



Frequently Asked Questions

The purpose of the Early Access Concussion Recovery (EACR) Program is to support recovery of ICBC customers who sustained a concussion in a motor vehicle accident by facilitating early assessment, education, reassurance and, when indicated, treatment.

Clinics

How do I apply to be a part of the EACR program?

If your clinic is interested in participating, and **you are already a part of the Recovery Network**, please:

1. Review the [Concussion Program Guide \(EACR\)](#) to ensure you meet the program requirements.
2. Complete the [EACR application form](#).

Note: incomplete or inaccurate applications will not be reviewed.

If your clinic is interested in participating and you are **not a part of the Recovery Network**, please:

1. [Apply for or update your ICBC Recovery Network account](#)
2. Review the [Concussion Program Guide \(EACR\)](#) to ensure you meet the program requirements.
3. Complete the [EACR application form](#)

ICBC Recovery Programs will review your submitted application to determine whether your clinic meets the criteria and will contact you within 5 business days.

What about clinics in underserved or rural communities?

Clinics within rural, remote, or underserved communities may be considered for participation in the EACR Program even if the provider qualification requirements are not fully met. Such clinics interested in participating in the EACR Program are encouraged to contact ICBC at recoveryprograms@icbc.com to discuss (Section 3.2 of the EACR Program Guide).

Are there ICBC templates for intake, progress and discharge reports?

ICBC does not provide specific templates for these reports in the EACR Program. The format of the intake, progress and discharge reports are determined by the Approved Clinic, but the reports must contain specified information to meet Program guidelines (Sections 4.3.2 and 7 of the EACR Program Guide).

Is there a requirement to submit the current ICBC treatment plan form?

No, submitting ICBC's current treatment plan form is not required for the EACR Program. Treatment planning should be documented within the intake and progress report, in adherence to the Program's reporting guidelines (Section 7 of the EACR Program Guide).

With return-to-work planning, what occupational therapy services can be included in the EACR Program?

When appropriate, ICBC may fund a job demands analysis or a job site visit. Prior approval must be requested and obtained prior to delivering this service (Sections 5.3 and 8.3.2 of the EACR Program Guide).

Will there be an opportunity to provide feedback on the EACR Program?

Yes, Approved Clinic and Provider Team members' expertise and firsthand experience with the EACR Program will be invaluable to ICBC. Additional information about providing feedback is



available in the EACR Program Guide. Email feedback to recoveryprograms@icbc.com.

I'm a provider specializing in concussion treatment, but my clinic lacks an occupational therapist. Why can't we participate?

The EACR Program is specifically designed to offer customers an interdisciplinary approach to concussion recovery. The current Program design is based on a review of market information as well as consideration of the services typically engaged by our customers who require support in return to work, school, caregiving, and/or activity. As such, the Program requires an occupational therapist as well as a physiotherapist or chiropractor as part of the Core Provider Team.

Although there may be providers who do not meet the minimum Provider Team requirements, we understand that they may also play a crucial role in supporting ICBC customers by offering other services that ICBC may consider funding outside of the purview of the EACR Program.

Why are Acupuncturists and Massage Therapists not part of the EACR Program Provider Team?

The current EACR Program design is based on a review of market information as well as consideration of the services typically engaged by our customers who require support in return to work, school, caregiving, and/or activity.

Please know that, although not part of this specific program, we value the services that Acupuncturists and Massage Therapists provide and understand that they play a crucial role in supporting ICBC customers. We encourage these providers to continue offering their expertise to assist ICBC's customers outside of the EACR Program framework within the early access period as they would normally.

I have multiple practitioners working at the clinic, each managing their own Recovery Network account with ICBC. Are we able to apply to the EACR Program under one Recovery Network account?

The application must be submitted based on the clinic's Recovery Network account number. The applying clinic must have an approved, active ICBC Recovery Network account.

All members of the Provider Team must be listed at the time of the application. These members must be employed or contracted by the clinic and meet EACR Program requirements.

My clinic offers mobile and virtual services only. Are we able to participate in the EACR Program?

Eligibility for participation in the Program requires a clinic's provider team to deliver treatment services in person at the approved clinic's physical location. Mobile service delivery at the customer's location is currently not permitted within the EACR Program. Virtual/telehealth services within this program are only permitted for counsellors.

Is there a list of concussion management courses and vestibular rehabilitation courses that ICBC accepts or does not accept?

We understand the importance of ongoing education in concussion management for healthcare providers. The EACR Program does not specify courses or require certain certification to satisfy the education component of the provider requirements. Our goal is to encourage providers to stay informed with the most current practices to ensure quality of care for our customers.

I do not meet the requirements to provide concussion care to ICBC's customers within the EACR Program. Can I still treat ICBC customers who suffered a concussion?

Yes. The EACR Program is an addition to the currently available treatment funding options. All



previously available treatment funding options remain unchanged.

Participation in the EACR Program does not limit the customer's access to other health care services available during the Early Access Period. However, health care providers of the same practitioner-type as the EACR Provider Team will not be funded to provide concussion care to the customer that is actively participating in the EACR Program.

ICBC Customer

How can an ICBC customer participate in the EACR Program?

Any health care provider on the customer's treatment team may refer a customer to the EACR Program. Please contact ICBC (by phone, email) and clearly indicate 'refer to EACR Program' and direct the referral to the customer's ICBC Recovery Specialist.

The customer must meet the EACR Program Eligibility Criteria for intake assessment funding to be approved. ICBC does not direct referrals into the program (Section 4.1 of the EACR Program Guide).

Does participation in the EACR Program impact funding for any of the health care services available during the Early Access Period?

Participation in the Program does not limit the customer's access to funding for other health care services available during the Early Access Period. However, members of the EACR Program Provider Team, or other health care providers of the same practitioner-type as the EACR Program Provider Team, will not be funded to provide concussion care to the customer outside of the EACR Program while the customer is participating in the EACR Program.

Customers interested in other types of concussion therapy provided by health care providers who are not members of the Provider Team should consult their program's Provider Team regarding appropriate integration.

Customers interested in other non-concussion related therapy provided by health care providers outside of their Provider Team remain eligible for funding for treatments available throughout the Early Access Period.

Does the ICBC customer need to have a physician or nurse practitioner diagnosis of concussion to participate in the EACR Program?

A physician's or nurse practitioner's diagnosis is not a prerequisite for participation at this time. The EACR Program's Provider Team, consisting of an occupational therapist and a physiotherapist or a chiropractor, will conduct an assessment to determine if the customer would benefit from the Program.

Can an ICBC customer participate in the EACR Program if the accident happened more than 12 weeks ago?

No, the intent of the EACR Program is to facilitate early intervention. ICBC recognizes that sometimes a concussion may not be identified until later, and in those cases, we encourage the customer and/or their health care provider to talk to the ICBC Recovery Specialist about what other services can be funded.