



Enhanced Care

Key Elements for Health Services

As a health care provider, I want to feel informed about Enhanced Care and what it means for me and my patients.



What's new for you with Enhanced Care

With Enhanced Care, ICBC is continuing to focus on creating administrative efficiencies and streamlined processes for health care providers. There are a number of key changes that health care providers will notice in their day-to-day interactions with ICBC and in their overall experience when supporting an ICBC customer who has been injured in a crash.



Health Care Provider Portal

When you log in to the new authenticated Health Care Provider Portal, you will be able to:

- Submit invoices, reports & treatment plans
- View and track the status of invoices submitted to ICBC
- View payment history

To help make things easier, patient information will automatically populate (e.g. legal name).



Early Access Treatments

Early access treatments, previously called pre-authorized treatments, remain unchanged under Enhanced Care. Patients are pre-approved for a 12 week period following the crash to encourage early intervention and patient choice. You can invoice ICBC directly without need for pre-approval or a physician's referral. Fees will continue to be adjusted based on the Consumer Price Index.



Treatment Plans

Extension requests will no longer be required. However, a treatment plan must be submitted for patients who require further interventions beyond the early access treatments. You will be asked to include the number of treatments required and answer questions related to your patient's functional goals, current limitations, and intended outcome of further treatment.



Focus on Function

Functional outcomes and evidence-informed practices are at the heart of Enhanced Care, supporting ICBC customers in receiving the support and treatment that helps them reach their recovery goals. Evidence-informed guidelines and a focus on functional outcomes helps ICBC provide access to the care that our customers need to recover after an accident.



Care Plan Meeting

A care plan meeting involves a patient and their care team and is designed to resolve barriers, overcome challenges and achieve alignment on the path forward for treatment and support. ICBC Recovery Specialists will be responsible for organizing the logistics of the meeting and ensuring the right participants are included.



Information Sharing

With a patient's consent, ICBC is able to share clinical information with you to support treatment and recovery. This means that you may receive reports, assessments or medical information from other clinicians on your patient's care team. ICBC is continually looking for ways to facilitate information sharing across a patient's care team.