



# Physiotherapy program guide

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# 1. Introduction

## 1.1 Introduction

ICBC engages with an extensive network of service practitioners that provide physiotherapy services to ICBC customers injured in motor vehicle accidents ("ICBC Customers"). A Physiotherapist or Firm wishing to become part of ICBC's Recovery Network ("Recovery Network") must comply with the Agreement, as defined below. Approval into the Recovery Network is at ICBC's sole discretion. If approved, the Physiotherapist or Firm will be designated as an "Approved Physiotherapist" or an "Approved Firm" and be eligible for ICBC's Recovery Network Benefits. All Approved Physiotherapists and Firms must meet and maintain the standards and requirements outlined in the Agreement and must bill ICBC for services accordingly. Approved Firms will be paid directly by ICBC for authorized services provided to ICBC Customers in accordance with the expectations outlined in Section 6 of this Program Guide. Except as permitted in Section 4.13 of this Program Guide, only services provided by an Approved Physiotherapist at an Approved Firm are eligible for direct billing.

## 1.2 Key Terms

In this Program Guide:

- "Agreement" means the Health Care Services Terms, this Program Guide, all directions and instructions posted on ICBC's online Business Partners Page ("Partners Page"), ICBC's other online agreements setting out the legal terms for your access and use of ICBC Systems and ICBC Data, any other terms related to your direct billing (application or otherwise) and any ICBC Directive.
- "Claim" means any claim made by an ICBC Customer in connection with or in relation to an ICBC insurance policy.
- "College" means the College of Health and Care Professionals of British Columbia.
- "Direct Care" is one-on-one time spent between the Health Care Practitioner and the ICBC Customer. This does not include time when the ICBC Customer is left unsupervised.
- "Early Access Period" is the first 12 weeks after the crash.
- "Firm" is the business entity (a sole proprietorship, a partnership, a corporation or another type of business entity) that is paid by ICBC for physiotherapy services. The Firm may be, but is not required to be, an Approved Physiotherapist, and may be a physiotherapy Firm or service practitioner employing Physiotherapists.
- "HCPIR" is ICBC's Health Care Provider Invoicing and Reporting application.
- "HCPP" is ICBC's Health Care Provider Portal.
- "HCVA" is ICBC's Health Care Vendor Application system.
- "Health Care Practitioner" or "Practitioner" includes, but is not limited to, Approved Physiotherapists.

- “ICBC Claims Contact” is the primary ICBC representative on a file that has authority to provide funding approval for claims. The ICBC Claims Contact may be the ICBC Senior Claims Specialist, Claims Specialist, Support and Recovery Specialist, Senior Support and Recovery Specialist, Advanced Support & Recovery Specialist, or otherwise.
- “Locator” is a virtual tool on [icbc.com](https://www.icbc.com) designed to connect ICBC Customers with its network of Health Care Practitioners and Firms who are part of ICBC’s Recovery Network, meet the Locator eligibility requirements, and have consented to being featured on the Locator.
- “Pre-approval” refers to obtaining permission or authorization from ICBC in advance of or before proceeding with the requested treatment or service.
- “Recovery Network” includes Health Care Practitioners and Firms who have agreed to abide by ICBC’s Agreement, as defined in ICBC’s Health Care Services Terms, and have direct billing privileges with ICBC.
- “Recovery Network Benefits” include, but are not limited to, direct billing privileges, a net 7-day payment timeline, the ability to be displayed on the ICBC Recovery Network Locator and the opportunity to feature the ICBC Recovery Network entity mark (logo) on their Firm website.
- “User Fees” are fees a Practitioner or Firm charges an ICBC Customer directly, which exceed the regulated rates approved for standard duration treatment sessions. These fees are not reimbursable by ICBC.

## 2. Recovery Network Qualification Requirements

### 2.1 New Applications

Physiotherapists or Firms that provide physiotherapy services who wish to apply to be a part of ICBC's Recovery Network must submit an application through the [HCVA \(New Application\)](#).

- **Note:** Physiotherapists or Firms that have an existing reconciled vendor number that is actively being used to direct bill ICBC do not need to re-apply.

### 2.2 Existing Approved Physiotherapists and Firms

Approved Physiotherapists and Firms must continue to meet the applicable requirements on an ongoing basis in order to retain their status as an Approved Physiotherapist or Firm. Approved Physiotherapists and Firms are responsible for informing ICBC of material changes to their account information within fourteen (14) calendar days.

#### 2.2.1 Updating Information on an Existing Account

Changes to a Firm's information, including the following, must be submitted through the Update an Existing Account section of the [HCVA \(Existing Vendor Account\)](#):

- firm address;
- phone number;
- communication email address;
- banking information;
- removal of an Approved Practitioner;
- addition of a new practitioner; or
- information relevant to the ICBC Recovery Network Locator (as applicable, see Section 7).

Changes to an Approved Practitioner's information, such as an update to the practitioner's qualifications or employment arrangement, must be submitted by email to [biproviderapp@icbc.com](mailto:biproviderapp@icbc.com).

#### 2.2.2 Tax Status Change

If there is a change to a Firm's tax status, Firms must inform ICBC by email to [biproviderapp@icbc.com](mailto:biproviderapp@icbc.com).

#### 2.2.3 Firm Legal Name Change or Change in Ownership of Firm

If a Firm changes its legal name or there is a change in ownership, the Firm must submit a new application through the [HCVA \(New Application\)](#).

