control over their involvement and may discontinue use of the Services at any point without any impact on their eligibility for Enhanced Accident Benefits. If an ICBC Customer decides to stop using the Services, they may re-engage while the Brain Injury Pilot is in effect, until their maximum eligible limits have been reached (see Sections 10.1.1 and 10.1.2 of this Guide).

6. Brain Injury Pilot Services

Support or Navigation Services may only be delivered by the Brain Injury Support Providers deemed eligible for participation in the Brain Injury Pilot by the Brain Injury Partner Organizations.

Support or Navigation Services will only be eligible for funding through the Brain Injury Support Pilot after ICBC has provided explicit written confirmation of the ICBC Customer's eligibility for a specific service. Any services delivered prior to this confirmation, or services delivered beyond the maximum limits, will not be funded.

Brain Injury Support Providers must confirm the ICBC Customer's brain injury Diagnosis through review of medical records or confirmation from the ICBC Customer's doctor or nurse practitioner, prior to delivery of Support or Navigation Services.

Note: Brain Injury Support Providers must ensure that all communications involving personal information are conducted in compliance with applicable privacy legislation in British Columbia.

6.1 Support Services

Support Services are only available to ICBC Customers with Crash Related ABI. Support Services are intended to complement rehabilitation efforts and are funded through the Brain Injury Pilot based on the ICBC Customer's diagnosed brain injury, Brain Injury Pilot criteria, and authorization from ICBC.

Support Services can include a range of group or peer support programs designed to assist individuals with brain injuries by promoting recovery, independence and community reintegration. Support Services delivered by a Brain Injury Support Provider are educational and do not involve medical or health care treatment. Support Services may include:

- **Group Support:**
 - **Educational Programs:** Structured sessions or workshops aimed at helping individuals with Crash Related ABIs and their families understand the effects of a brain injury. These may include topics such as managing cognitive challenges, adapting to daily life, and accessing available resources. Examples include seminars on memory strategies or online courses tailored to brain injury recovery.
 - **Community Recreation:** Activities designed to promote active living, social engagement, and mental well-being. Examples include adapted sports (e.g., wheelchair basketball), art programs, or community outings organized to accommodate varying levels of ability and mobility. These activities are tailored to ensure accessibility for individuals with brain injuries.
 - **Family Support Initiatives:** Programs that educate and support family members or caregivers to help them cope with the challenges of supporting a loved one with a brain injury.

- **Peer Support:** One-on-one interactions facilitated by trained peers who have lived experience with brain injuries. This provides emotional encouragement, shared coping strategies, and a sense of community. Peer support may occur in person or via virtual meetings.

6.1.1 Support Services Exclusions

Support Services provided to ICBC Customers as part of the Brain Injury Pilot must complement but not overlap or replace existing benefits or supports provided or offered by ICBC.

For the purposes of the Brain Injury Pilot, Support Services exclude the following: vocational training, counselling, physical rehabilitation, clinical support or treatment, homemaking, attendant care/personal care, financial assistance, life skills support, and legal advocacy. Additional exclusions may apply at ICBC's discretion.

6.2 Navigation Services

Navigation Services are available to ICBC Customers with either Crash Related ABI or non-Crash Related ABI. Navigation Services are intended to complement rehabilitation efforts and are accessible through the Brain Injury Pilot to eligible ICBC Customers based on their diagnosed brain injury, Brain Injury Pilot criteria, and authorization from ICBC.

Navigation Services include personalized one-on-one assistance designed to help eligible ICBC Customers navigate their active ICBC Enhanced Care claim process effectively. Navigation Services are expected to complement and expand on supports provided by ICBC, when additional supports are determined by ICBC to be appropriate.

Navigation Services may include, but are not limited to:

- **Claim Process Guidance:** Assisting the ICBC Customer in understanding the ICBC claim process and Enhanced Care benefits based on guidance and information provided to the ICBC Customer by their Recovery Specialist.
- **Information Gathering:** Assisting the ICBC Customer in gathering documentation or other information requested by their Recovery Specialist for the purpose of administration of their Enhanced Care claim. Helping the ICBC Customer organize, or complete paperwork required for their Enhanced Care claim, and ensuring it is submitted to the Recovery Specialist.
- **Communication Facilitation:** Assisting the ICBC Customer in their communication with the ICBC Recovery Specialist.
- **Follow-up Support:** Reminding the ICBC Customer of deadlines and needed follow-up actions for their claim, like submitting forms or responding to ICBC requests.
- **Appointment Coordination:** Helping the ICBC Customer schedule and keep track of appointments related to their Enhanced Care claim, like meetings with their Recovery Specialist.

