



Health Care Provider Portal Troubleshooting Guide and FAQ

Looking for more information about the Health Care Provider Portal? Having trouble getting access? This document outlines a list of FAQ and quick troubleshooting tips to help you use our Health Care Provider Portal.

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Accessing the Health Care Provider Portal

Which providers have access to the Health Care Provider Portal?

The following providers have access to the authenticated Health Care Provider Portal:

- Acupuncture
- Chiropractors
- Counselors
- Kinesiologists
- Massage Therapists
- Medical Equipment Providers
- Nurses
- Occupational Therapists
- Physiotherapists
- Psychologists

If your provider type does not currently have access, you may continue using the HCPIR (Health Care Provider Invoicing and Reporting) application if you have a vendor number. If you do not have a vendor number, please see our [Health Services Partners Page](#) for more information.

How do I access the Health Care Provider Portal?

To access the Health Care Provider Portal, you'll need a vendor number and a 6-digit personal identification number (PIN). PINs were issued during the first week of March 2021 to providers with an active vendor number.

- If you receive your payments via direct deposit, a PIN has been *emailed* to you at the same email address where you receive your direct deposit vendor statements.
- If you receive your payments via cheque, a PIN has been *mailed* to you at the same address where you receive your cheque vendor statements.

If you are new vendor with ICBC, or you did not receive a PIN but are eligible to use the Health Care Provider Portal, you can request a PIN through the Health Care Inquiry Unit (HCIU).

Where can I check my login history?

When you log in to the Health Care Provider Portal, you can navigate to the *Check Login History* button under *Quick Links*. This will give you details of your login date, time, IP address and activity details. This is refreshed on a weekly basis.

Since this information is not saved permanently, you can export the details on Excel and save a copy. If you observe any suspicious activity in your login history, contact the HCIU right away and they will assist you.



Why do I need to provide an email address when logging into the Health Care Provider Portal for the first time?

When you login to the Health Care Provider Portal for the first time, you will be required to share an email address. This address will be used to share information on your login activity or to receive a new PIN whenever the current PIN is reset.

Once an email address is provided, you will be directed to the main landing page of the Health Care Provider Portal upon subsequent logins.

If you choose not to provide an email address, you will not be able to proceed with your login and you will not be able to access the Health Care Provider Portal. You will be asked for an email address again the next time you attempt to login.

How can I confirm the email address that I provided for PIN management services?

When you login to the Health Care Provider Portal, the landing page has a section that has your email contact information which displays any email addresses that are on the file for you. You can expand the sections to see any additional information associated with each email address, such as how it can be used or updated.

How can I add or change my email address for PIN management, Direct Deposit or Communications?

PIN Management

Contact the HCIU to change your PIN management email address. Once the email has been changed, you will receive a confirmation email at the new email address.

Direct Deposit

Please submit a new *ACG364 - Authorization for direct deposit* form with your updated information. This can be found on the [Vendor Number](#) page on the Health Services Partners Page.

Communications

You can provide a communications email address by following the drop down arrow instructions beside the Communications Email address field in HCPP. This will bring you to the Vendor Number page on the Health Services Partners Page where you can use the vendor application form to update information about your account, and include an email address that you wish to have entered as your communications email address.

At the top of the form indicate "Adding communications email" and complete as much of the Vendor Information as relevant and ensure to complete the Owner/Signing Officer Information and Signature.



PIN Management

What if I lose, forget or have an expired PIN?

If you've lost or forgotten your PIN, you can [reset it online](#). Click on the link to reset your PIN. You will receive the new PIN through the email address associated with your PIN Management email for your vendor number.

Alternatively, you may contact the HCIU to have a representative reset your PIN. Please note that there is no way to retrieve an existing PIN; resetting provides you with a new PIN.

If your last login was more than six months ago, your PIN may be expired and you'll be unable to access the Health Care Provider Portal. Contact the HCIU to activate a new PIN.

Find more information about PIN security at [Managing your ICBC portal PIN](#).

How do I reset my PIN?

