

Looking for more information about Enhanced Care? This document answers questions that health care providers may have about Enhanced Care, including what it means for your day-to-day interactions with ICBC and for our customers who have been injured in a crash.

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## Enhanced Care Accident Benefits

### **1. How are accident benefits for customers improved under Enhanced Care?**

Enhanced Care is a whole new way of doing auto insurance in B.C., one that lowers the price of insurance for drivers in our province and provides access to significantly better care and recovery benefits. Under Enhanced Care all British Columbians injured in a crash on or after May 1, 2021 have access to care and treatments for as long as needed.

ICBC will pay substantially higher income-replacement benefits for full-time, temporary or part-time earners who cannot continue working because of their injuries. Customers may also be eligible for other benefits, such as home care support, help returning to work, or a new benefit called permanent impairment compensation.

ICBC will pay for care and treatments for as long as needed. Enhanced Accident Benefits provide access to care for those injured in a crash – with no overall limit to the coverage available.

### **2. Whose responsibility is it to explain what accident benefits are available to the customer?**

Just as it is today, it's the responsibility of ICBC claim representatives to explain what benefits are available to our customers. In fact, the new Legislation will require that ICBC assist each customer with making a claim and ensure that the customer is informed of all of the benefits available.

### **3. Who determines what care is necessary and therefore funded by ICBC?**

ICBC will pay for care and treatments for as long as necessary. Similar to today, ICBC relies on the information provided by our customer's care team to inform continued funding for treatments, equipment, and other benefits.

ICBC claim representatives will coordinate with our customers and each of their health care providers to support their customized recovery plan, using the most up-to-date information to help ensure the best possible recovery outcomes.

ICBC is also committed to building stronger relationships with health care providers, hospitals and other care facilities to ensure it can effectively support rehabilitation plans that reflect what our customers can realistically achieve through treatment, effort and time.

### **4. When can customers access these new benefits?**

Enhanced care benefits are available to customers who have been injured in a crash on or after May 1, 2021. We have a detailed guide on our benefits, which you may access on our [Enhanced Care website](#).



## Early Access Period and Fee Schedule

### **5. Will there be any changes to standard treatment fees?**

Standard treatment rates are staying the same. However, ICBC is committed to ensuring that we are paying the fair market rate for treatments and will continue to index rates to the Consumer Price Index (CPI). Please check your provider specific page for a detailed Fee Guide.

### **6. Are there any changes to pre-authorized period?**

The pre-authorized period has been renamed to the early access period, and our customers will continue to have access to pre-authorized treatments within the first 12 weeks following a crash. There is no requirement for pre-approval from ICBC. Treatments accessed within the 12 week period should be necessary for a customer's recovery, with a focus on reaching functional goals.

The number of pre-approved sessions are detailed on your respective provider page on the Health Services Partners site.

### **7. When does the early access period begin?**

This period refers to the 12 weeks from the date of crash, also known as the early access period.

### **8. How do health care providers request funding to initiate treatment outside of the early access period?**

To learn more about how care is initiated within and outside the early access period, check out our document on [How to Initiate Care with ICBC](#).

## Reporting and Administration

### **9. Will Enhanced Care have new administrative components?**

It is ICBC's intention to reduce the administrative components that health care providers must take on, so the focus can be on supporting our customers. To do this, ICBC has made changes to the reporting requirements, as well as introduced a Health Care Provider Portal to improve health care providers' online experience.

### **10. Will there be any changes to reporting?**

ICBC has made changes to how and when some health care providers must submit reports. Please note that acupuncturists and registered massage therapists do not submit reports.

#### Initial reports

For crashes that occurred before May 1, there will be no change in the initial report process.

For crashes that occur on or after May 1, 2021, initial reports from physiotherapists, kinesiologists, and chiropractors have been discontinued. There will be no anticipated change for counsellors, occupational therapists, physicians and psychologists.



If a report is needed by ICBC to make a funding decision, an ICBC claim representative will contact the health care provider directly to request a progress report.

