

Fall updates and news

New templates for progress reports coming soon

We've heard your feedback and have been working closely with the Associations to redesign the progress report templates for Physiotherapy, Kinesiology and Chiropractic. The new templates include drop-down menus, check boxes and pop-up boxes, reducing the need for open text boxes and hopefully reducing the amount of time required to complete. The new templates will be available on the [Business Partner](#) page on **November 15** and will replace the old templates. If you have any copies of the old templates saved, please replace, as we will no longer accept the old templates after January 1, 2023. Thanks to PABC, BCAA and BCCA for all your input and feedback to make this change happen!

New template for treatment plans in the works

Again, we've heard your feedback and have initiated the process to re-design the treatment plan template. Although we are in the early stages of this work, we're excited to share that it has started and will communicate updates as they become available.

Initiating care after the early access period

If you start seeing a new client after their early access period has ended (12 weeks after the date of the crash), here are the steps to initiate care:

- 1) Contact the recovery specialist by phone or email to obtain approval for one to two treatments so you can assess the new client's injuries.
- 2) If the initial assessment funding request is approved:
 - a) Conduct the initial assessment.
 - b) Submit an initial report, if applicable. Only Counsellors and Psychologists are required to submit an initial report if their client's crash was on or after May 1, 2021.
 - c) Counsellors, Chiropractors, Kinesiologists, Physiotherapists and Psychologists are required to submit an initial report if their client's crash was on April 30, 2021 or earlier.
 - d) Submit an invoice for the initial assessment (and report, if applicable).
- 3) If additional treatment is recommended, submit a full treatment plan via HCPIR/HCPP. If, in your assessment, you identify information the recovery specialist should be aware of, you are encouraged to request a conversation with the recovery specialist.

Occupational Therapists reminders

Our treatment plan forms help our staff make faster funding decisions. Please submit your treatment plan form through the Health Care Provider Portal. For details, refer to [Section 7.4 Occupational therapy performance standards - Treatment Plan Form](#).

When an OT is recommending and/or procuring medical equipment, the purchase must be made through the Mobility Devices and Durable Medical Equipment Master Standing Agreement (MSA). For details, [Section 9 Occupational therapy performance standards - Equipment](#) and [Mobility Devices and Durable Medical Equipment, MSA](#)





Vendor number application process

We're making some big changes to the Health Care Vendor Application process to improve and simplify the process for you.

Further details will be posted on the [ICBC Health Services Business Partner's webpage](#) in November. Stay tuned for upcoming announcements.

Early access period reminders

As part of Enhanced Care, customers have immediate access to treatment from a variety of health care providers in their first 12 weeks after a crash once they report the claim to ICBC and get their claim number. These pre-approved sessions are valid only during the first 12 weeks after their crash and if additional treatment is required after that date, the health care provider must submit a treatment plan outlining the functional limitations and the plan to help the client achieve their goals.

Health Care Inquiry Unit – for health care providers only

The Health Care Inquiry Unit (HCIU) is designed to provide support to you. If your client needs to contact ICBC, they should contact their Claims Representative directly. Please do not share the HCIU's contact information with your clients as this team is focused on helping you.

When contacting the HCIU for assistance, please remember to include your ICBC vendor number to help our team serve you faster. If your enquiry is regarding an HCPIR/HCPP submission, please also include the submission reference number.

Claims Vendor Inquiry Unit

The Claims Vendor Inquiry Unit (CVIU) assists with financially related inquiries. They communicate via email due to the financial/confidential nature of the information being communicated. When inquiring on multiple invoices, please use the [multiple invoices sheet](#) found under "Contact Us" on the [Business Partners](#) page.

