

Getting support for an ICBC customer

ICBC Accident Benefits cover medical and recovery costs for all British Columbians injured in a crash - whether they were responsible for the crash or not. The benefits and benefit limits available to ICBC **will vary depending on the date that the crash occurred.**

Date of crash prior to January 1, 2018

ICBC customers injured in a crash **before** January 1, 2018, have access to maximum care and rehabilitation benefits of up to \$150,000.

If you require more information, you can contact the customers' claim representative.

Date of crash between January 1, 2018 and March 31, 2019

In June, 2018, the B.C. Government retroactively doubled the overall limit for medical care and recovery expenses for ICBC customers injured in a crash on or after January 1, 2018.

ICBC customers injured in a crash **between January 1, 2018 and March 31, 2019**, have access to maximum care and rehabilitation benefits of up to \$300,000.

If you require more information you can contact the customers' claim representative.

Date of crash between April 1, 2019 and April 30, 2021

On April 1, 2019, ICBC expanded the list of types of treatments funded for new claims and introduced pre-authorized treatments. In addition, new and improved accident benefits were announced for those who need them.

ICBC customers injured in a crash **between April 1, 2019 and April 30, 2021**, have access to:

- an expanded list of health care providers (most of those have a set number of pre-approved treatments within the first 12 weeks following a car crash)
- new and improved accident benefits
- maximum care and rehabilitation benefits of up to \$300,000

If you require more information you can contact the customers' claim representative.

Find out more about [getting medical care and treatment](#) on icbc.com.

Date of crash on or after May 1, 2021

On May 1, 2021, ICBC launched Enhanced Care coverage. Under Enhanced Care, Enhanced Accident Benefits provide access to medical and rehabilitation care for those who need it, when they need it, for as long as they need it – with no overall limit to the coverage available.

British Columbians injured in a crash **on or after May 1, 2021**, have access to:

- a set number of pre-approved treatments (acupuncture, chiropractic, counselling, kinesiology massage therapy, physiotherapy, and psychology) within the first 12 weeks following a car crash
- new benefits and improved accident benefits such as
 - new types of income replacement benefits for full-time, temporary or part-time earners who cannot continue working because of their injuries
 - home care support, a new benefit called permanent impairment compensation
 - care giver benefit, help returning to work
- no maximum care and rehabilitation benefits

If you require more information you can contact the customers' claim representative.

Find out more about [getting medical care and treatment](#) on icbc.com.

Contact and support

If you have a question or would like to provide feedback related to our programs or policies, you can connect with us by sending an email to: advocacygroupsupport@icbc.com.

Phone

Lower mainland: 604-520-8222

Rest of B.C., Canada and the U.S.A. 1-800-910-4222