

Restoring Health Care Services General FAQ

Restrictions around health care services have been eased as of May 19, 2020, as described in an [update](#) from the Provincial Health Officer. Health care providers are expected to adhere to government and college guidelines on resuming in-person care. Unregulated health care providers should refer to government and association guidelines, in the absence of a college.

It is the health care provider's responsibility to ensure the client is aware of and accepts the risks associated with attending in-person treatment as the health care provider is best positioned to determine the urgency, need for, and appropriateness of in-person care for the client.

1. Is separate approval required to transition a client from telehealth to in-person sessions?

If you have ICBC approval for treatment, please continue to treat your clients according to the provincial government and your college guidelines. In the absence of a college, please adhere to your association's guidelines.

Separate approval is not required if you are transitioning a client from telehealth to in-person sessions.

2. Is separate approval required to resume in-person sessions for acupuncture and massage therapy?

If you have ICBC approval for treatment, or if your client is within the pre-authorized period of treatment, please resume treating your clients according to the provincial government and your college guidelines.

Please refer to the *Treatment initiation or extension request* section of the Health Services [Invoicing and Reporting](#) page for further information on requesting treatment extensions.

3. How will treatment end dates be handled for recently approved treatment extensions?

Where treatment delays or interruptions due to COVID-19 have impacted recovery outcomes, treatment can be extended following the standard treatment extension request processes outlined on the Health Services [Invoicing and Reporting](#) page.

Note: Response times may be longer than usual during the restoration period. Please follow up with the Health Care Inquiry Unit, Claims or Recovery Specialist if you have not had a response to your request in 10 business days.

4. Does ICBC fund the cost of PPE for health care providers or clients?

No, it is the health care provider's responsibility to ensure that necessary in-person care is being provided in a safe manner that is in adherence to provincial government and college guidelines. In the absence of a college, the health care provider is expected to adhere to provincial government and their association's guidelines on resuming in-person care. Health care providers should inform their clients that any fees in excess of the regulated rates will not be reimbursed by ICBC.

5. Does ICBC reimburse health care providers and clinics for the cost of implementing the appropriate infection control processes?

No, it is the health care provider's responsibility to ensure that necessary in-person care is being provided in a safe manner that is in adherence to provincial government and college guidelines. In the absence of a college, the health care provider is expected to adhere to provincial government and their association's guidelines on resuming in-person care. Health care providers should inform their clients that any fees in excess of the regulated rates will not be reimbursed by ICBC.