

REGISTERED CARE ADVISOR

Information Guide

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This document is based on the regulations made under the *Insurance (Vehicle) Act*. View full details [here](#).

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DESCRIPTION

A Registered Care Advisor (RCA) is a physician who is engaged as an expedited medical consultant for physicians who refer patients involved in motor vehicle accidents. RCAs provide a consultation on diagnosis and treatment plans when:

- (a) the physician is unable to make a clear diagnosis
- (b) the patient is not recovering as expected by the physician, or
- (c) there are factors complicating the patient's recovery from the injury.

RCA services should not be confused with Independent Medical Evaluations (IMEs). The purpose of RCA services is to support the referring physician, should a consultation be deemed clinically warranted. RCA services are not mandatory, but the referring physician may refer any time up to 90 calendar days after the date of the accident that caused the injuries.

The types of injuries an RCA may advise on could include an abrasion, a concussion, a contusion, a laceration, a pain syndrome, a psychological condition, a sprain, a strain, a TMJ disorder, a WAD injury.

Responsibilities

Section 11 of the *Minor Injury Regulation* made under the *Insurance (Vehicle) Act* states that if an RCA accepts a referral they must:

- Assess the patient's injury within 15 business days after the date of the referral
- Consult with the referring physician as necessary
- Produce a written report that provides advice to the referring physician about the diagnosis or treatment of the patient's injury, and
- Provide the report to the patient's referring physician within 10 business days after the date of the RCA assessment.

Note: Physicians and RCAs work with the patient, independent of ICBC.

Restrictions

If an RCA accepts a referral they must not:

- Be the referring physician, or
- Deliver the treatment to the patient as recommended in the RCA report*

*In compliance with regulation, the intent of the RCA is to provide an opinion on a diagnosis or care plan to maximize recovery and assist the patient towards functional restoration. The RCA is not intended to deliver recommended treatment. However, there may be rare instances where a defined and specific treatment may be warranted in the best interest of the patient. Extenuating circumstances that may justify an exception can include barriers to access to treatment due to geographical limitations. Exception approval must be granted by ICBC prior to the delivery of treatment to ensure payment.

REGISTRATION

Who Should Register?

Physicians who are passionate about sharing their knowledge and expertise to support their peers are excellent candidates for the RCA Register. Physicians are particularly suited for this role if they have experience with any of the following:

- musculoskeletal injuries
- acute and chronic pain
- psychological and psychosocial injuries and issues, or
- occupational medicine

These physicians may be Family Physicians or physicians who have experience in addiction and sport medicine, or specialties such as pain medicine, otolaryngology, psychiatry, orthopedic surgery, rheumatology, occupational medicine, psychiatry, among others.

Requirements for Registration

The following are requirements and qualifications for physicians to be registered as RCAs, as specified by regulations made under the *Insurance (Vehicle) Act*:

- (a) must be a registrant in good standing with the College of Physicians and Surgeons of BC (the College) and registered in the full class of registration;
- (b) must be current for clinical practice;
- (c) must provide a declaration to the College
- (d) must be registered in the Registered Care Advisor register.

Note: RCA services are intended for patients whom have an injury as defined in regulations made under the *Insurance (Vehicle) Act*, such as an abrasion, a concussion, a contusion, a laceration, a pain syndrome, a psychological condition, a sprain, a strain, a TMJ disorder, a WAD injury.

Regulation for Registration

The registration procedures for RCAs, as defined in regulations made under the *Insurance (Vehicle) Act*, are as follows:

- (1) In order for a physician to be registered as an RCA in the register, the physician must provide the College with a declaration
 - (a) of the physician's intent to be an RCA,
 - (b) that the physician is current for clinical practice,
 - (c) of the physician's class of registration issued by the College, and the physician's specialty is, if applicable,
 - (d) that the physician is knowledgeable in evidence-informed practice with specific competencies in the assessment and treatment of
 - (i) musculoskeletal injuries,
 - (ii) acute and chronic pain, or
 - (iii) mental health issues and other psychosocial issues, and

- (e) of the physician's business address and business telephone number that the physician wants to have included in the register
- (2) After the initial declaration is provided under subsection (1), a physician must provide the College with an annual declaration
- (a) of the physician's intent to continue to be an RCA, and
 - (b) of the matters described in subsection (1)(b) to (e).
- (3) The College may provide to the Ministry of the Attorney General:
- (a) the information in a declaration provided by a physician to the College under subsection (1) or (2);
 - (b) confirmation whether or not the physician is a registrant in good standing and registered in the full class of registration;
 - (c) notice if a physician is no longer a registrant in good standing with the College, if applicable.

If a physician would like to register as an RCA after licence renewal or outside the licence renewal period, the physician must contact the College directly.

Maintaining the Register

The RCA register is maintained in the following way:

- The Ministry establishes a roster of RCA physicians who have registered with the College of Physicians and Surgeons of BC.
- ICBC publishes the roster of RCA's, available for physicians to access.

How to Apply as a Registered Care Advisor

Physicians can apply to become RCAs through the College's Annual Licence Renewal Process between January 1 and February 28 of each year. Following the Annual Licence Renewal Process, physicians wishing to apply to become RCAs or physicians wishing to have their names removed from the register should contact the College directly.

REFERRAL TO A REGISTERED CARE ADVISOR

A physician whose patient has suffered an injury in a motor vehicle accident may consider, at any time within 90 days of the accident that caused the injury, referring the patient to an RCA if:

- (a) the physician is unable to make a clear diagnosis
- (b) the patient is not recovering as expected by the physician, or
- (c) there are factors complicating the patient's recovery from the injury.