#### Progress reports

Progress reports have replaced reassessment reports. This change better represents the type of information ICBC is interested in and the information health care providers are providing in the report. Progress reports will continue to be required for chiropractors, counsellors, kinesiologists, physiotherapists, and psychologists, only when requested by an ICBC claim representative.

#### Discharge notification

Discharge notifications will no longer be required.

#### Treatment extensions

As of February 28, 2021, treatment plan forms have replaced extension requests. If a customer requires additional treatment to reach their functional goals, health care providers must submit a treatment plan form to ICBC. Extension requests for additional treatment will no longer be accepted and the HCPIR application has been updated to reflect this change.

You can find more information about treatment plan forms on our Health Services Partners site.

### **11. Are changes being made to the Health Care Provider Invoicing and Reporting (HCPIR) application?**

The Health Care Provider Invoicing and Reporting (HCPIR) application will be updated based on the changes to reporting requirements. Changes to reporting include:

- Addition of treatment plan forms to replace extension requests
- Removal of discharge notifications
- Addition of progress reports to replace reassessment reports
- Removal of initial report line item for chiropractors, kinesiologists, and physiotherapists for crashes occurring on or after May 1, 2021. Please read question 10 for more details on changes to reporting.

Additional information about the changes to reporting can be found in the rest of this section. More information is on the Treatment Plan page on the Health Services Partners site.

Requirements to access the HCPIR application are on the [Vendor Number](#) section of the Health Services Partners site.

To support health care providers in their administrative activities, a new tool – the Health Care Provider Portal – has been available since March 7, 2021. The new Health Care Provider Portal provides an improved online experience for health care providers, and question 14 outlines how you can get access.



## **12. What is the new Health Care Provider Portal?**

We heard from health care providers through consultation that a more robust vendor portal would be beneficial. The new Health Care Provider Portal provides users with a more comprehensive view of their account with ICBC so they can more quickly and easily get essential work done.

Through the authenticated Health Care Provider Portal, health care providers will be able to:

- Submit invoices, reports and treatment plan forms with the benefit of automatically populated customer information (such as legal first and last name and Personal Health Number)
- View and track the status of invoices submitted to ICBC
- View payment history

The Health Care Provider Portal is available to health care providers as of **March 7, 2021**.

## **13. Who has access to the Health Care Provider Portal?**

The following health disciplines and vendor types have access to the Health Care Provider Portal:

- Acupuncturists
- Chiropractors
- Counsellors
- Kinesiologists
- Massage Therapists
- Medical equipment providers
- Nurses
- Occupational Therapists
- Physiotherapists
- Psychologists

## **14. How do I log in to the Health Care Provider Portal?**

The Health Care Provider Portal can be accessed through the Health Services Partners site. To access the Health Care Provider Portal, you'll need your vendor number and personal identification number (PIN). Both your vendor number and PIN will be required to set-up your login credentials, and will be used every time you or your staff log into the portal.

If you were signed up for direct deposit before March 8, 2021, you should have received your unique PIN to the email address associated with your direct deposit. Those who were not signed up for direct deposit before March 8, 2021 should have received their PIN through regular mail. Each vendor number is associated with a unique PIN, so whether you are an individual practitioner or a clinic, if you have a vendor number, a PIN should have been issued accordingly.

If you are new to ICBC, please apply for a vendor number. Once you've been issued a vendor number, you can contact ICBC's Health Care Inquiry Unit to request a PIN.



For support on accessing the Health Care Provider Portal, please see our Invoicing and Reporting page.

### **15. When can I start submitting invoices in the Health Care Provider Portal?**

Starting March 7, 2021, providers with a vendor number and a PIN may access the Health Care Provider Portal to submit their invoices. Providers may also continue using the HCPIR application, if they prefer to do so. Providers with a vendor number who currently invoice using [invoices@icbc.com](mailto:invoices@icbc.com) may continue to do so.

### **16. What are the security features of the Health Care Provider Portal?**

The PIN is intended to ensure that only authorized staff have access to the Health Care Provider Portal, which contains private and sensitive customer information. Each vendor is responsible for keeping their PIN confidential and in a secure place. ICBC will send a regular summary of login activity to help you monitor access to the portal. If you suspect unauthorized use, contact the Health Care Inquiry Unit (HCIU) right away.

