



## Health Services News



### Winter newsletter

Welcome to our first edition of **Health Services News**! We've redesigned our newsletter to make it easier to read on all platforms and hopefully you still find the content useful and relevant to your practice. We've also added a "[sign up here](#)" button to the Business Partner page where you can add your email address to receive updates from ICBC directly (we aim to send a newsletter every quarter and will also communicate any system outages or breaking news). This is not the same as your "Correspondence" email address associated with your vendor number account (if applicable).

We encourage you to share this newsletter and sign up button with your colleagues who may not be members of their association to ensure they're receiving timely information as well. Of course, you can unsubscribe at any time.

We're excited with this new sign up feature and hope you find it useful.

### **Treatment plan resources**

Treatment plan examples for both simple and complex files are now available on the [Business Partners page](#), along with a “how-to” guide. Check out these resources for any questions related to treatment plans. We understand the treatment plan template currently times out after two hours. We have passed this feedback on to our IT team to consider an auto-save function with future updates and will communicate updates as they become available.

### **Funding decisions**

Check out the [Enhanced Care](#) section of the Business Partners page to learn about what information ICBC needs to [make an informed funding decision](#).

### **Vocational Rehabilitation**

ICBC may fund vocational rehabilitation services to assist customers when they are unable to return to their previous employment due to injuries sustained in a car crash. To learn more about how to get an ICBC issued vendor number and work with ICBC customers, check out our health services page dedicated to [Vocational rehabilitation](#).

### **Range of Motion and Scarring Fees**

The new fees for Scarring and Loss of Range of Motion reports were effective September 27, 2023. These reports may only be completed by either a physiotherapist (PT), occupational therapist (OT) or a family physician (FP) when requested by ICBC.

- For PT, fees are outlined in the [ICBC Fee Guide for Healthcare Providers](#)
- For FP, fees are included on the [ICBC Business Partners Page - Physicians](#) (see 'Other fees' table)
- For OT, fees are outlined in the [OT Program Guide](#)

## **Vendor applications**

You may have noticed a decrease in turn-around time for vendor applications. This is largely due to the new online system and health care providers submitting complete applications – thank you! A reminder to continue to ensure your applications are complete, all supporting documents are current and meet the requirements listed on the [Business Partners page](#).

## **The Health Care Inquiry Unit is here for you**

If you have any questions or concerns, the HCIU is here to help. They can be reached by [phone or email](#).

NEW FEATURE! Coming in November – HCIU will now be offering a callback feature that will prompt you to enter a callback number for wait times longer than three minutes. Simply wait for the prompt, enter the direct phone number you can be reached at, and the next available representative will call you back – you won't lose your place in line.

## **New resource for Psychologists**

We've added a document called "Working with ICBC" to the Business Partners page dedicated to [Psychologists](#). Check it out and contact the Health Care Inquiry Unit if you have any questions.

## **New Driver Rehabilitation template - Occupational Therapists only**

Following consultation with a working group comprised of Driver Rehabilitation service providers, we've created Driver Rehabilitation report templates, which are now available and posted on the designated Business Partners page for [Occupational Therapists](#). Billing limits for driver rehabilitation services and reports are outlined in the [Occupational Therapy Program Guide](#).

## **Occupational therapy and ICBC engagement**

Earlier this year, some associations surveyed their members, debriefed with ICBC and put action plans in place. We understand CAOT-BC surveyed their members and these results were also discussed with ICBC.

Similar to other health care associations, ICBC and CAOT-BC meet weekly to discuss issues and identify trends. We'll be discussing the themes raised in your survey and, in the meantime, wanted to share more details about how we engage with OTs.

The CAOT-BC Private Practice Business Network ICBC Liaison Committee meets four to six times per year to hear from OTs who are directly serving our customers. Through this collaboration, the two groups work on specific initiatives or identify areas where improvement is needed. In 2022/23, we've completed:

1. Updated the OT Program Guide to include parameters on Functional Capacity Evaluation (OT uses their own template)
2. Developed a Functional Driver Evaluation Template
3. Developed a Functional Job Match Assessment Template
4. ICBC Hospital Discharge Program presentation (Dec 2022)
5. Updated the OT Program Guide

6. Created the OT Referral form (CL778)
7. Created the PCA Report (CL75) Addendum
8. Developed and presented the Webinar – Working Better Together (July 2022)

The CAOT-BC also participates in two ICBC Advisory Groups (Health Care Practitioner Advisory Group and Injury Recovery Design Panel) that meet quarterly. While each group has their own purpose, the members provide ICBC with strategic level feedback on Enhanced Care, along with long range insights, and an industry wide perspective.

If you have further feedback, we encourage you to reach out to your Association, who can bring it forward to our weekly meetings. ICBC is committed to supporting our health care partners to improve the experience both for their members and our shared customers.

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Healthcare inquiry? [Contact us.](#)

This email is intended for hargrave\_m@hotmail.com.  
This message is intended for ICBC Health Care Providers.