### 2.2.4 Voluntary Removal from Recovery Network

Firms wishing to leave the ICBC Recovery Network and terminate their Agreement must update their ICBC account in the [HCVA \(Existing Vendor Account\)](#). Once the request has been processed, the Firm will no longer be able to direct bill ICBC.

## 2.3 Physiotherapist Qualification Requirements

To qualify for and maintain their status as an Approved Physiotherapist, and to be eligible for direct billing, the Physiotherapist must:

- a) meet the definition of “physiotherapist” in the Insurance (Vehicle) Regulation and be a fully registered active and practicing registrant in good standing, as acknowledged by the College, without any restrictions, conditions or limitations;
- b) adhere to all College standards and guidelines including, but not limited to, the Code of Ethical Conduct, Health Professions Act and Regulations, and Standards of Practice, all as may be amended or replaced from time to time;
- c) not be the subject of an active investigation, practice restrictions or conditions by the College;
- d) have an acceptable disciplinary record, as determined by ICBC, with any governing regulatory body or professional association, that demonstrates the highest principles of ethics, integrity, fair practice, professional conduct and excellence;
- e) comply with all applicable laws and ICBC policies including, but not limited to, ICBC’s Code of Ethics and the British Columbia *Freedom of Information and Protection of Privacy Act* (“FIPPA”), as amended from time to time;
- f) report in writing to the ICBC Claims Contact any perceived, potential, or actual conflict of interest as it arises with respect to the Approved Physiotherapist, the Firm, the ICBC Customer, or any associated business or health care providers. If the conflict is not related to a specific Claim or ICBC Customer, the issue must be submitted in writing by contacting ICBC Recovery Programs at [recoveryprograms@icbc.com](mailto:recoveryprograms@icbc.com) and requesting that an escalation be raised; and
- g) provide proof of valid professional liability insurance evidencing at least the minimum amount of professional liability insurance required by the College, valid for the current year.

## 2.4 Firm Qualification Requirements

To qualify and maintain the Firm’s status in the Recovery Network, each Firm must:

- a) have and maintain a valid ICBC vendor number;
- b) comply with all applicable laws and ICBC policies, including ICBC’s Code of Ethics and FIPPA;
- c) be solvent and meet their financial obligations to third parties as they become due;
- d) have no outstanding tax demand, garnishing order, or court order against them;

- e) not be the subject of a proceeding for bankruptcy or the relief of creditors that has not been discharged;
- f) have not used any of ICBC's proprietary marks without authorization;
- g) provide proof of commercial general liability insurance in the legal name and business location of the Firm with a minimum \$2,000,000 in coverage;
- h) provide proof of WorkSafeBC registration in the legal name of the Firm, unless the Firm is a sole proprietor who does not employ any other employees or unregistered subcontractors;
- i) register provincially either as a corporation, partnership, or proprietorship, as applicable;
- j) provide proof of a valid business license to operate as a Physiotherapy service provider in accordance with the applicable local law;
- k) when applicable, and upon request by ICBC, provide proof of a valid business license for any subcontractors, in accordance with the applicable local law; and
- l) ensure all of the Firm's Approved Physiotherapists meet and continue to meet Approved Physiotherapist qualification requirements (see Section 2 of this Program Guide).



## **3. ICBC's Expectations**

Approved Physiotherapists and Firms are key business partners who help injured ICBC Customers through their recovery. Working together, the Approved Physiotherapist, Firm and ICBC will create positive experiences for our mutual customers by demonstrating our shared values of being collaborative, supportive, straightforward and knowledgeable.

Approved Physiotherapists and Firms who are providing services to injured ICBC Customers must align themselves with the above objectives and must commit to providing high-quality, cost-effective, and outcome-oriented care. Approved Physiotherapists and Firms must behave in an ethical manner that observes the highest principles of integrity, respect, equality, fair practice, professional conduct, and excellence.

If an ICBC Customer is found to be non-compliant or not participating in their treatment program, it is the Approved Physiotherapist's responsibility to notify ICBC.

### **3.1 Benefit Administration**

In order to arrive at appropriate funding decisions, ICBC Claims Contacts gather available information from sources such as the ICBC Customer, their medical and/or health care team, and refer to the applicable internal resources available to them. To be considered for funding, the therapy or treatment must be:

- a)** for injuries directly related to the crash;
- b)** necessary or advisable; and
- c)** evidence informed and clinically justified.

The ICBC Claims Contact will communicate the funding decision to the ICBC Customer and the Health Care Practitioner. Firms must only request funding for services that meet the above criteria and must only bill ICBC for services for which they have received funding approval.

## **4. Physiotherapy Services and Treatment Policies**

Please refer to Section 6 of this Guide for fees and billing procedures associated with the services and treatment policies outlined below.

### **4.1 Pre-authorized Treatments during the Early Access Period**

The number of pre-authorized treatments are outlined in the Insurance (Vehicle) Regulation and the Enhanced Accident Benefit Regulation. ICBC Customers are entitled to ICBC funding for the pre-authorized number of treatment sessions within the Early Access Period without ICBC approval. The number of pre-authorized treatment sessions includes the initial assessment visit.

