



Obtaining patient consent for reports submitted to ICBC

For motor vehicle accidents on or after April 1, 2019

Obtaining consent as part of the assessment workflow supports patients by assisting ICBC to:

- Ensure the correct Claims or Recovery Specialist is assigned to the claim.
- Authorize reasonable and necessary medical expenses and process payment in a timely manner.
- Proactively address potential barriers to recovery at an early stage to promote optimal outcomes.

The report templates (CL489 series) include a specific checkbox to prompt health care providers to obtain consent from their patient who was injured in a motor vehicle crash. This will streamline the process by having the health care provider proactively send reports to ICBC on all motor vehicle crash initial injury assessments.

What changes do I need to make in managing ICBC patients?

- During your assessments, inform your patients that you may share a report with ICBC on their diagnosis and care plan, and ask for their consent to do so - consistent with your consent and information sharing guidelines. If the patient provides consent, send the report to ICBC.
- If your patient does not provide consent, do not send the report and instead document the patient information in your records. ***Please also read the next section.***

What if a patient refuses to consent to the sharing of information with ICBC?

- ICBC has the ability to collect medical information from patients who have an injury claim.
- If health care providers do not have consent to provide a report to ICBC, ICBC will send the patient's treating health care provider a formal, written request to obtain relevant information on their injuries.
- If health care providers receive this request from ICBC, they are obliged, under section 28.1 of the *Insurance (Vehicle) Act*, where applicable, to provide the information requested in the report, to the extent that it is known by the health care provider.
- Section 18(1)(o) of the *Personal Information Protection Act (PIPA)* allows disclosure of information without consent if the disclosure is required or authorized by law. The *Insurance (Vehicle) Act* requires health care providers to provide ICBC with reports, in the form established by ICBC, with the detail set out in the *Insurance (Vehicle) Act*. Therefore, provision of the information is required by law, and PIPA allows disclosure of medical information for the purposes set out in the *Insurance (Vehicle) Act*.

ICBC encourages health care providers to contact the patient's ICBC Claims or Recovery Specialist in cases where consent has not been obtained.

How do I invoice if I do not receive consent to share information with ICBC?

- In the case that you do not receive consent, please invoice for a standard treatment.
- When consent is provided later, or a request letter obligates a health care provider to provide the report, an assessment visit and report fee should replace the standard treatment coinciding closest with that date.

Example: An assessment visit and report is completed on April 5th and the patient does not provide consent to share the information with ICBC. On April 15th you receive a letter from ICBC requesting the report. The report can be submitted. If the report was not completed during the initial visit, it must be completed in full. If required, the



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patient may be seen again to complete the assessment and finalize the report.

The wording in the *Insurance (Vehicle) Regulation* provides a single fee for an assessment visit and assessment report rather than having them as distinct items capable of being billed separately.

How do I bill if I do receive consent to share information with ICBC?

The assessment visit and report fee should be invoiced at the time the report is submitted via the [Health Care Provider Invoicing and Reporting](#) (HCPIR) application. This is important to note to prevent any visit being billed twice.

How do I contact ICBC?

Refer to the [Support and Resources](#) tab on the Health Services Business Partners site.

If you require more information

- On consent and information sharing, please see your association’s guidelines on privacy.
- Regarding fees and reports, please visit ICBC’s [Health Services Business Partners site](#).