6.2.1 Navigation Services Exclusions

Navigation Services provided to ICBC Customers as part of the Brain Injury Pilot must complement but not overlap or replace existing benefits or supports provided or offered by ICBC.

For the purposes of the Brain Injury Pilot, Navigation Services exclude the following:

- **Advocacy services:** Acting as a primary point of contact to advocate for the ICBC Customer.
- **Customer representation:** Acting as the ICBC Customer's representative or point of contact for general claim related communication.
- **Pre-Enhanced Care claim support:** Supporting the ICBC Customer with any activity relating to a claim with a date of loss prior to May 1, 2021.
- **Unrelated injury or claim support:** Assisting the ICBC Customer with activities that are unrelated to their motor vehicle injuries or ICBC claim.
- **Medical services:** Including but not limited to clinical support, counselling or treatment of any kind.
- **Financial services:** Providing financial support or guidance to the ICBC Customer in managing their financial needs.
- **Life skills support:** Individualized, goal-oriented assistance that helps the ICBC Customer develop or relearn practical skills necessary for daily living and independent functioning.
- **Vocational training**
- **Attendant care and homemaking services:** Providing personal care and assistance with daily living activities such as bathing, dressing, and mobility, as well as homemaking tasks like meal preparation, cleaning, and laundry.

Note: Additional exclusions may apply at ICBC's sole discretion.

7. Policy on Providing Services to Family

Services delivered by the ICBC Customer's family member(s) are not eligible for funding through the Brain Injury Pilot.

8. Travel and Mileage

Travel and mileage compensation will not be provided to Brain Injury Support Providers for the purpose of providing Support Services.

Travel and mileage compensation is only provided to Brain Injury Support Providers for the purpose of providing Navigation Services when such Services are required to take place outside of a facility owned or leased by, or that is otherwise affiliated with or controlled by, the Brain Injury Support Provider.

Note: Brain Injury Support Providers are expected to invoice the most time-efficient travel routes to appointments. Travel time for walking between locations will not be compensated.

Only actual travel time for Navigation Service delivery purposes can be billed through the Brain Injury Pilot. Billing is by the decimal hour up to a maximum of 90 minutes total per Navigation Service session, unless otherwise authorized by ICBC. Requests for longer travel authorizations should be directed to navigators@brainstreams.ca.

Example: Twelve minutes of travel time is $12/60 = 0.20$.

Multiply hourly “Travel Time for Navigation Services” rate by 0.20 to calculate travel time compensation.

When travel and mileage are being invoiced, Brain Injury Support Providers must maintain a legible log for each journey which contains the following information:

- the date of the session;
- the ICBC Customer’s name;
- the ICBC claim number;
- the starting address (including postal code);
- the ending address (including postal code); and
- the distance travelled, in kilometers.

Brain Injury Support Providers must make reasonable efforts to minimize mileage when scheduling appointments. Whenever possible, travel and mileage must be allocated so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are supported, the cost is shared across those clients/claims in an equal manner. Unless there are no reasonably practicable alternatives for services for the customer and written pre-approval has been obtained, excessive, unreasonable mileage may be denied or reduced.

9. Documentation and Records Keeping Standards

Brain Injury Support Providers must keep a legible log of Support and Navigation Services provided to each ICBC Customer, which includes the:

- ICBC Customer's name;
- ICBC Customer's claim number;
- name(s) of the Brain Injury Support Provider staff or volunteer who delivered the service;
- service date(s);
- description of service(s) provided (specific name of Group or Support Service program provided to the ICBC Customer or what assistance was delivered to the ICBC Customer as part of Navigation Service);
- duration of service;
- travel and mileage logs, when applicable, as outlined in section 8;
- fees invoiced (when applicable); and
- email confirmation from ICBC showing authorization of Support and Navigation Services.

Note: Format of the logs is at the discretion of the Brain Injury Support Provider.

ICBC or Brain Partner Organizations may request a copy of the logs as part of Brain Injury Pilot review process.

10. Remuneration and Invoicing

10.1 Billing Limitations and Invoice Submission

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.

Brain Injury Support Providers must bill for Support Services and Navigation Services separately by using the specific Brain Injury Pilot Support Service or Brain Injury Pilot Navigation Service invoice templates. Invoice templates can be obtained by emailing navigators@brainstreams.ca.

10.2 Billable Services

10.2.1 Support Services

Service Type	Amount	Service Billing Limits and Details
Group Support	\$16/session	Session fee is inclusive of all activities related Support Service delivery, including but not limited to facilitation time, reporting/evaluation and materials.
Peer Support (1:1)	\$79/session	Support Services may be billed up to a combined total of \$1,000 per customer per claim.