If, after the initial RCA assessment and report, the referring physician is still not able to make a clear diagnosis, the patient is still not recovering as expected, or there are other factors complicating the patient's recovery, the referring physician may refer the patient to the same or to a different RCA at any time up to nine months following the date of the accident which caused the injuries.

Important: This process is initiated by the initial referring physician in consultation with the patient. The patient’s care and the RCA process is managed by the patient’s referring physician. ICBC has no involvement in directing patients or physicians to initiate an RCA referral, or in directing treatments.

Invoicing and Payment

RCAs must submit their invoices to the **ICBC Document Capture Facility** via fax or regular mail with the following:

- ✓ claim number
- ✓ patient’s full name
- ✓ Personal Health Number (PHN)

Submission Information	
Fax	1-877-686-4222
Mailing Address	PO Box 2121, STN Terminal Vancouver BC V6B 0L6

RCAs are to prepare invoices using the following line items*

Type of Visit	Line Item Description	Fee Limit
Initial **	“Initial registered care advisor assessment and report”	\$389
Follow-Up (if required)	“Follow-up registered care advisor assessment”	\$123

*Based on Table 2 of Schedule 3.1 of the *Insurance (Vehicle) Regulation*

**Includes first referral appointment within 90 days and the second referral appointment within 9 months of the date of the accident causing the injury

NOTES:

- A. Follow up sessions are for one of the following instances, where:
 - imaging is required and a report addendum is prepared and provided to the referring physician, or
 - incomplete medical information is obtained during the initial RCA assessment and a subsequent visit to complete the assessment is required
- B. ICBC covers the RCA’s initial assessment and follow up assessment fee.
- C. ICBC will pay the RCA physician for the first missed appointment or appointment cancelled within 24 hours of the appointment time, and the clinic/physician’s no show and cancellation policies apply for subsequent missed RCA appointments or appointments cancelled within 24 hours of the appointment time.
- D. These fees are included as part of the regulations made under the *Insurance (Vehicle) Act* and are reviewed annually.

Reporting

The RCA is required to produce a written report that provides advice to the referring physician about the diagnosis or treatment of the patient's injury within 10 days after the date of the RCA assessment.

A written report is typically one that identifies:

- ✓ Injuries
- ✓ Any diagnostic investigation
- ✓ Prognosis, and
- ✓ Recommended treatments

Reports are generally organized into the following headings:

- ✓ Pertinent history
- ✓ Subjective findings
- ✓ Objective findings
- ✓ Diagnosis & prognosis
- ✓ Medical recommendations (as applicable)
- ✓ Treatment recommendations (as applicable)
- ✓ Outcome measures (as applicable)

If, based on the initial assessment of the RCA, further medical investigations are required, the RCA may provide an addendum to the initial report. The RCA may also book a follow-up appointment with the patient, as necessary (i.e. to review the diagnostic investigation, when imaging is required or when the initial assessment is incomplete).

Process

The following table outlines the RCA referral steps between the physician, patient, MOAs, and RCAs:

Step	Role	Description
1	Referring Physician	- If a reassessment of a patient's injuries is being conducted within 90 calendar days following the date of incident, the referring physician may decide to refer the patient to an RCA if <ul style="list-style-type: none"> (a) the physician is unable to make a clear diagnosis (b) the patient is not recovering as expected by the physician, or (c) there are factors complicating the patient's recovery from the injury.
2	Patient	- May choose an RCA, or one recommended by their physician
3	Physician's MOA	- Transmits patient referral for the RCA of choice
4	RCA's MOA	- Receives RCA referral - Schedules appointment for patient within 15 business days of referral
5	Patient	- If agreeing, meets with chosen RCA for assessment within 15 business days of referral
6	RCA	- Conducts assessment within 15 business days of referral - Decides whether imaging or additional information is required - Submits invoice to ICBC for assessment time - Submits report to referring physician within 10 business days of the appointment
7	RCA's MOA	- If necessary, schedules a follow up appointment to the initial assessment - If necessary, schedule diagnostic investigation
8	RCA	- If necessary, conducts a follow up appointment to the initial assessment - Completes the addendum (if necessary) and submits to the physician - Submits invoice to ICBC for follow up appointment

		Note: The assessment fee is included as part of the regulations made under the <i>Insurance (Vehicle) Act</i> and are updated annually.
9	Referring Physician	- If necessary, follows up with RCA to discuss the report and recommendations - Requests patient to visit to discuss RCA report and review treatment plan
10	Patient	- Discusses RCA report and treatment plan with physician - May request advance funding for treatment

CONTACTS

If you have additional questions or require further information, please refer to the following groups based on the type of question you have:

Role of the College of Physicians and Surgeons of BC

The role of the College is to provide a method for physicians to register as a Registered Care Advisor. The College verifies the qualifications and training of applicants and prepares the roster of successful applicants. Questions pertaining to registration and requirements may be directed to the College.

Role of Doctors of BC

The role of Doctors of BC is to act on behalf of physicians to liaise with ICBC on fees, process, invoicing and reporting.

Role of ICBC

The role of ICBC is to provide the information about this program through our [Business partner page](#) in response to the regulations made under the *Insurance (Vehicle) Act*, and to pay for the services of an RCA in accordance with these regulations.