You can [reset your pin online](#). 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.

For security reasons, all registered Health Care Provider PINs are reset every six months, on April 1 and October 1, commencing October 1, 2021. Any ad-hoc PIN resets will not impact these scheduled resets. i.e., If a PIN is reset on September 27, it will be reset again on October 1.

Do I need to get an individual PIN for every practitioner in my clinic or office?

One PIN will be issued per vendor number. For example, if you work as part of a clinic and bill under a clinic vendor number, then you would use the clinic vendor number and related PIN issued to the clinic vendor number. This PIN will need to be shared with users in the clinic who will be using the Health Care Provider Portal.

ICBC will send a regular summary of login activity to help you monitor access to the Health Care Provider Portal. If there is suspicion of unauthorized use, contact the HCIU right away.

I have not used my PIN to access the Health Care Provider for a long time and am now unable to login. How do I get access?

If you have not used your PIN for more than 6 months, it has expired. To be able to login, you'll need to contact the HCIU to have a new PIN provided.



I have been locked out of my account. How can I log back in?

For your security, three failed login attempts will lock you out of the Health Care Provider Portal. Subsequent attempts will extend the lockout period.

Please try logging in again after the lockout period has passed. If you require urgent access, contact the HCIU during business hours to have your account unlocked manually.

How do I keep my PIN secure?

Providers are responsible for ensuring that only authorized staff use the PIN. Any confirmed or suspected breach in confidentiality or unauthorized use must be brought to ICBC's attention immediately.

You can reset your PIN if it is lost, forgotten or if you have staffing changes or other circumstances that warrant a new PIN. If you think someone has accessed your PIN and used it without your knowledge and consent, contact the HCIU right away and they will assist you.

For added security, ICBC will reset all PINs twice a year, in April and October, commencing October 1, 2021.

You can also [reset your PIN online](#) and [view your login activity](#) (login required) if you suspect misuse of your PIN.

Learn more about PIN security on our [Managing your ICBC portal PIN page](#).



Using the Health Care Provider Portal

Why should I use the Health Care Provider Portal?

By utilizing the Health Care Provider Portal, you will have access to tools and improved workflows such as pre-filled vendor and customer information and the ability to see invoice status and history. This can ensure the accuracy of data and reduce the amount of time spent making submissions.

Where can I check the status of my invoice?

When you login to the Health Care Provider Portal, click the "*View invoice status and history*" button under the "*What would you like to do?*" section. In a new tab, you will be able to view the status of invoices submitted using your vendor number for up to 60 days (invoices that are "In Review" will be available beyond 60 days). Here you will be able to do the following:

- Use the different filters to look for the details of a particular invoice.
- Filter invoices by invoice number, range, customer name and status.
- Click on the desired invoice number to get more details on the status of the invoice and payment.

What do the different invoice statuses mean?

If you have submitted an invoice for payment through the Health Care Provider Portal, it will show one of five possible **Invoice** statuses:

- **Approved**: Invoice is approved and payment is pending.
- **Completed**: Payment has been issued.
- **In Review**: Invoice is pending review.
- **Reversed**: Payment has been reversed.
- **Rejected**: Invoice has been rejected.

If you're waiting for a **payment** from ICBC, it will show one of four possible statuses:

- **In progress**: Payment has been requested
- **Issued**: Payment has been issued
- **Reversed**: Payment has been reversed
- **Rejected**: Invoice has been rejected

My invoice has been "In review" for a long time. How do I follow up on my invoice payment?

Contact the ICBC claim representative to enquire further about the invoice.



How can I find out details about why my invoice has been rejected?

When you login to the Health Care Provider Portal, click on the "*View invoice status and history*" button. Select the invoice in question and click the Invoice number to be brought to the details page. Then, review the rejection reason in the '*Comments*' column. If further information is required, contact the ICBC claim representative.

How can I submit a treatment plan in the Health Care Provider Portal?

Once you login to the Health Care Provider Portal, click on "*Submit invoices, treatment plan or reports through the vendor portal*" under the "What would you like to do?" section.