10.2.2 Navigation Services

Service Type	Amount	Min/Max Time Limits	Service Billing Limits and Details
Navigation Services	\$36/hour	Billed in increments of fifteen (15) minutes.	Hourly fee is inclusive of all activities related Navigation Service delivery, including but not limited to internal Brain Injury Support Provider reporting requirements.
Travel Time for Navigation Services	\$36/hour	Billed by the decimal hour up to a maximum of 90 minutes total per Navigation Service session, unless otherwise authorized by ICBC.	Administrative tasks including, but not limited to, report completion, scheduling Navigation Service appointments, or invoice preparation and submission are not billable.
Mileage for Navigation Services	\$0.66/km		Navigation Services may be billed up to a maximum of the lesser of: <ul style="list-style-type: none"> • 20 hours of Navigation Services or • \$1,000 in total expenses (including travel & mileage)

10.3 Prohibited Services/Disbursements

The following items are considered as included the Brain Injury Pilot fees, and will not be funded as additional expenses/disbursements:

- a) administration fees;
- b) supplies, products, or merchandise used during sessions or supplied to the ICBC Customer;
- c) postage, courier, or copying fees;
- d) supervision or staffing (e.g. administrative support, mentorship, training) required for normal business operations;
- e) telecommunication and long distance charges;
- f) parking fees;
- g) transportation fees (e.g. bus passes, ferry fees) and mileage, excluding allowable travel/mileage expenses (see Section 9 of this Guide);
- h) community centre or other user or admission fees for use of facilities;
- i) interest or late fees;
- j) user fees;
- k) communication/correspondence time for the purpose of seeking funding decisions or for the purpose of providing feedback regarding the Pilot; and
- l) services delivered by the ICBC Customer's family member(s).

10.4 Accuracy

Brain Injury Support Providers are responsible for ensuring that that invoices accurately represent Services provided to the ICBC Customer or their family member(s), as applicable.

10.5 Remuneration

Payment by the BC Brain Injury Association to the Brain Injury Support Provider as outlined in this Guide will represent full compensation for the Support and Navigation Services provided by the Brain Injury Support Provider, and no further amount will be payable in relation to Support or Navigation Services funded through the Brain Injury Pilot. The Brain Injury Support Provider is fully responsible and liable for any payments to individuals providing the Support and/or Navigation Services, as well as remittance and payment to relevant authorities of any taxes, duties or charges relating to those Services.

ICBC and the BC Brain Injury Association have no obligation to any individual staff, volunteer or individual engaged by the Brain Injury Support Provider for provision of Support or Navigation Services. Brain Injury Support Providers are solely responsible for all costs related to the Services.

11. Changes to Brain Injury Pilot Guide

In order to ensure the Brain Injury Pilot remains effective and aligned with its objectives, ICBC reserves the right to amend the Brain Injury Pilot Program Guide at any time.

Any changes to this Guide will be communicated to all participating Brain Injury Support Providers with a minimum of seven (7) calendar days notice before taking effect. Amendments may include, but are not limited to, adjustments to billable services, billable maximums, processes, requirements, or timelines.

12. Termination

12.1 Brain Injury Pilot Termination

ICBC reserves the right to terminate the Brain Injury Pilot at any time. Any Support and Navigation Services authorized for funding prior to termination will be paid, unless otherwise instructed by ICBC.

12.2. Removal of Brain Injury Support Provider from the Brain Injury Pilot

At their discretion, ICBC and the Brain Injury Partner Organizations retain the right to remove or restrict a Brain Injury Support Provider from providing Services within the Brain Injury Pilot at any time, including but not limited to such circumstances where the Brain Injury Support Provider fails to adhere to this Guide.

If a Brain Injury Support Provider wishes to withdraw themselves from participation in the Brain Injury Pilot, they must email navigators@brainstreams.ca.

13. Brain Injury Pilot Feedback and Monitoring

13.1 Brain Injury Pilot Feedback

Brain Injury Support Providers participating in the Brain Injury Pilot may be contacted by ICBC or Brain Injury Partner Organizations for feedback and insights on various aspects of the Brain Injury Pilot.

ICBC Customers participating in the Brain Injury Pilot may be contacted by ICBC for feedback and insights on various aspects of the Brain Injury Pilot.

13.2 Brain Injury Pilot Monitoring

As part of the Brain Injury Pilot, ICBC is tracking and monitoring Brain Injury Pilot results in order to inform future changes and opportunities.