

## Moving to Enhanced Care

ICBC is creating an Enhanced Care model that enables customers to achieve recovery through quality care and that delivers the greatest value to British Columbians, which comes into effect on May 01, 2021. The new model is influenced by the following guiding principles:

-  Fund evidence-informed care that is necessary, medically advisable, and follows best-practices.
-  Use function-based outcomes to support a customer's recovery.
-  Provide seamless and timely access to care through proactive case management.
-  Customize the level of intervention and involvement to the unique needs of the customer.
-  Collaborate with physicians and health care providers towards the unified goal of a customer's recovery.

## Enhanced Care Webinars

To learn more about the new Enhanced Care model and what this means for health care providers, ICBC will be hosting a series of webinars for health care providers and office administrators in the second half of February. Along with an overview of the model, the webinars will also cover information on the new portal, updates to reporting requirements, and the addition of treatment plans. To ensure that we can accommodate everyone interested, we encourage you to sign up as soon as possible.

### Enhanced Care for Health Care Providers Option 1

**Date:** Tues, Feb 16, 2021

**Time:** 8:00 – 9:00AM

**Registration:** [Click here to register](#)

### Enhanced Care for Health Care Providers Option 2

**Date:** Tues, Feb 23, 2021

**Time:** 5:00 – 6:00PM

**Registration:** [Click here to register](#)

### Enhanced Care for Occupational Therapists

**Date:** Wed, Feb 17, 2021

**Time:** 3:00 – 4:00PM

**Registration:** [Click here to register](#)

### Enhanced Care for Administrators Option 1

**Date:** Thurs, Feb 18, 2021

**Time:** 8:00 – 9:00AM

**Registration:** [Click here to register](#)

### Enhanced Care for Administrators Option 2

**Date:** Thurs, Feb 25, 2021

**Time:** 12:00 – 1:00PM

**Registration:** [Click here to register](#)

## New Health Care Provider Portal

ICBC will be launching a new Health Care Provider Portal on **March 07, 2021**, which will provide health care providers with new functionality and a comprehensive view of their account with ICBC in a secure environment.

### How do I access the Health Care Provider Portal?

From March 07, 2021 onwards, users can launch the Health Care Provider Portal through our Health Services Partners site. To access the Health Care Provider Portal, users will need to enter their vendor number and a six-digit personal identification number (PIN), which will be sent by ICBC.

- If you are signed up for direct deposit, you'll receive an *email* with your unique PIN in the beginning of March.
- Those who have not signed up for direct deposit will receive their PIN through the *mail* in the beginning of March.

If you do not have a vendor number, you can apply through the [Health Services Partners site](#).

### What about the Health Care Provider Invoicing & Reporting (HCPIR) application?

The existing HCPIR application will still be available for those who wish to continue using it, and there will be no change to how you access the application. However, you will see enhancements reflected in the HCPIR application, such as the ability to submit treatment plans directly to ICBC.

### Recommended Reading



[Health Services Partner Page](#)



[Enhanced Care FAQ](#)



[Health Care Provider Portal](#)



[Using the Portal PIN \(Video\)](#)