### **4.2 Initial (Assessment) Visit**

An Initial Assessment includes both the initial assessment of the ICBC Customer and a standard treatment session provided during the same appointment. The Initial Assessment visit fee includes both the assessment and standard treatment. For crashes before May 1, 2021, the Initial Assessment Visit fee also includes an initial report. A standard treatment must not be charged separately for treatment provided on the date the initial visit took place. The Initial Assessment fee must only be billed once per ICBC Customer, unless otherwise approved by ICBC.

### **4.3 Standard Treatment Sessions**

Twenty-five (25) standard physiotherapy sessions (which includes the Initial Assessment visit) are pre-authorized for ICBC Customers during the Early Access Period. The following applies to all standard treatment sessions:

- fees are based on a standard treatment, not an hourly rate;
- standard treatments and associated charting practices must be informed by and comply with applicable College guidelines, standards and policies;
- ICBC does not fund multiple treatment sessions provided by the same practitioner type on the same day;
- treatment frequency is based on clinical recommendations and must reflect best practice; and
- a physiotherapy standard treatment includes a minimum of twenty (20) minutes one-on-one Direct Care with the ICBC Customer and Approved Physiotherapist:
  - The minimum one-on-one time does not include time spent with a Physiotherapist Aide/ Rehabilitation Assistant; and
  - The standard treatment fee is inclusive of all modalities provided by the Approved Physiotherapist and administrative duties performed such as charting or session preparation.

### 4.4 Care Plan Meetings

Care plan meetings are initiated, approved, scheduled, and facilitated by an ICBC Claims Contact for the purpose of aligning goals, objectives, and overall medical case management of a shared ICBC Customer.

The following will not be funded as care plan meetings:

- a) time spent discussing a shared ICBC Customer or general correspondence, where the ICBC Claims Contact has not scheduled the call and is not present for the meeting; and
- b) time spent by the Health Care Practitioner in preparation for the care plan meeting.

### 4.5 Telephone Consultations

Telephone consultations support cooperation between Health Care Practitioners and ICBC, or between treating Health Care Practitioners where direct conversation is necessary to address functional limitations or recovery barriers. **Pre-approval by ICBC is required for all telephone consultations.** Telephone consultations will only be funded for ICBC Customers with a date of crash on or after May 1, 2021.

The following will not be funded as telephone consultations:

- a) administrative or routine correspondence and communication;
- b) correspondence or communication pertaining to invoicing, reports, records, or Treatment Plan clarification or authorization;
- c) correspondence or communication regarding perceived or actual supplier performance issues;
- d) time spent leaving a voice message;
- e) correspondence or communication between Health Care Practitioners located within the same facility engaging in regular business practices, such as rounds;
- f) any written correspondence;
- g) time spent by the Health Care Practitioner in preparation for the telephone consultation; and
- h) correspondence or communication time for ICBC Customers with a date of crash prior to May 1, 2021.

Telephone consultations are paid via a flat fee for up to fifteen (15) minutes in duration. Telephone consultations in excess of fifteen (15) minutes will not be approved unless there are exceptional circumstances; the Health Care Practitioner must engage the ICBC Claims Contact to discuss further funding approval.

### 4.6 No-show or Late Cancellations

ICBC does not pay for no-show appointments or late cancellations. In the case of a no-show or late cancellation, the Firm's policies apply to the ICBC Customer.

**Note:** If the Firm's policies dictate that the ICBC Customer incurs a charge for a no-show appointment or late cancellation, the Health Care Practitioner must inform the ICBC Customer that ICBC will not reimburse this fee as it is being charged as a result of a Firm's policy.

### 4.7 Policy on Treating Family

Claim-related treatment of family members cannot be billed to ICBC unless there are no reasonably practicable alternatives and written Pre-approval from ICBC has been obtained.

### 4.8 Progress Report

Progress reports must only be completed upon request of an ICBC Claims Contact. The progress report must be completed in its entirety before it can be submitted and billed to ICBC. If the report is incomplete when submitted, it will not qualify for payment. If this occurs, a completed report must be resubmitted in order to qualify for payment.

### 4.9 Virtual Treatment Services

Virtual treatment services are health care services offered by the Approved Physiotherapist who is physically distant from the ICBC Customer. Virtual treatment sessions must include both audio and video technology. Telephone-only sessions cannot be billed to ICBC.

**Pre-approval from the ICBC Claims Contact is required** prior to initiation of virtual treatment services. The majority of physiotherapy services must be delivered in-person. However, ICBC recognizes there may be circumstances where it is not possible and virtual treatment sessions are required. These may include, but are not limited to, the following circumstances:

- ICBC Customer is located in a rural community and there is limited physical access to physiotherapy services;
- ICBC Customer has a pre-existing health condition, such as being immunocompromised, and is required to limit exposure; or
- changes to provincial health orders limiting access to community health facilities for a specific time period, such as temporary gym closure for two weeks.

Approved Physiotherapists must adhere to the same in-person expectations for a standard treatment session, and the College's guidelines, standards and policies on virtual treatment services.

### 4.10 Travel and Mileage

ICBC does not pay travel or mileage fees for Health Care Practitioners who operate out of a facility owned or leased by, or that is otherwise affiliated with or controlled by the Practitioner/Firm or on their premises. Affiliation includes close formal or informal connections or associations between a Firm or Health Care Practitioner and the facility. When a Practitioner must travel to an appointment that is taking place at an outside facility, such as a community/recreational centre, mileage and travel time is to be calculated between the outside facility and the closer of:

- the Health Care Practitioner's primary residence; or
- the nearest Firm location (whether the primary location or a satellite location).

