

ONGOING SUPPORT FOR THOSE WHO NEED IT

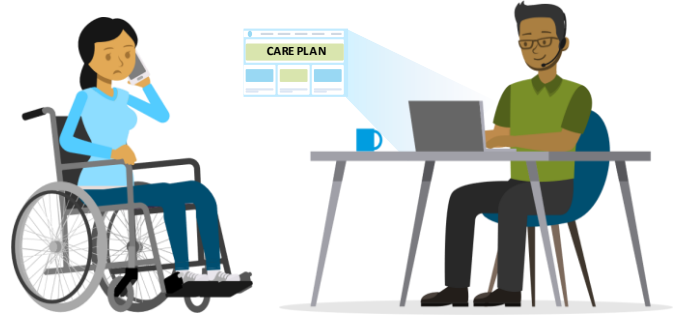


ICBC is moving to a care-based insurance model

Enhanced Care coverage will ensure that anyone injured in a crash on or after May 1, 2021 has access to the care they need for as long as they need it.

i How will ICBC support seriously injured customers?

Our Recovery Specialists will work with customers and their care teams to **identify tailored Care Plan goals.**



On an **ongoing basis** customers will be **supported to achieve the goals** identified in their Care Plans.

✓ Alert to customer needs



Customers will get **frequent communication when they need it** and **less** when they don't.

✓ Total wellness



All **aspects of wellness will be considered** in injury assessments and Care Plans .

✓ Lifetime care

The **Long Term Claims** team will ensure that **customers continue to receive benefits** if they need lifetime care.



✓ Uninterrupted support



Every effort will be made to make sure customers are **supported by ICBC every step of the way.**

✓ Out of Province Team



Customers who live outside BC will be supported by the **Out of Province Claims Team.**



More Information

For Further information visit the Disability Advocacy webpage or check out the Enhanced Care FAQ

- ✓ [Disability Advocacy webpage](#)
- ✓ [Enhanced Care FAQ](#)