



## Collision repair program

### May 1, 2025 Webinar Q&A – Collision Repair Program Guide updates

The following questions and answers were from industry webinar sessions conducted on April 17 and May 1, 2025.

#### Estimates

**Q:** Regarding multiple claims and when to require review, when there are overlaps and when the vehicle requires an ACV to be run, is that the only time you require us to 'require review' or also questionable damage? Is shop still required to email CC79 for multiple claims if 'requires review' is not needed?

**A:** Refer to section 8.1 (Submitting an Estimate or Supplement Prior to Commencing Repairs) and section 8.7 (Documenting Multiple Claims) for more information. You are not required to add "Requires Review" when there are overlaps on multiple claims, only if you need assistance. Total losses and questionable damage must be flagged.

**Q:** In my area, the customer base almost ALWAYS asks to include unrelated damages, and it forces us to request review on the majority of our files since ICBC has to be the entity to deny repairs. How do we differentiate these request reviews from "unnecessary ones"? I can't deny the customers myself, but I don't want to have any negative consequence from this due to unnecessary request reviews.

**A:** If you are comfortable, you can explain to customers how damage is unrelated and should not be considered on the estimate to avoid the need for an ICBC review. Any questionable damage submissions must be flagged for ICBC's review. There are only compliance concerns when an estimate is flagged unnecessarily for ICBC's review.

**Q:** Please clarify how much of the signed CL14 is required to be attached in Mitchell. In the MD manual – Documentation required to apply for the repair planning fee – it states the estimate signature page of the CL14. In the Collision Repair Program Guide in section 8.9 it states a copy of the latest version of the estimate available at the time, including the fully completed customer statement.

**A:** The full estimate (CL14) is available in Mitchell for ICBC's review. Only the completed "Customer's Statement" and "Certificate of Repair" is required.

**Q:** A lot of time when there are questionable damages the claim comes back approved with no journal notes whether the questionable damage is approved or rejected. Many times, I need to



reach out via email to get an answer. This creates delays and this isn't our fault. When a shop is audited for not flagging old damage for betterment, our QA percentage drops so we flag for it in the future and now we're told we aren't using it appropriately?

**A:** These concerns with claims examples can be shared with MD Account Services who can reach out to Estimating operations for coaching opportunities. As per 8.11 of the Collision Repair Program Guide, betterment should be flagged. Audits QA scores are not applied to the KPI and do not lower your scores.

**Q:** Are OEM position statements acceptable for required calibration documents?

**A:** OE procedures are required to support when a calibration is added on the estimate.

**Q:** When 1st estimate is approved and the customer gets in another accident a week later, on the 2nd estimate would we still need to identify as multiple claims?

**A:** Any multiple claims are not required to be flagged for ICBC's review. You can flag any multiple claims if you need assistance with overlaps.

## **Non-drive claims, tow-in dates and repair start dates**

**Q:** How do we communicate to agree on non-drive repair start date?

**A:** When your facility is contacted by an ICBC representative to confirm the tow in date, your facility should also advise of the repair start date if that is different than the tow in date.

**Q:** If a non-drive is accepted but agreed to start at a later date and shop ends up with unavoidable delays, can we change the start date or is it locked to the original agreed date?

**A:** The facility should strive to commence repairs on the agreed-upon date documented by ICBC, however, if there are unavoidable delays that prevent repairs commencing on that date, the facility can contact ICBC to provide an updated agreed-upon start date. Start dates are important to ICBC to calculate claims costs when there is loss of use. Longer delays in the start of repairs may exhaust a customer's coverage or potentially contribute to a total loss.

**Q:** When we get a tow in vehicle on the tow in date agreed, how do we work out when the repair start date would be for rental purposes? if we need parts and they are back ordered? as this is beyond shop control.

**A:** Grace Days are calculated either from the tow in date, or from an agreed-upon repair start date to determine your facility's ATS responsibility date. The ATS responsibility date is the date when your facility is required to provide alternate transportation for your customer, either through ATS or through Loss of Use coverage (by submitting a Direct Rental Referral). Refer to the Collision Repair Program Guide section 9.6 regarding back ordered parts when an ATS replacement vehicle is provided.