Only actual travel time for treatment purposes can be billed. Billing is by the decimal hour up to a maximum of 60 minutes total per treatment session.

Example: Twelve minutes of travel time is  $12/60 = .20$

Enter .20 into HCPIR or HCPP

When travel and mileage are being invoiced, Health Care Practitioners 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.

Failure to produce such logs upon request by ICBC may result in denial or recovery of payment.

Travel and mileage must be invoiced through the HCPIR or HCPP.

Whenever possible, travel and mileage must be allocated so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner.

### 4.11 Gym or Pool Drop-in Fees

#### 4.11.1 Customer's Gym or Pool Drop-in Fees

ICBC will fund gym drop-in fees for ICBC Customers only, up to reasonable market rates. Dated, detailed receipts must be attached to each invoice, for each applicable visit and must include the service description, service date, ICBC Customer name, facility used and form of payment. Failure to attach detailed receipts may result in non-payment. Bulk invoicing is not permitted.

ICBC does not pay admission fees for an ICBC Customer's use of a facility owned or leased by, or that is otherwise affiliated with or controlled by the Practitioner/Firm or on their premises. Affiliation includes close formal or informal connections or associations between a Firm or Health Care Practitioner and the facility.

### 4.11.2 Health Care Practitioner's Gym or Pool Drop-in Fees

ICBC does not reimburse for the Approved Physiotherapist's drop-in fees except for hydrotherapy, and only in the following circumstance:

- ICBC will reimburse reasonable Health Care Practitioner drop-in fees for hydrotherapy when the ICBC Customer:
  - has an injury or complicating health condition that prevents them from weight-bearing exercise as identified by a regulated Health Care Practitioner; or
  - is a minor and not permitted to access community gyms.

**Pre-approval is required** for Health Care Practitioner drop-in fee reimbursement for hydrotherapy under the above conditions and will be time-limited until the ICBC Customer can transition to land-based therapies. The Health Care Practitioner must continue to meet all standard treatment expectations.

## 4.12 Non-standard Physiotherapy

Non-standard physiotherapy fees compensate Approved Physiotherapists for prolonged sessions of Direct Care. The ICBC Customer must require this care for effective treatment of crash-related injuries and must meet all qualifying criteria outlined below. Direct Care does not include the time spent with a Physiotherapy Assistant/Aide or unsupervised time.

**Funding for non-standard physiotherapy sessions requires explicit Pre-approval from ICBC.**

A Treatment Plan and a Physiotherapy Non-Standard Treatment Application form (CL752) must be completed when requesting approval to initiate non-standard physiotherapy services and with each subsequent treatment extension request. Approval must be confirmed with the ICBC Claims Contact with each submission, prior to the services being provided.

If both a non-standard physiotherapy session and a standard physiotherapy session occur on the same day, Approved Physiotherapists and Firms must clarify the invoicing process with the ICBC Claims Contact as one of the sessions must be invoiced manually to ICBC to prevent a payment rejection.

To be eligible for funding for non-standard physiotherapy, an ICBC Customer must meet the eligibility criteria set out below. Customers who do not meet the specified eligibility criteria below are not eligible for non-standard physiotherapy treatment funding but may be eligible for funding of standard sessions.

### In-home or in-community eligibility criteria

- The ICBC Customer must require prolonged sessions of at least 45 minutes of Direct Care, and be:
  - post-hospital discharge or post-surgery; or
  - unable to drive or use other available transit options; or
  - unable to leave their residence due to mobility or safety concerns.

### **Concussion, vestibular or brain injury eligibility criteria**

- The ICBC Customer must require prolonged sessions of at least 45 minutes of Direct Care, and:
  - be diagnosed with a concussion, vestibular or brain injury; or
  - have symptoms suggestive of concussion/vestibular pathology; and
  - have screening tests or objective measures that support the diagnosis.

### **Spinal cord injury eligibility criteria**

The ICBC Customer must require prolonged sessions of at least 45 minutes of Direct Care, and:

- be diagnosed with a spinal cord injury.

### **Complex orthopedic or musculoskeletal injury eligibility criteria**

- The ICBC Customer must require prolonged sessions of at least 45 minutes of Direct Care, and:
  - be diagnosed with a qualifying injury such as:
    - multiple or comminuted fractures;
    - muscle, tendon or ligament rupture;
    - joint dislocation;
    - amputation; or
    - post-operative complex care; and
  - be receiving treatment that is complicated by the number or types of injuries or comorbidities.

### **Rural and remote treatment eligibility criteria**

- The ICBC Customer must require prolonged sessions of at least 45 minutes of Direct Care and:
  - live in a rural or remote setting where access to a physiotherapist is impacted by distance.

### **Hand therapy eligibility criteria**

- Non-standard physiotherapy treatment must be provided by a Certified Hand Therapist, and the ICBC Customer must:
  - be diagnosed with a hand or upper extremity injury; and
  - require prolonged treatment sessions that exceed the duration of a standard session.

### 4.13 Rehabilitation Assistants

ICBC may fund Physiotherapy Assistants/Aides (i.e. “Rehabilitation Assistants”). All Rehabilitation Assistant services, including applicable travel and mileage, **require Pre-approval** from the ICBC Claims Contact.

