



Spring is here so we thought it would be a great time to share a few tips and reminders!

Enhanced Care Customer Report

Have you seen our new Enhanced Care Customer Report? It contains stats, quotes and highlights on how things are going so far for our customers under Enhanced Care.

Annual Increase to Fees

Each year, ICBC adjusts the fees and benefit limits outlined in *Regulation*, based on the Consumer Price Index. The fees apply to health care services administered on or after April 1, 2022.

The increased fees will be posted in the [ICBC Fee Guide for Health Care Providers](#) on April 1, 2022.

Type of Practitioner	Assessment Visit	Standard Treatment Fee <i>(treatment date between April 1, 2022 & March 31, 2023)</i>
Acupuncturist	\$111	\$94
Chiropractor	\$102	\$56
Counsellor	\$223 (with initial report)	\$127
Kinesiologist	\$104	\$83
Physiotherapist	\$133	\$84
Psychologist	\$361 (with initial report)	\$207
Registered Massage Therapist	\$113	\$85

Occupational Therapist rate \$119 per hour.

Treatment Plans

Submit treatment plans one to two weeks prior to the end date of pre-approved treatments to ensure continuity of care. Invoices submitted beyond the end date without approval will be rejected.





ICBC Trademarks and Endorsements

To help ensure all health care providers are treated equally and fairly, we'd like to clarify the use of ICBC Trademarks and to note ICBC does not endorse or approve individual clinics or specific treatments.

Use of ICBC Trademarks:

You **may** use the "ICBC" (word) trademark in describing the elements of your services, like in the examples below:

- "We can submit bills directly to ICBC"
- "We provide treatment to people insured by ICBC"
- "We provide active rehab services to people insured by ICBC"

You may **not** however use the "ICBC" (word) trademark as part of a service category or name, like in the examples below:

- "ICBC Active Rehab"
- "ICBC Counselling"
- "ICBC Kinesiology"

To avoid confusion, ICBC also does **not** allow our (logo) trademark to be used on a health care provider's website:



Endorsements by ICBC

ICBC cannot direct care. To ensure our business partners are treated equally and fairly, ICBC does not endorse or approve clinics or treatments.

For example, if you have a vendor number and are approved for direct billing, this does **not** mean your clinic or treatments are "ICBC approved".

What's a Care Plan Meeting?

You may be asked to participate in a care plan meeting – here's what that means. Care plan meetings are organized by ICBC to provide an opportunity for all health care providers to share information, address concerns and collaborate on appropriate next steps in the client's recovery plan. The recovery specialist uses the care plan meeting to provide support to the customer by collaborating with their treatment practitioners to resolve recovery barriers and realign expectations in the return to function plan. This is a paid activity and the fees are outlined in our [Fee Guide](#).

Submitting Invoices and Reports Electronically

In the next few months, we'll be contacting health care providers to encourage them to use the Health Care Provider Portal (HCPP) to submit invoices and reports. We'll help answer any questions you have and emphasize the benefits, such as:

- Auto-populate customer information (e.g., customer name, personal health number)
- View the status of invoice submissions
- View the status of your payments from ICBC

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.