

Enhanced Care is here – what’s next?

We are pleased to announce that on May 1, 2021, ICBC launched Enhanced Care coverage. This new care-based insurance model provides British Columbians who have been injured in a crash on or after May 1, 2021 with access to the care they need, for as long as they need it.

This will be the last of our monthly Enhanced Care newsletters, and we will be moving towards operational updates on an as-needed basis. To conclude this newsletter series, we want to highlight some key resources for those wanting to learn more.

Highlighted Enhanced Care Resources

1. [Enhanced Care Guiding Principles](#)

Learn about our guiding principles, which support our decision making and interactions with health care providers and customers.

2. [Webinar recordings](#)

Check out our discipline-specific session recordings.

3. [Enhanced Care FAQ](#)

Refreshed with commonly asked questions.

4. [How to Initiate Care with ICBC](#)

Processes for how each discipline initiates care.

5. [Example treatment plan forms](#)

Helpful tips for filling out treatment plan forms. **Note:** *Treatment plans are not applicable for Occupational Therapists.*



How to contact ICBC

Our Health Services site has been refreshed with new assets and helpful resources. If you’ve taken a look and still have questions, you may reach us in two ways:



Health Care Inquiry Unit (HCIU)

Ask us billing and invoicing, claim information, treatment plans and more.

Email: HealthCareInquiry@icbc.com

Hours: Monday to Friday, 8:30AM – 4PM PT

Lower Mainland: 604-587-7150

Toll-free: 1-888-717-7150



Claims Vendor Inquiry Unit (CVIU)

Ask us specific payment inquiries or submission errors.

Email: claimsvendorinquiry@icbc.com

Response time is within 4 business days.

Recommended Reading



[Health Services Partner Page](#)



[Your Guide to Enhanced Accident Benefits](#)



[Enhanced Care Website](#)



[Using the Health Care Provider Portal \(video\)](#)