Rehabilitation Assistant services cannot be invoiced via HCPIR or HCPP. For instructions, refer to the manual invoicing and document submission section of the [invoicing and reporting page](#) of the [Partners Page](#).

Non-clinical administrative tasks including, but not limited to, scheduling appointments or appointment reminders are not billable.



## 5. Treatment Plans

Treatment Plan forms allow for expedient funding decisions by ICBC. Treatment Plans must be submitted as soon as it has been identified that an ICBC Customer will require additional care beyond the Early Access Period, or there is indication that the ICBC Customer's recovery is not progressing as expected, and additional treatments beyond the current approval or end date are recommended. Approved treatments not used within the Treatment Plan approval period are not valid beyond the indicated end date.

To maintain the continuity of care and prevent account receivable issues, Treatment Plans should be submitted 1–2 weeks prior to the expiry of the approved number of treatments or approved end date. Treatment Plans must be submitted through HCPIR or HCPP.

Treatment Plans must outline:

- the functional progress made to date and the functional or return-to-work goals that will be achieved through additional treatments;
- the active interventions that are planned to achieve the listed recovery goals; and
- other factors that may be contributing to or impacting the ICBC Customer's recovery.

The ICBC Claims Contact may consult Health Care Practitioners when further information about the treatment recommendations and function-based outcomes outlined in a Treatment Plan are required. Additional resources on completing a Treatment Plan can be found on the [Partners Page](#).

If a Treatment Plan is incomplete or additional information is required, there will be a delay to the Treatment Plan review and the Treatment Plan may be denied.

## 6. Remuneration and Invoicing

### 6.1 Invoice Submission

Invoices must not be submitted until after a treatment or service has occurred. Pre-billing is not permitted. Where an ICBC Customer has multiple Claims, a treatment or service can only be billed on one Claim and cannot be billed multiple times.

The Firm must submit invoices to ICBC within forty-five (45) calendar days from the date the service was provided. At ICBC's sole discretion, invoices submitted outside of the 45-day timeframe may not be paid.

All invoices submitted to ICBC must adhere to the instructions published on the [Partners Page](#) and in the Program Guide, and must be billed under the name of the Approved Physiotherapist that provided the treatment.

The Approved Physiotherapist or Firm is only eligible for direct billing privileges on or after the date on which they are accepted into the Recovery Network. Invoices for services rendered prior to that date are not eligible for direct billing.

When submitting an invoice through HCPIR, Firms must enter the name and job title of the person submitting the invoice along with the appointment date and time, where applicable.

When a Firm or Approved Physiotherapist's fees are less than the fee limits posted in the Program Guide, the Firm must invoice following the manual invoicing process outlined on the Invoicing and Reporting page on the [Partners Page](#).

## 6.2 Billing Procedure

The following limits apply to all invoicing unless expressly authorized by ICBC.

### 6.2.1 Assessment and Treatment

Service Type	Fee	HCPIR Drop-down Selection	Details
<b>Initial Visit/ Assessment (for crashes on or after May 1, 2021)</b>	\$151/visit	Initial Visit	The Initial Assessment visit fee includes both the assessment and standard treatment provided. The Initial Assessment fee must only be billed once per ICBC Customer, unless otherwise approved by ICBC.
<b>Initial Visit/ Assessment and Report (for crashes before May 1, 2021)</b>	\$300/visit & report	Initial Visit and Report	The Initial Assessment visit fee includes the assessment, standard treatment provided, and the Initial Report. The Initial Assessment fee must only be billed once per ICBC Customer, unless otherwise approved by ICBC.
<b>Standard Treatment</b>	\$95/visit	Standard Visit — 1:1 Direct Care	When invoicing, the appointment date must be entered into the designated fields in HCPIR/HCPP.
<b>Non-standard physiotherapy</b>	\$145/session	Rural/Remote — 1:1 Direct Care	When invoicing, the appointment date must be entered into the designated fields in HCPIR/HCPP.  If a non-standard treatment session does not meet the minimum expectations outlined in this Program Guide, the invoice may be rejected or pro-rated.
		Complex MSK Injury — 1:1 Direct Care	
		Concussion/ Vestibular — 1:1 Direct Care	
		Hand Therapy — 1:1 Direct Care	
		Spinal Cord Injury — 1:1 Direct Care	
		In Home/In Community — 1:1 Direct Care	

### 6.2.2 Reporting

When available, reports must be completed on ICBC templates which are available on the [Partners Page](#) and are updated regularly. Please note that the most recently available templates must be used. Saving personal versions of the templates is discouraged. ICBC will not pay for incomplete or improperly completed reports. Only the reports below are chargeable to ICBC.

Reporting			
Service Type	Fee	HCPIR Drop-down Selection	Details
<b>Scarring Measurement Report</b>	\$45/report	Scarring Measurement Report	ICBC will only fund these reports when they are requested by an ICBC Claims Contact. The ICBC Claims Contact will contact the Approved Physiotherapist when the report is required for the purposes of benefit administration.
<b>Range of Motion Loss Report</b>	\$90/report	Range of Motion Report	Assessment for these reports takes place during a regularly scheduled treatment session, which can be invoiced separately. The report template can be found on the <a href="#">Partners Page</a> .
<b>Progress Report</b>	\$128/report	Progress Report	ICBC will only fund these reports when they are requested by an ICBC Claims Contact. The report template can be found on the <a href="#">Partners Page</a> .

