



Frequently Asked Questions

Personal Care Assistance (PCA) Assessment Report Guide and Report Template

1. When do the updated PCA Assessment Report Guide and Report Template take effect?

The updated PCA Assessment Report Guide and PCA Assessment Report Template will be available on the ICBC Business Partners Occupational Therapists webpage beginning **September 16, 2026**.

A transition period will be provided to allow occupational therapists time to become familiar with the updated report template. ICBC will continue to accept the previous PCA Assessment Report Template **until January 4, 2027**, but you are encouraged to begin using the new template as soon as possible.

Beginning January 5, 2027, occupational therapists must use the updated PCA Assessment Report Template. Reports submitted using the previous template after the transition period ends will not be accepted, and the report will need to be resubmitted using the new template before they will be processed.

2. Do the updates change the ICBC customer's eligibility to the Activities of Daily Living benefit, or the occupational therapist's role in determining entitlement?

No. The regulatory framework and eligibility requirements for personal care assistance and daily living needs have not changed.

Occupational therapists continue to assess the customer's functional abilities, determine and document the level of assistance required as a result of the crash-related injuries, and provide their clinical findings and recommendations.





ICBC recovery specialists use the assessment findings, together with the applicable regulatory requirements and other claim information, to determine eligibility and benefit entitlement.

The updated guide and report template are intended to provide clearer guidance, support more consistent documentation, and clarify the respective and collaborative roles of occupational therapists and recovery specialists.

3. What are the most important changes I need to understand before completing my first assessment using the new template?

Occupational therapists should review the updated PCA Assessment Report Guide before completing their first assessment with the new template. Key changes include clearer guidance on levels and types of assistance, supervision, activity definitions and components, pre-crash functioning, crash-related need, PCA scoring, pediatric assessments, assistive device recommendations, reassessments, and the respective roles of occupational therapists and recovery specialists.

The updated guide also includes additional examples and guidance to help occupational therapists distinguish difficulty performing an activity from the amount of assistance required.

The guide and report template are companion resources and should be used together throughout the PCA assessment and reporting process.

4. The new report template appears to require additional documentation. Will occupational therapists receive additional time or compensation to complete PCA assessments and reports?

ICBC recognizes that the updated PCA Assessment Report Template includes new and expanded documentation requirements and that occupational therapists may require additional time, particularly as they become familiar with the revised resources.

Efficiencies have been intentionally built into the updated template to support report completion. These include structured prompts, check boxes, pre-populated information, and "No Change" options where applicable, which are intended to reduce duplication. Despite these efforts to make



report completion more efficient, we recognize that they may not fully offset the additional documentation required.

Given that the purpose of this project was to improve the PCA Assessment Guide and Report, but not to substantively change the information being collected, it was outside of the scope of this project to review compensation. However, ICBC is committed to reviewing implementation data following the first six months of use to better understand the actual impact of the updated template, including the effect of both the additional documentation requirements and the efficiencies built into the new format. This review will help to inform whether further changes or adjustments are required.

5. How should I approach re-assessments using the updated guide and report template?

Re-assessments should be completed at intervals that reflect the type and severity of the customer's injuries, recovery trajectory, and other clinical factors relevant to the ongoing need for PCA.

Occupational therapists are responsible for recommending when a re-assessment is clinically indicated and should communicate the rationale for the recommended timing to the recovery specialist. The updated guide includes examples illustrating circumstances in which the timing of a re-assessment may change based on the customer's progress.

When information has not changed since the previous PCA assessment, the updated report template includes "No Change" options in applicable sections to reduce unnecessary duplication. The re-assessment should clearly identify relevant changes in the customer's function, assistance needs, and recommendations.



6. Where can I find the updated resources, and who should I contact if I have questions?

The updated PCA Assessment Report Guide, PCA Assessment Report Template, example reports, webinar, and related occupational therapy resources are available through the ICBC Business Partners Occupational Therapists webpage.

Occupational therapists are encouraged to use the webpage as the primary source for current PCA resources and to review the guide, template, and example reports when questions arise.

Website: <https://partners.icbc.com/health-services/providers/occupational-therapists>

For additional assistance, contact **ICBC's Health Care Inquiry Unit:**

Email: HealthCareInquiry@icbc.com

Hours: Monday to Friday, 8:30 a.m. to 4:00 p.m. Pacific Time

Lower Mainland: 604-587-7150

Toll-free: 1-888-717-7150