## ATS and Loss of Use (LOU)

**Q:** Regarding entering PVRT, if we have an insured in one of our courtesy cars for more than 28 days where PVRT does not apply, are we still to enter the amount of days the insured was in the vehicle, or do we leave it blank?

**A:** You do not need to enter the days when PVRT does not apply.

**Q:** Can we get ATS allowance on fleet vehicles or other exemptions?

**A:** The new flat rate ATS allowance is not applicable on ATS exceptions as outlined in the Collision Repair Program Guide in section 9.2.1. Please review this section as there have been some updates.

**Q:** For a total loss, and if we have teardown time approved, are we to check off the box “no courtesy car supplied” when filling out cycle time in Aries payment screen?

**A:** ATS hourly rate or ATS allowance does not apply to total loss/teardown so you would not check off any ATS box in Mitchell or in APR. If a customer was provided with an ATS replacement vehicle and their vehicle becomes a total loss, follow the instructions for ATS Vehicle Reimbursement in section 9.6 of the Collision Repair Program Guide.

**Q:** Can the ATS allowance \$100 flat fee be applied to all claims on a multi claim when applicable?

**A:** Yes, all ATS compensation is applicable ‘per claim’, so if an ATS replacement vehicle or rental vehicle is not provided to the customer, the ATS allowance can be applied on all claims being repaired (subject to ATS exceptions).

**Q:** Can you collect the ATS allowance \$100 fee on a b sheet?

**A:** No, only one form of ATS compensation is applicable per claim, regardless of the number of suffixes.

**Q:** Can you please confirm if we are submitting CL113H (*now called Direct Rental Referral or DRR*) and arranging rentals ourselves, can we just make a note in the note section that we’ll arrange our own rental and arrange directly with a rental supplier?

**A:** Refer to “Exception Process” in section 10.1.1. of the Collision Repair Program Guide for information.

**Q:** If we are arranging rentals, can we choose the supplier based on customer needs and convenience? Enterprise works shorter hours than some ICBC shops which is very inconvenient for our mutual customers.



**A:** ICBC's preferred rental supplier should be utilized in areas with a preferred supplier, however a customer can always choose another supplier at their own discretion. As per the Collision Repair Program Guide, if an ICBC preferred rental supplier is not booked for the customer, the facility must contact the Loss of Use team via telephone to advise. Also, if rentals are arranged with Enterprise in advance, rental vehicles can often be staged and ready for early morning pick up at the repair facility when requested.

**Q:** If the customer did not take any vehicle without informing the body shop or ICBC, they took Uber for the duration of the repair. Will the customer get reimbursed by ICBC or the shop will have to cover with the \$100 allowance?

**A:** Facilities are required to discuss the customer's transportation needs with them directly and ensure the customer understands that the facility is responsible to provide transportation if required. If a customer manages their own transportation despite the facility having this conversation with them, the customer does not inform the facility and has loss of use coverage, the shop can submit a DRR to advise ICBC that they are not collecting ATS compensation, and the customer will be seeking reimbursement from ICBC.

**Q:** What happens if customer has no rental coverage, and we have to rent a vehicle, can we charge ATS?

**A:** If a facility chooses to rent an ATS replacement vehicle for a customer, the ATS hourly rate would apply to the claim.

**Q:** Did I see it correctly that if you provide ATS vehicle to customer that you have to submit an estimate within 2 business days?

**A:** If an ATS replacement vehicle is provided to the customer and ATS Vehicle Reimbursement applies to the claim, the facility must submit the estimate within 2 business days of the ATS responsibility date. Refer to Section 9.6 of the Collision Repair Program Guide for more information.

**Q:** Regarding a direct rental and the facility leaving the insured in a direct rental, how does the LOU amount work? What if the insured's repair days are more than the allowed amount?

**A:** If a customer is in a rental vehicle through their Loss of Use coverage during repair, the rental is approved either until the repair completion date or up to coverage limit, whichever comes first. If a customer runs out of Loss of Use coverage before repair completion, additional rental costs are at the customer's expense.