

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

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Enhanced Care Accident Benefits

How are accident benefits for my patients 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 everyone with access to significantly better care and recovery benefits if they're injured in a crash.

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

On March 05, ICBC joined the provincial government to announce that Enhanced Care Accident Benefits have been approved in regulations. Care, recovery and wage-loss benefits for people injured in crashes will be even more generous than originally proposed under the new Enhanced Care coverage regulations. Read more in this [news release](#) from the Province of British Columbia.

Whose job is it to explain what benefits my patient is entitled to?

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.

Further enhancements to ICBC's online resources will continue to support customers by providing the information they need to support their recovery.

Who determines what care is necessary and therefore funded by ICBC?

ICBC will pay for medical 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 your patients 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 your patients can realistically achieve through treatment, effort and time.

When can customers access these new benefits?

Enhanced care benefits are available to customers who are in a crash on or after May 1, 2021. We will be releasing a detailed guide to our benefits in the coming months, which you may access on our [Enhanced Care website](#).

Early Access Treatments and Fee Schedule

Will there be any changes to treatment rates?

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). Details about treatment rates for specific providers can be found on the respective provider page on our Health Services Partners page.

Are there any changes to early access treatments?

Our customers will continue to have early access treatments, previously known as preauthorized treatments, under Enhanced Care. Early access treatments are available within the first 12 weeks following a crash with no requirement for preapproval from ICBC or a medical referral. Treatments accessed within the 12 week period should continue to be reasonable and necessary for your patient's recovery, with a focus on reaching functional goals and following evidence-informed best practices.

The number of preapproved sessions are detailed on your respective provider page on the Health Services Partners page.

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

Health care providers must contact the claim representative and discuss the request. The claim representative will review the available information and inform the health care provider of the funding decision.

Reporting and Administration

Will Enhanced Care have new administrative components?

It is ICBC's intention to reduce the administrative components that health care providers must take on. ICBC is committed to ongoing consultation with health care providers on ways to improve administrative efficiencies, so health care providers can focus their time supporting their patient's recovery and not be burdened with excess process and paperwork. To do this, ICBC is making changes to the current reports that are required as well as introducing a Health Care Provider Portal to improve health care providers' online experience.

Will there be any changes to reporting?

In support of Enhanced Care and to improve administrative efficiencies, there will be changes to some aspects of the reporting processes. *Please note that changes to reporting will not take effect until May 1, 2021.* Until then, please continue reporting with as per existing processes.

Initial reports

Until May 1, 2021, there is no change in the initial report process for any provider type.

For accidents occurring on or after May 1, 2021, physiotherapists, kinesiologists and chiropractors will no longer be required to submit initial assessment reports. There will be no anticipated change for physicians, counsellors, psychologists, and occupational therapists.

If a report is needed by ICBC to make a benefit approval decision, an ICBC claim representative will contact the health care provider directly to request a Progress Report.

Progress reports

Reassessment Reports have been renamed to Progress Reports. This name 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 only when specifically requested by an ICBC claim representative. The customer's written consent is required.

Discharge notification

Discharge notifications will no longer be required.

Treatment extensions

As of February 28, 2021, treatment plans have replaced extension requests. If a patient requires additional treatment to reach their functional goals, health care providers must submit a treatment plan 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 plans on our Health Services Partners page.

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 plans to replace extension requests
- Removal of discharge notifications
- Renaming of reassessment report to progress report
- Removal of initial reports for chiropractors, kinesiologists, and physiotherapists for claims occurring on or after May 1, 2021. For more details, please read the question above, which details changes to reporting.

Additional information about the changes to reporting can be found in the Reporting and Administration section of this document. Treatment plan information can also be found in the Treatment Plan page on the Health Services Partners page.

Requirements to access the HCPIR application can be found in the [Vendor Number](#) section of the Health Services Partners page.

To support health care providers in their administrative activities, a new tool – the Health Care Provider Portal – is available starting March 7, 2021. The new Health Care Provider Portal provides an improved online experience for health care providers.

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 plans with the benefit of automatically populated patient 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 starting **March 7, 2021**.

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

How do I log in to the Health Care Provider Portal?

The Health Care Provider Portal can be accessed through the Health Services Partners page. 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.

Existing providers will be sent their PIN in the week of March 8, 2021. If you are signed up for direct deposit, you'll receive your unique PIN to the email address associated with your direct deposit. Those who have not signed up for direct deposit will receive their PIN through regular mail. Each vendor number will be associated with a unique PIN, so whether you are an individual practitioner or a clinic, if you have a vendor number, you will be issued a PIN 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 once you've received your vendor number.

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

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 may continue to do so.

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 patient information. Each health care provider 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.

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 can be done on demand through the Health Care Provider Portal.

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.

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 plans with the benefit of automatically populated patient 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 to access.

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.

Treatment plans

What is a treatment plan?

As of February 28, 2021, treatment plans have replaced extension requests. If a patient requires additional treatment to reach their functional goals, health care providers must submit a treatment plan 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 plans on our Health Services Partners page.

Case Management

Who drives 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 their patient's recovery plan.

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

ICBC remains committed to providing your patients 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 patient's claim, particularly when injuries are more severe and complex. ICBC will be proactively engaging with your patient and their care team to support recovery and support collaboration between ICBC and health care providers. Together, we will learn how your patient's injuries are impacting their life, establish recovery goals and milestones, and will use the most up-to-date evidence to help support the best possible recovery.

In the future, how will care proceed when a patient's recovery doesn't go as planned?

Enhanced Care helps individuals with complex recovery needs, or who will be achieving a different level of function than pre-crash, have the services they need to maximize their recovery and their future opportunities. There will be a number of additional services and processes introduced as part of Enhanced Care to support those patients who may not be recovering as anticipated. This includes an increased focus on proactive case management from ICBC claim representatives.

What supports will be in place for patients 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. Patients may also be eligible for other benefits, such as home care support, help returning to work, or a new benefit called permanent impairment compensation.

Consultation, Support and Communication

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, medical assessment process and elements of the Enhanced Care implementation. Additional consultation to support implementation will continue in 2021.

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.

How will I learn about Enhanced Care?

ICBC will continue to work with your professional association to support you and your staff in navigating the changes before they come into effect in May 2021. A public website is available that provides an overview of the changes (icbc.com/2021). In addition, ICBC's [Health Services Partners page](#) on icbc.com provides resources, materials and ongoing updates.

ICBC will be providing training material to help health care providers and their staff learn about the new Enhanced Care processes and systems. This training material will be available on the Health Services Partners page so that it can be accessed at your convenience.

ICBC will be hosting a number of webinars, including practitioner specific sessions, prior to May 2021 for health care providers and their staff to learn about Enhanced Care. We will be using the questions asked during the sessions to inform this document. As such, please check back regularly for updates.

ICBC and your association are working together to prepare health care providers for Enhanced Care. Stay tuned for resources and ongoing updates as we move towards May 2021.