



It's that time of year when we reflect on the past and look forward to the New Year. We'd like to take this opportunity to say 'thank you' for your continued support in helping British Columbians in their recovery and in helping evolve Enhanced Care.

We wish you all the best for the holiday season and for the upcoming New Year!

Health Care Inquiry Unit Holiday Hours

The Health Care Inquiry Unit (HCIU) will be closed December 26, 27 and January 2. Otherwise, they're available to assist you Monday to Friday from 8:30am to 4pm.

New templates for chiropractic, physiotherapy and kinesiology progress reports available Dec 5

The new progress report templates will be available on the [Business Partner](#) page starting December 5 and 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. If you have any copies of the old templates saved, please replace, as we will **no longer accept the old templates after December 31, 2022**. Thanks again to BCCA, BCAA and PABC for your input and feedback to make this change happen!

Change coming to invoice processing Jan 14

We've noticed some health care providers submit invoices for treatment that falls outside the approved number of treatments or after the approval end date. These invoices are automatically rejected in our system however, the vendor may not immediately receive a notice and need to follow up to determine





why the invoice wasn't paid and our claims staff will need to understand why treatment was invoiced when there was no approval.

To solve this communication challenge, a warning message will soon display to vendors if one or more treatments on the invoice does not fit within the approved volume of treatments or treatment end date.

A "soft launch" of this change will begin January 14, 2023. You will be able to bypass the message and continue with your submission for a short period of transition but going forward you will not be able to continue with your invoice submission unless a treatment plan is also attached.

If you recently submitted an updated treatment plan but haven't received approval yet, you will be able to continue with the submission.

For any questions about treatment plans, you'll find more information on the [Business Partner](#) page. For questions about the Healthcare Provider Portal or HCPIR please contact the [Health Care Inquiry Unit](#).

New vendor number application process coming in New Year

We're making some big changes to the Health Care Vendor Application process to improve and simplify the process for you. These changes include moving to "Smart Forms", which streamlines the process, allows you to save information as you go along, and ensures you have completed each section before hitting submit – reducing the volume of incomplete applications and resulting wait times for review and approval.

The new forms will be launched late-January and will be available for anyone applying for a new vendor number or adding a new practitioner to an existing vendor number.

More information, including FAQs will be available on the [Business Partners](#) page later in January.

New template for treatment plans in the works

We've heard your feedback and have started the process to re-design the treatment plan template. We're working closely with your associations to develop a template that is easier for health care providers to complete, while still providing the information we need to make insurance funding decisions. This new version will be ready by Spring 2023 – stay tuned for further updates.

Update ICBC when you switch clinics

It's important to let us know if you leave a clinic so we can remove you from their vendor number. This protects you from potential fraud in case someone tries to bill under your name/number. Send an email to BIProviderapp@icbc.com with the details of your move.

