



## About Enhanced Care – Insurance Funding - October 2023

ICBC customers injured in a crash on or after April 1, 2019 are pre-approved for 12 treatment sessions with a defined list of health care providers within the first 12 weeks after the crash. This is known as the 'Early Access Period'.

Acupuncture	Kinesiology	Physiotherapy
Chiropractic	Massage Therapy	Psychology
Counselling		

Health care providers with an ICBC issued vendor number may use the Health Care Provider Invoicing and Reporting application (HCPIR) or the Health Care Provider Portal (HCPP) to invoice ICBC directly. This way, ICBC customers do not have to pay out of pocket. Fee limits for standard treatment sessions are outlined in the *Insurance (Vehicle) Regulation* and the *Enhanced Accident Benefit Regulation*, and ICBC publishes a [Fee Guide](#) setting out guidelines and expectations that must be followed.

Outside of the Early Access Period, requests to initiate treatment or continue funding are subject to the ICBC Recovery Specialist's approval; however, there is no requirement to provide a family physician referral or note prior to beginning treatment.

ICBC Recovery Specialists gather information from sources such as the customer, their medical and/or health care team, and the applicable internal resources available to them to make an informed funding decision. To be considered for funding, the treatment must:

1. be for injuries directly related to the crash,
2. be necessary or advisable,
3. contribute to the customer's rehabilitation, lessen their disability, or facilitate their recovery from the crash, and
4. be goal oriented, evidence-informed and clinically justified.

Information is posted on the ICBC Business Partners Health Services Treatment plan web page that explains [how to initiate care outside of the early access period \(icbc.com\)](#). When completing the treatment plan, the health care practitioner needs to ensure that the treatment plan:

- ✓ demonstrates a clear understanding of the customer's condition,
- ✓ shows that the recommended treatment plan directly relates to the crash-related injury,
- ✓ explains how treatment will help the individual meet their functional goal(s), and
- ✓ indicates how the treatment will address potential barriers, if any.

The Recovery Specialist will communicate the funding decision and the rationale to the customer and the health care provider.

### Health Care Inquiry Unit (HCIU)

If you require additional support, the HCIU is able to assist health care providers with questions relating to the HCPIR, HCPP, vendor number application, treatment plan submissions, policies, and processes.

Hours: Monday-Friday, 8:30 am - 4:00 pm | Lower mainland: 604-587-7150 | Toll free: 1-888-717-7150

Learn more about working with us on our [business partners Health Services](#) web pages.