### 6.2.3 Communication/Correspondence

Communication/Correspondence			
Service Type	Fee	HCPIR Drop-down Selection	Details
<b>Care Plan Meeting</b>	\$15/5-minute increment	Care Plan Meeting	Care Plan Meetings will only be funded when they are requested by an ICBC Claims Contact and must be invoiced in 5-minute increments. Time spent by the Approved Physiotherapist in preparation for the Care Plan Meeting is not billable.
<b>Telephone Consultation</b>	\$30 flat fee for 15 minutes	Telephone Consultation	<p>All Telephone Consultations must be Pre-approved by ICBC and must be invoiced via HCPP or HCPIR. When invoicing for this service, Firms must input "15" into the minutes field.</p> <p>Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances and funding approval has been obtained.</p> <p>Telephone Consultations are only payable for ICBC Customers with a date of crash on or after May 1, 2021.</p>

### 6.2.4 Travel & Mileage

Travel & Mileage			
Service Type	Fee	HCPIR Drop-down Selection	Details
<b>Travel</b>	\$0.71/min	Travel Time	Travel and mileage must be allocated so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner.
<b>Mileage</b>	\$0.47/km	Mileage	See Section 4.10 for an example of how to bill travel time.

### 6.2.5. Other Billable Items

Other Billable Items			
Service Type	Fee	HCPIR Drop-down Selection	Details
<b>Clinical Records</b>	Limited to amount authorized by the ICBC Claims Contact for the ICBC Customer.	Clinical Records	<p>Includes fulfilling request for non-ICBC medical report(s), patient records (such as chart notes), or consultation(s) for an ICBC Customer for the purpose of a funding decision.</p> <p>ICBC will not pre-pay for clinical records. This service is billable only once ICBC's request for clinical records has been fulfilled.</p>
<b>Supplies &amp; Equipment</b>	Limited to amount authorized by the ICBC Claims Contact for the ICBC Customer and reasonable market rate.	Supplies and Equipment	<p>All supplies and equipment costs must be Pre-approved by ICBC and must be invoiced via the HCPP or HCPIR. No mark-up is permitted.</p> <p>When invoicing for supplies or equipment, Firms must list which items they are invoicing for and must attach a copy of the purchase receipt.</p>
<b>ICBC Customer's Gym Fees</b>	Limited to fees authorized by the ICBC Claims Contact for the ICBC Customer.	Customer Gym Fee	<p>For assessment or treatment requiring access to a community/private fitness facility, the reasonable drop-in fee for the facility as it applies to the ICBC Customer can be expensed on the ICBC Customer's behalf. The ICBC Customer's incurred gym fee must be part of a program carried out by an Approved Physiotherapist or Rehabilitation Assistant/Kinesiologist in a community setting.</p> <p>These costs must be invoiced via HCPP or HCPIR. A dated, claim-specific, detailed receipt with itemized service charges, facility used, cost and form of payment must be uploaded with the invoice. Failure to upload this required supporting documentation may result in denial or recovery of payment.</p>

Other Billable Items cont'd			
Service Type	Fee	HCPIR Drop-down Selection	Details
<b>Practitioner's Hydrotherapy Fee</b>	Limited to fees authorized by the ICBC Claims Contact for the ICBC Customer.	Practitioner Hydrotherapy Fee	This cost will only be approved on an exception basis based on the requirements outlined in Section 4.11.2 of this Guide.  A dated, claim-specific, detailed receipt with itemized service charges, facility used, cost and form of payment must be uploaded with the invoice via HCPP or HCPIR. Failure to upload this required supporting documentation may result in denial or recovery of payment.
<b>Rehabilitation Assistant</b>	\$45/hour	N/A	Invoiced in 15-minute increments, rounded up.  This service must be manually invoiced following the process outlined on the Invoicing and Reporting page on the <a href="#">Partners Page</a> .
<b>Rehabilitation Assistant Travel Time</b>	\$0.38/min	N/A	Travel and mileage must be allocated so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner.
<b>Rehabilitation Assistant Mileage</b>	\$0.47/km	N/A	See Section 4.10 for an example of how to bill travel time.  This service must be manually invoiced following the process outlined on the Invoicing and Reporting page on the <a href="#">Partners Page</a> .

### 6.3 Prohibited Disbursements

The following activities will not be paid by ICBC as additional expenses/disbursements:

- a) administration fees and time spent completing administrative based tasks that are not clinical in nature, such as appointment coordination or scheduling time;
- b) postage, courier, or copying fees for reports, including attachments, and records (other than clinical records) provided to ICBC;
- c) time spent on Treatment Plan completion;

- d) supervision or staffing (e.g. administrative support, mentorship) required for normal business operations;
- e) supplies and equipment used in-clinic or during a treatment session (e.g. Kinesiology tape, shockwave machines or lasers used during a session);
- f) telecommunication and long distance charges;
- g) parking fees;
- h) transportation fees (e.g. bus passes, ferry fees) excluding allowable travel expenses (see Section 6.2.4 of this Program Guide);
- i) gym, community centre or other user or admission fees for use of facilities by the Approved Physiotherapist or designate such as Rehabilitation Assistant/Kinesiologist, excluding approved hydrotherapy fees (see Section 6.2.5 of this Program Guide);
- j) interest or late fees; and
- k) communication/correspondence time for the purpose of seeking funding decisions.

