

Introducing Enhanced Care

Coming May 2021, Enhanced Care will provide British Columbians with access to significantly better care and recovery benefits if they're injured in a crash. In particular, Enhanced Care provides extended recovery benefits for those who sustain injuries that significantly impact their lives.



With Enhanced Care you may notice some changes in your day-to-day business when treating ICBC customers for their injuries such as the ability to view invoice and payment details and changes to the type of information ICBC asks for you to share. We are focused on continuing to improve your overall experience when treating an ICBC customer through more customer-centric, communicative, and collaborative ways.

To help guide ICBC in getting the right level of information about Enhanced Care to you, the way you want it, please provide your feedback through this 3 minute [survey](#). This will help ICBC understand how best to keep you informed about the changes as we move towards Enhanced Care.

Update to Health Services Partner Page

Over the next few months, you will see ongoing updates to the Health Services Partners site as ICBC moves towards Enhanced Care. This includes updated information, resources, training materials, and more to support you with what they need for May 1, 2021.



You will find a "[What's new for you](#)" document which provides details about the key elements of Enhanced Care. ICBC will keep this document up to date as common questions arise about Enhanced Care.

New Health Care Provider Portal

The new Health Care Provider Portal will be available on **March 7, 2021**.

ICBC heard from you that a more robust vendor portal would be beneficial. When you log into the authenticated Health Care Provider Portal you will be able to:



- Submit invoices, reports and treatment plans that are automatically populated with customer information (such as legal first and last name and Personal Health Number)
- View and track the status of invoices submitted to ICBC
- View payment history

More information about the Health Care Provider Portal will be communicated closer to the date including training material to support you and your staff.

Consultation Overview

Between February and September 2020, more than 40 meetings with members of the health care and disability advocacy community were conducted. Participants were consulted on the proposed Enhanced Care accident benefits and elements of business design, ways of working, and perspectives on a wide range of considerations relating to Enhanced Care.



ICBC is grateful for the considerable time and effort made by all participants to ensure that Enhanced Care delivers the best possible care and support for British Columbians injured in a crash.

Quick Links



[Health Services Partner Page](#)



[ICBC.com/2021](#)



[What's new for you document](#)



[Support and Resources](#)