

## ICBC's Health Care Provider locator sign up instructions

1. Go to: [Apply for or update your ICBC Recovery Network account](#)
2. Click on the purple Update an Existing Recovery Network account

### ICBC Recovery Network application and account updates

Please ensure you review all requirements in your discipline-specific program guides found on our [Health services](#) page **before** applying for a vendor number, reconciling an existing vendor number or applying to add a practitioner to an existing Recovery Network account. Applications that are incomplete or inaccurate will be rejected and you will need to reapply.

If you are a nurse (LPN or RN) or a Vocational Rehabilitation Consultant, please see the application information document under "Vendor resources" above.

[ICBC Recovery Network application checklist](#) 📄

Apply for or reconcile a Recovery Network account

To log in, you'll need a vendor number and PIN.

Update an existing Recovery Network account

System hours of operation are 5 a.m. - 10 p.m., 7 days a week.

3. Log in using your vendor number and PIN. If you do not know or have forgotten your PIN, you can [reset it online](#) or contact our [Health Care Inquiry Unit](#).
4. Once you've logged in and input the necessary information, you will reach the general page where you should see your account details.

Note: For privacy reasons, your banking details will not display. You **do not** need to re-enter them.

5. You will see a "Recommended action" at the top of this page. Click this and answer the questions about your locator application.

The screenshot shows the top of the Health Services page. A purple header bar contains the text "Health Services". Below it is an orange notification bar with an information icon and the text "Please note that change requests will not reflect on this page until your request has been processed by ICBC". At the bottom, a white box with a red border contains a blue link "Click here to sign up for the Locator" and a button labeled "Recommended action". A red arrow points from the "Update an existing Recovery Network account" button in the previous image to the "Recommended action" button in this screenshot.



6. After completing the Locator questions under “Additional business information,” click “Next.”

## Additional business information

### Supplier Diversity

Diversity, equity, and inclusion are core values at ICBC. As part of our focus on diversity, equity, and inclusion, we would like to extend an opportunity for businesses to share whether they identify as belonging to an equity-seeking group. Suppliers belonging to an equity-seeking group include vendors whose businesses are at least 51% owned and operated by members belonging to any equity-seeking group(s).

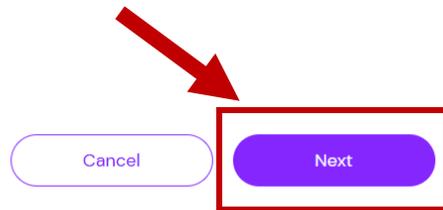
Do you identify as a supplier belonging to an equity-seeking group? (Please note that this question is optional. Choosing not to provide this information will not impact your application.)

- Yes  
 No  
 Prefer not to answer

### Locator

The ICBC locator is a tool that customers can use to search for ICBC vendors who provide pre-approved health care services during the early access period. This tool can be found on [icbc.com/locators](https://icbc.com/locators) and will display details such as business name, location, service type(s) and contact information.

Would you like to have your business details displayed on ICBC websites and tools such as ICBC's locator? \*  Yes  No



7. You will be taken back to the main "Update information on an existing account" page.

A screenshot of the 'Update information on an existing account' page. At the top left is the ICBC logo. At the top right is the text 'FIRSTNAME LASTNAME Logout'. Below this is a blue header bar with the text 'Health Services'. Underneath is an orange notification box with an information icon and the text: 'Please note that change requests will not reflect on this page until your request has been processed by ICBC.' Below the notification is the main heading 'Update information on an existing account'. Underneath is a white form field with the text 'Business contact' and a blue 'Edit' link on the right side.

8. Scroll to the bottom of this page and click “Next.”

If you would like to be removed from ICBC's health care provider network, please [click here](#).

Cancel

Next

9. You will then reach the Review tab. Complete it and click “Next.”

## Review

Upon submitting your application to ICBC, no further changes can be made to this request until ICBC's review process has been completed.

Please identify the name of the person that is submitting this application, as well as your position at the applicant company.

Submitted by:

First name \*

Last name \*

Position at company \*

By clicking the box below:

- I declare that the information provided here is true, accurate and complete
- I acknowledge that providing inaccurate, misleading, missing or false information may result in the denial, withdrawal or suspension of the applicant's vendor number, or refusal of direct billing privileges for a specific practitioner as applicable.

I hereby sign and submit this application on behalf of (and with the authority of) the identified business.

Cancel

Next

10. Once you've clicked “Next”, you will receive a confirmation that your application has been submitted.



Your application has been submitted

You will only receive an email confirmation if your submission contained the addition of at least one practitioner. If you do not receive an email confirmation with your ICBC application number within 2-4 business days, please contact us at [biproviderapp@icbc.com](mailto:biproviderapp@icbc.com). (Check your junk mail/SPAM folder prior to reaching out to ICBC)

Return

11. ICBC will review all locator applications and will provide you confirmation once it has been reviewed. We will let you know if we have any questions or concerns about your application.