When you first log in to the Health Care Provider Portal, you'll be required to specify an email address which will be used to send a new PIN every 6 months (and whenever you ask for it to be reset). It is also where we will send your login activity summary. You can use an email address we already have on file for you, or a different one.

For security, your PIN will be automatically reset every 6 months. If you lose your PIN or there is a change in staffing, we highly recommend you reset your PIN, [which you can do here](#). Alternatively, you can find the link to this tool on the vendor login screen. Once you have access to the tool, you must enter your vendor number and PIN email address and click on Reset PIN. You will now receive a new PIN via email to your PIN email address.

### **17. What is the difference between the HCPIR application and Health Care Provider Portal?**

By logging in to the Health Care Provider Portal, you will have access to the following features:

- Submit invoices, reports and treatment plan forms with the benefit of automatically populated customer information (such as legal first and last name and Personal Health Number)
- View and track the status of invoices submitted to ICBC
- View payment history

To protect sensitive customer information, the Health Care Provider Portal requires a vendor number and PIN.

### **18. Will the HCPIR application be retired now that there is a Health Care Provider Portal?**

The HCPIR application is still available to providers with a vendor number that choose to use it. However, it does not have the enhanced features that the Health Care Provider Portal offers. At this time, both tools will be available. Providers may use whichever tool they prefer.



## Treatment plan forms

### **19. What is a treatment plan form?**

As of February 28, 2021, treatment plan forms have replaced extension requests. If a customer requires additional treatment to reach their functional goals, health care providers must submit a treatment plan form to ICBC. Extension requests for additional treatment will no longer be accepted and the HCPIR application has been updated to reflect this change.

Learn more on our [Treatment Plan page](#).

## Working with ICBC

### **20. How can I find my customer's claim representative contact information?**

If you are unsure who the claim representative is, you may ask the customer or ask the HCIU by phone or email.

### **21. Can I expect a response from a claim representative?**

In general, claim representatives aim to respond within 5 business days. If you still have not received a response, you may follow up with them through phone or email.

### **22. Who is responsible for care and recovery?**

There will be no change to the clinical autonomy of health care providers, and they will continue to will lead the development of a customer's recovery plan.

Under Enhanced Care, the customer will continue to choose their own health care provider, just like today – this is not done by ICBC. The customer will continue to be primarily responsible for seeking out treatment and following through on recommendations from their care team.

ICBC remains committed to providing our customers with coverage for the care and treatment they require to recover from their injuries. ICBC claim representatives will play a greater role in coordinating and monitoring a customer's claim, particularly when injuries are more severe and complex. ICBC will be proactively engaging with our customer and their care team to support recovery and support collaboration between ICBC and health care providers. Together, we will learn how a customer's injuries are impacting their life, establish recovery goals and milestones, and use the most up-to-date evidence to help support the best possible recovery.

### **23. What supports will be in place for customers who are off work?**

Under Enhanced Care, ICBC will pay substantially higher income-replacement benefits for full-time, temporary or part-time earners who cannot continue working because of their injuries. Customers may also be eligible for other benefits, such as home care support, help returning to work, or a new benefit called permanent impairment compensation. Health care providers will also provide recommendations and assistance in return to work planning and monitoring.



## Consultation

### **24. How were health care providers, disability and advocacy groups, and physicians included in the development of Enhanced Care?**

From February to September 2020, consultations were conducted with health care providers, disability and advocacy groups, and physicians on many elements of Enhanced Care. Over 40 consultation sessions took place covering a wide range of topics including the patient recovery journey and elements of the Enhanced Care implementation. More information about the Enhanced Accident Benefits announcement can be read in this [news release](#) from the Province of British Columbia.

Beyond consultation for Enhanced Care, the Disability Advocacy Advisory Group (DAAG), Health Care Provider Advisory Group (HCPAG) and Doctors of BC Liaison Committee remain important advisory groups for ICBC's operations. These groups were formed in 2019 in support of the Rate Affordability Action Plan.

