

Brain Injury Support and Navigation Pilot: At a Glance

What is the Pilot?

The Brain Injury Support and Navigation Pilot (the “pilot”) helps ICBC Enhanced Care Customers with acquired brain injuries access community support and ICBC claim navigation assistance. These services are provided by non-profit organizations across BC.

What does it fund:

- **Support Services:** support groups or peer-to-peer support programs that assist people with brain injuries and their caregivers by providing education, emotional support, and life enrichment activities.
- **Navigation Services:** personalized one-on-one assistance designed to help ICBC Customers who struggle to manage their active ICBC Enhanced Care claim process. May include assistance with information gathering, communication, and appointment coordination.

How to get started?

- Talk to your ICBC Recovery Specialist if you want to join or learn more about the pilot.
- **Participation in the pilot must be approved by ICBC and is only available to ICBC customers who meet the pilot’s eligibility criteria.**
- **Pilot services eligible for funding are non-clinical and are not considered as treatment.**
- **Services are expected to complement and expand on benefits and supports provided by ICBC.**
- **Pilot funding or participation does not replace or limit any Enhanced Care benefits the ICBC Customer may be entitled to pursuant to the Insurance (Vehicle) Act and its associated Regulations.**
- **Pilot funding is secondary to any other sources, including Acquired Brain Injury Programs available through BC’s regional health authorities.**

Frequently Asked Questions: [Brain Injury Support and Navigation Pilot](#)