**Prohibited expenses/disbursements may not be charged to ICBC Customers for ICBC Claims.**

In addition, Firms may not bill ICBC for:

- a) claim-related treatment or services provided after a Claim is closed; or
- b) claim-related treatment or services provided without or prior to ICBC's funding authorization.

Health Care Practitioners and Firms must advise ICBC Customers in advance before charging customers a User Fee, late cancellation or no-show fee, for Claim-related services. ICBC Customers must be advised that the fees will not be reimbursed by ICBC. Under no circumstances can ICBC Customers be billed for unpaid or recovered fees relating to a breach of the Agreement.

## 6.4 Accuracy

It is the Approved Physiotherapist and Firm's responsibility to ensure that the invoices accurately represent services completed.



## 7. Recovery Network Locator

### 7.1 Locator Eligibility

To be eligible to be featured on ICBC's Recovery Network Locator, the Firm must:

- a) be an active member of ICBC's Recovery Network;
- b) offer services provided by at least one of the seven Early Access Period pre-approved Health Care Practitioners (Acupuncturist, Chiropractor, Counsellor, Kinesiologist, Registered Massage Therapist, Physiotherapist, Psychologist);
- c) exclusively invoice ICBC for all services through HCPIR or HCPP unless otherwise specified in Section 6 of this Program Guide;
- d) for all brick-and-mortar clinics, display signage at their physical location which matches their Firm's legal name or registered Doing Business As (DBA) name; and
- e) provide consent for information provided for the Locator to be displayed.

Prior to a Firm being approved for display on the Locator, all applications will be reviewed and ICBC will provide a confirmation message detailing the information that will be available for display on the Locator. Once approved, practitioner types added to a vendor account will automatically be updated on the Locator.

### 7.2 Notification of Changes to Firm Information

Firms are responsible for and must ensure the ongoing accuracy of the business information provided to ICBC for display on the Locator. The Firm must update their information through the [HCVA \(Existing Vendor Account\)](#) within fourteen (14) calendar days when any of the following occur:

- a) the Firm changes any of their contact information;
- b) the Firm begins to charge or ceases charging User Fees for any of the Early Access Period pre-approved Health Care practitioner types;
- c) the Firm begins to offer a new practitioner type eligible for display on the Locator; or
- d) the Firm ceases offering practitioner types currently on display on the Locator.

If a Firm changes their 'Doing Business As' name or physical location address, they must email the Supplier Programs & Administration team at [biproviderapp@icbc.com](mailto:biproviderapp@icbc.com) within fourteen (14) calendar days.

ICBC may, at any time or frequency, request confirmation from a Firm of their current business information to ensure accuracy.

### 7.3 Removal from Locator

A Firm that consents to being featured on the Locator will remain on the Locator unless any of the following occur:

- they request to be removed from the Locator;
- their vendor number is rendered inactive;
- they no longer offer applicable health care services;
- they fail to maintain accurate and up-to-date information on the Locator;
- they request to be removed from the Recovery Network; or
- ICBC determines they are no longer eligible for the Locator.

Firms that no longer wish to be displayed on the Locator must inform ICBC through the Additional Business Information section of the [HCVA \(Existing Vendor Account\)](#).

Please note, removal from the Locator will occur within ten (10) business days from the date the original request is received by ICBC.

ICBC reserves the right to remove anyone from the Locator at any time without notice.

## 8. Recovery Network Logo

Firms wanting to use the digital ICBC Recovery Network logos or to otherwise promote the Recovery Network are required to contact ICBC's Supplier Programs & Administration department at [biproviderapp@icbc.com](mailto:biproviderapp@icbc.com) for copies of the digital files. Digital ICBC Recovery Network logos are available for use by Firms and Approved Practitioners who are active members of ICBC's Recovery Network in accordance with the Agreement.

Use of the ICBC Recovery Network logo must comply with the Logo Usage Standards for the ICBC Recovery Network, published on the [Partners Page](#). Firms and Approved Practitioners must not use any ICBC logos or refer to the ICBC Recovery Network in advertisements that promote value-added services or products.

**Important:** Firms and Approved Practitioners must only use logos provided directly by ICBC's Supplier Programs & Administration department ([biproviderapp@icbc.com](mailto:biproviderapp@icbc.com)). Logos must not be copied from any other sources.

For more information, Firms and Approved Practitioners may refer to the Agreement, or talk to a Supplier Programs Coordinator ([biproviderapp@icbc.com](mailto:biproviderapp@icbc.com)).

## 9. Performance Management and Audits

ICBC may conduct performance and compliance reviews, including audits, to ensure compliance with this Agreement.

### 9.1 Audits

The purpose of an ICBC audit is to:

- a) determine whether the Approved Physiotherapist or Firm is complying with ICBC's policies, rates and standards as stated in the Health Care Services Terms, this Program Guide and all relevant instructions posted on the [Partners Page](#);
- b) provide information for use in future file reviews and audits; and/or
- c) support Performance Management and/or KPI assessments.

ICBC may request files and other supporting documents from the Approved Physiotherapist and Firm to support the audit process and purpose.

