



February tips and reminders!

Fees adjusted to Consumer Price Index

Each year, ICBC adjusts the fees and benefit limits outlined in *Regulation*, based on the Consumer Price Index (CPI). This year, the CPI increase is six percent, effective for health care services administered on or after April 1, 2023.

The increased fees will be posted in the [ICBC Fee Guide for Health Care Providers](#) on April 1, 2023.

Type of Practitioner	Assessment Visit	Standard Treatment Fee <i>(treatment date between April 1, 2023 & March 31, 2024)</i>
Acupuncturist	\$118	\$100
Chiropractor	\$108	\$59
Counsellor	\$236 (with initial report)	\$135
Kinesiologist	\$110	\$88
Physiotherapist	\$141	\$89
Psychologist	\$383 (with initial report)	\$219
Registered Massage Therapist	\$120	\$90

Occupational Therapist rate will be \$126 per hour effective April 1, 2023.

HCP Fee Guide Updates

We've updated our [Fee Guide](#) to provide clarity on common questions. The Fee Guide now defines what a standard session looks like for each modality. Minimum time requirements to spend one-on-one between the customer and the health care provider are explained. We also integrated telehealth information directly in the Fee Guide. Thank you to the health care associations for your consultation on this work.

We also added a reminder that invoices should be submitted within 45 days of treatment.

What hasn't changed are the fees, which are set in *Regulation*, however, as noted above, the fees will be adjusted to CPI starting April 1, 2023.

Changes to invoice processing

You may have seen a new "warning message" when submitting an invoice. This warning message displays if one or more treatments on the invoice does not fit within the approved volume of treatments or treatment end date.





A “soft launch” of this change began in mid-January and you are able to bypass the message and continue with your submission for now but soon you will not be able to continue with your invoice submission unless a treatment plan is also attached.

If you recently submitted an updated treatment plan but haven’t received approval yet, you will be able to continue with the submission.

For any questions about treatment plans, visit the [Business Partner](#) page. For questions about the Healthcare Provider Portal or HCPIR please contact the [Health Care Inquiry Unit](#).

New vendor number application process coming soon

We’ve made some big changes to the Health Care Vendor Application process to improve and simplify the process for you. Starting the end of February, when you apply for a new vendor number or apply to add a practitioner to an existing vendor account, you’ll access the new Vendor Application System. This system uses “Smart Forms”, which streamlines the process, allows you to save information as you go along, and ensures you have completed each section before hitting submit.

The requirements to obtain a direct billing account or to add a practitioner remain the same, only the way in which we collect the information has changed.

Links to the new application system will be located on the [Business Partners](#) page.

Improving how we connect – pilot project

Our Advanced Support and Recovery Team, who support catastrophically injured customers, will be piloting new technology to make it easier for health care providers to book time for telephone consults. Starting at the end of February to the end of March, a small subset of Advanced Support and Recovery Specialists will be equipped to send out links via Microsoft Teams to allow health care providers selfservice ability to book consults at a time that works for them. This capability is being trialed and will be evaluated for broader use based on results and industry feedback. If you have any questions or feedback, please email HealthCareInquiry@icbc.com.

New templates for chiropractic, physiotherapy and kinesiology progress reports

The new progress report templates are available on the [Business Partner](#) page. If you have any copies of the old templates saved, please replace, as we no longer accept the old templates.

Best practices for sharing customer info

Continuity of care for our customers is important, but there are limitations to how ICBC can facilitate sharing customers’ medical information.

To support our customers in receiving collaborative care across their health care team, we would like to remind health care providers that:





- where customer consent has been obtained through your normal intake process, or as a standalone process, reports may be shared with the customer's broader health care team at the same time as you send them to ICBC.
- ICBC cannot share a customer's medical information, including copies of ICBC reports, without the customer's explicit consent. This occurs only on a case-by-case basis.
- ICBC can provide a customer with a copy of their own medical information, including copies of ICBC reports, upon request.

It's important to review your College and/or Association guidelines to ensure your processes adhere to the standards for your profession.

New info added to treatment plan page about extending discharge date

Information has been added to the [Treatment Plan section](#) of the Business Partner page to clarify the process for extending discharge dates.

- When entering the number of recommended treatments to discharge, do not include any sessions remaining from previous treatment plans. If sessions were not used within the treatment plan timeframe and an extension is requested and/or additional sessions needed, submit a new treatment plan and include information on why the sessions were not used as expected.
- Note: If sessions remain but the end date is reached, a new end date is needed to use the remaining sessions and a new treatment plan must be submitted for approval.

Health Care Provider PINs reset April 1

All registered Health Care Provider PINs are reset every six months, on April 1 and October 1. If you've used your PIN to log into the Health Care Provider Portal (HCPP) in the last six months, you'll receive a new PIN sent to your PIN management email address. Any ad-hoc PIN resets will not change these scheduled resets (i.e. if a PIN is reset on March 27, it will be reset again on April 1).

To access the HCPP, you need your vendor number and a six-digit PIN, issued by us. The HCPP and the Health Care Provider Invoicing and Reporting application can be accessed through the [Invoicing and Reporting page](#) on the Health Services site.

OT Personal Care Assistance (PCA) Assessment report examples

To see the level of detail we need in a PCA Assessment report, check out the examples recently posted on the [OT business partner page](#).

Occupational Therapy Performance Standards extension

The current Occupational Therapist Agreement expires on February 14, 2023. We'd like to continue working with you and have extended the current term of the Performance Standards to August 14, 2023, or as may be otherwise communicated. Please see the [notification](#) for more details.





Occupational Therapists

ICBC customers who obtain medical equipment through the Red Cross Health Equipment Loan Program by their community hospital discharge team must understand the agreement is between them and the hospital and the equipment must be returned as soon as practicably possible. ICBC Recovery Specialists will coordinate with the Occupational Therapist, the customer, and the medical equipment service provider (on contract with the [Mobility Devices and Durable Medical Equipment - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/health/health_services/long_term_care_services/mobility_devices_and_durable_medical_equipment)) to ensure the customer receives the medical equipment they require in accordance with the ICBC Medical Equipment Strategic Sourcing Program.