- On the new page, you will be able to view your vendor number, name and address (which are auto-populated by the system).
- Enter the claim number, click outside of the claim number field and a list of customers will be brought up. Select the appropriate customer from the list and click continue to retrieve their details. Their information will be auto-populated and cannot be changed.
- Choose the correct modality option for your submission and then choose "*treatment plan*" under what you want to submit. Please note that you can choose more than one option in case you want to submit invoices or upload a report as well.
- Acknowledge the disclaimer and click on Next.
- In the new page, enter the details for each field, number of additional treatments required, expected discharge date and communication preference and click on Submit.

How many documents can I upload when submitting a report in the Health Care Provider Portal?

For all report submissions, you can now upload up to 3 documents in the document upload screen within the Health Care Provider Portal. This change has been reflected in the HCPIR application as well.

Why am I unable to select "Reassessment Report" as an option when submitting reports in the Health Care Provider Portal?

Reassessment reports have been renamed to "Progress Reports" for all providers, for all dates of loss. This change has been reflected in the HCPIR application as well.

Why am I unable to add multiple dates of assessment when submitting a report in the Health Care Provider Portal?

The Health Care Provider Portal will now only allow one date of assessment for any report type, for all dates of loss. This change has been reflected in the HCPIR application as well.



I'm not able to submit a treatment extension request or discharge notification through the Health Care Provider Portal. What should I do instead?

Treatment extension requests and discharge notifications are no longer required under Enhanced Care. ICBC has implemented treatment plans, which allows for submission of information on patient progress and where further treatment is required.

To learn more about this, you can visit the [Treatment Plan](#) page on our [Health Services Partners Page](#).

Why am I unable to select "Initial Visit and Report" for some claims in HCPIR? What is the purpose of "Initial Visit" line item that is added in invoice submission?

The report type "*Initial visit and report*" has been removed for Chiropractors, Kinesiologists and Physiotherapists for claims with a date of accident of May 1, 2021 or later. For these claims, you have the option to submit for an initial visit when invoicing for treatments.

Claims with a date of accident prior to May 1, 2021:

Chiropractors, kinesiologists, physiotherapists, psychologists and counselors will be able to submit an '*initial visit and report*', which covers the cost of both the initial visit and the initial report.

Claims with a date of accident of May 1, 2021 or later:

Chiropractors, kinesiologists and physiotherapists will not be able to submit an '*initial visit and report*' as an initial report will no longer be required. They can submit for an '*initial visit*' on the invoice screen for their first visit with the customer.

Psychologists and counselors will continue to be able to submit an '*initial visit and report*' as in current state.

How can I submit an invoice using the HCPIR application?

Vendors who do not wish to use the Health Care Provider Portal and would like to continue using the HCPIR application may do so. However, this version of the application does not require login credentials, and does not have any of the enhanced features available through the Health Care Provider Portal (e.g. pre-populated provider or customer information).

Information about accessing the HCPIR application can be found on the [Health Services Partners Page](#) under [Invoicing and Reporting](#).

Alternatively, the HCPIR application can be accessed by logging in to the Health Care Provider Portal using your vendor number and PIN. From the Health Care



Provider Portal landing page, click the "*Submit invoices, reports or treatment plans through HCPIR*" button under the "*What would you like to do?*" section.

How can I submit an invoice for exposure therapy?

New line items have been added to allow invoicing for exposure therapy. In addition, line items have been added to allow for invoicing of travel time and mileage in relation to an exposure therapy session.

Note: Travel time and mileage should not be submitted for session types other than exposure therapy.

How can I submit an invoice for non-standard physiotherapy treatments?

New line items have been added to allow invoicing for non-standard physiotherapy treatments, specifically:

- Complex Orthopedic
- Concussion/Vestibular/Brain Injury
- Hand Therapy
- Rural & Remote
- Spinal Cord Injury

Approval for these types of treatments must be obtained from the ICBC claim representative before beginning treatment and submitting invoices.