#### 9.1.1 Audit Frequency

ICBC may initiate an audit of the Approved Physiotherapist or Firm at its discretion or based on:

- a) results from past file reviews — variance/compliance concerns may be serious enough to warrant further investigation to determine whether the issues are isolated or systemic, or related to poor business practices/file management;
- b) customer complaints or tips;
- c) employee complaints or tips;
- d) regularly scheduled or ad hoc audits; or
- e) regulatory College or association disciplinary actions.

#### 9.1.2 Audit Outcomes

ICBC will document audit results and retain these results for review when the Approved Physiotherapist or Firm's performance is assessed. On request, audit results will be made available to the Approved Physiotherapist or Firm that is the subject of the audit and will not be shared with other Practitioners or Firms. ICBC will use the results from an Approved Physiotherapist or Firm's audit to facilitate any required follow-up in the form of future audits.

Where appropriate, as determined by ICBC, the results may also be communicated to the College.

### 9.1.3 Audit Consequences

If audit or performance review results indicate that the Approved Physiotherapist or Firm is not meeting the service expectations outlined in the Agreement, they may be subject to the corrective actions outlined in the Agreement.

## 9.2 Documentation and Record Keeping Standards

The Approved Physiotherapist and Firm shall provide ICBC with access to all relevant records and premises during regular business hours for the purpose of conducting an audit upon receiving an initial seven (7) calendar days' notice. Additional requests for information must be fulfilled within the time frame specified in the request.

The Approved Physiotherapist and Firm must maintain accurate and up-to-date billing records and logs, authorization letters, and receipts, including all related documents, materials, and accounting records, in whatever form any of these may be kept, regarding the frequency of treatments and the fees charged for the treatments (the "Records"). Records must be retained for the duration specified by the College, or seven (7) years, whichever is longer.

Clinical records must be logged within fourteen (14) days of the appointment and must contain the following information:

- the date and time of the appointment;
- the date the record was documented; and
- the Health Care Practitioner's name, Practitioner number and signature.

Records submitted to ICBC must be legible and in English. Translated copies are accepted but ICBC does not fund the cost for translating the records.

ICBC or its authorized representatives may, at any time inspect, audit and/or make copies of the Records relating to services provided to ICBC Customers. The Approved Physiotherapist and Firm shall make such Records available during normal business hours at their place of business, or they may provide copies directly to ICBC. The Approved Physiotherapist and Firm shall not charge any fee for the cost of reproduction of records required under this section.

Failure to provide supporting documentation for billed services may result in denial or recovery of payment.

## **10. Governance**

### **10.1 Conduct and Corrective Actions**

The following conduct is prohibited and may result in corrective actions or contract termination under the Health Care Services Terms. For greater clarity, this is a non-exclusive list that expands on the Health Care Services Terms:

- a)** a failure to abide by the terms of the Agreement;
- b)** an Approved Physiotherapist's failure to maintain active full practicing registration in good standing with the College without limitations, conditions or restrictions;
- c)** a failure to advise ICBC of a material change in a Practitioner's practice status including, but not limited to, a change in registration or membership status with the College;
- d)** unprofessional conduct, as determined by ICBC;
- e)** a breach of ICBC's Code of Ethics;
- f)** aggressive, inappropriate and/or abusive behavior or communication towards an ICBC employee or Customer;
- g)** actions or omissions that adversely affect or that are harmful, detrimental, or disrespectful to the public image, reputation, or goodwill of ICBC, ICBC Customers, or ICBC's proprietary marks;
- h)** a failure to cooperate with ICBC;
- i)** a failure to provide minimum reasonable service standards;
- j)** a failure to adhere to invoicing requirements as set out in the Agreement;
- k)** invoicing ICBC beyond authorized number of treatment sessions or authorized services;
- l)** misrepresentation to ICBC, an ICBC Customer, or otherwise, including providing misleading information, misrepresenting services or providing false or altered documentation;
- m)** unacceptable audit or performance review results, as determined by ICBC at its sole discretion;
- n)** other reasons related to the performance of services outlined in the Agreement, as determined by ICBC;
- o)** invoicing for sessions that did not occur; or
- p)** recovery or attempted recovery of Claim-related disputed fees from the ICBC Customer in contravention of the Agreement.

## **11. General**

### **11.1 Email Notifications**

The Approved Physiotherapist and Firm agree to receive updates by email and notifications relating to policy, process, fees, and any other information deemed by ICBC to be appropriate for distribution and related to the Agreement.

### **11.2 Notification of Amendments**

ICBC may, at its sole discretion, amend the Health Care Services Terms, this Program Guide or the [Partners Page](#), in the manner outlined in the Health Care Service Terms. The Approved Physiotherapist and Firm are responsible for regularly reviewing the [Partners Page](#) and being up to date with any amendments. The provision of services covered by the Agreement after any amendments becomes effective constitutes agreement to be bound by the amendments without limitation or qualification.

The Approved Physiotherapist and Firm are responsible for notifying ICBC of any contact information changes in a timely manner (see Section 2.2 of this Program Guide). ICBC is not responsible for any communication that was not received for any reason. The amendment(s) will apply regardless of whether the Approved Physiotherapist and Firm had received the communication or had knowledge of the amendment(s).

The Approved Physiotherapist and Firm are responsible for contacting the ICBC Claims Contact if they have any questions or need clarification with respect to any amendment.