

Enhanced Care is here for you



Care and coverage

If you're hurt in a crash, ICBC will help you get the care and recovery benefits you need, for as long as you need them under our new care-based model called Enhanced Care. No matter who is at fault, all B.C. residents are eligible to receive ICBC's Enhanced Accident Benefits.

- Your ICBC support and recovery specialist will explain what benefits are available to you.
- Your health care team will determine and lead your care. They will ask you for consent to share information with ICBC. Doing so helps your recovery specialist ensure you get the benefits you need to support your recovery.
- If the crash injured you while you were working, report your claim to WorkSafeBC. Learn more at worksafebc.com/claims.

Some of your benefits

ICBC's Enhanced Accident Benefits provide access to all the medical and rehabilitation care you need, with no overall limit.



Treatments like physiotherapy, chiropractic care, dental care and counselling.



If you're a caregiver, we'll pay a set amount for a replacement caregiver while you recover.



If you can't work because of the crash, you'll get 90% of your net income up to a maximum of \$100,000 gross annual income. This starts eight days after the crash.



If you need personal care for daily activities like bathing and housekeeping, we'll help pay for that care.

Reporting your claim

Once you report your insurance claim to us, a support and recovery specialist will contact you within a week. You can report your claim:



Online at icbc.com/claims



By calling 604-520-8222 (Lower Mainland) or 1-800-910-4222 (toll-free)

What you need to report your claim:

- The licence plate number of each vehicle involved
- The driver's licence number of each driver involved
- Insurance information for any vehicles not insured by ICBC

We're available to answer your questions and guide you through your claim from start to finish.

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Pre-approved treatments



Treatments you can get now

Under Enhanced Care, all B.C. residents who are injured in a crash can immediately access health-care providers without needing a referral. We'll automatically cover the cost of these treatments for 12 weeks after the crash, up to the following limits:

Health-care provider:	Number of pre-approved treatments:
Acupuncturist	12
Chiropractor	25
Clinical counsellor	12
Kinesiologist	12
Physiotherapist	25
Psychologist	12
Registered massage therapist	12

These health-care providers may bill ICBC directly. If your care provider doesn't bill us directly, you can send us the receipt for reimbursement.

Please note that some fees might exceed amounts we cover. Other insurance coverage, such as with your employer, may cover the difference.

Getting treatments after 12 weeks

If you require additional treatments beyond 12 weeks after the crash, we'll work with your health-care provider to support your ongoing recovery. You can always discuss your treatment and recovery progress with your ICBC support and recovery specialist.