



Enhanced Care turns **ONE** – thank you for your support this past year!

Enhanced Care

It's been one year since we launched Enhanced Care – the biggest transformation in our history. It's been quite the journey and we couldn't have done it without your support. Has everything gone smoothly? No, not always. Is there room for improvement? Yes, of course. As with any major transformation, there are growing pains, unexpected outcomes and opportunities to explore. Let's take a look at a few successes, what the data is saying, course corrections we've made so far and future plans.

Success

- Early Access Period allows customers to quickly access the care they need after a crash
- Injury Recovery Design Panel of healthcare and disability experts help guide the development of Enhanced Care
- Clinical Advisory Group of medical and clinical experts provide their insights to ICBC's recovery specialists when inquiries or challenges with a claim arise
- Ongoing training for staff
- PainBC curriculum developed

Data

We know the pandemic in 2020 greatly impacted driving behaviour so we aren't comparing any data to that year as it wouldn't be a realistic comparison. Instead, we looked at May 1, 2019 to Feb 1, 2020 (pre-pandemic) and compared it to May 1, 2021 to Feb 1, 2022 (the most recent data we have available).

Based on this time frame, injury claims are **down 15** per cent but overall treatment counts for counsellors are **up 78** per cent!

Course Corrections

As challenges arose over this past year with Enhanced Care customers, we quickly looked for solutions. In the case of how long it was taking for us to connect with customers and review treatment plans, we knew we weren't meeting our set standards and pulled together to improve those times:

- First contact with the customer once a claim is open went from **28** per cent in October receiving their first call within **five** days, to **77.5** per cent in February.
- Time to review treatment plans went from **81.6** per cent in November being reviewing within **10** days, to **98.7** per cent in February.

Future Plans

Thanks to those of you who took the time to complete our Enhanced Care survey in January. We value your feedback and are taking the time to closely unpack the issues raised and develop action plans for next steps. We'll be sharing those thoughts shortly.





Social Workers providing counselling services

Social workers with an ICBC vendor number must invoice for counselling services using the [Manual billing and document submission](#). Social workers cannot use the HCPIR/HCPP due to tax implications.

Submit reports to counselling@icbc.com.

Submit treatment plans to counselling@icbc.com or via HCPIR/HCPP.

