



## **Obtaining patient consent for physician reports submitted to ICBC**

Obtaining consent as part of the assessment workflow supports patients by assisting ICBC to:

- Ensure the correct claims representative is assigned to the claim.
- Authorize reasonable and necessary medical expenses and process payment in a timely manner.
- Proactively address potential barriers to recovery at an early stage to promote optimal outcomes.

The report templates (CL489 series) include a specific checkbox to prompt health care providers to obtain consent from their patient who was injured in a motor vehicle crash. This will streamline the process by having the health care provider proactively send reports to ICBC on all motor vehicle crash-related initial injury assessments.

### **What changes do I need to make in managing ICBC patients?**

- During your assessments, ask your patient for consent to share a report with ICBC on their diagnosis and care plan, the request for consent must be consistent with your consent and information sharing guidelines. If your patient provides consent, send the report to ICBC.
- If your patient does not provide consent, do not send the report, and instead document the patient information in your records.

### **What if a patient refuses to consent to the sharing of information with ICBC?**

- ICBC can collect medical information from patients who have an injury claim.
- If a physician does not have consent to provide a report to ICBC, ICBC will send the patient's treating physician a formal, written request to obtain relevant information on their injuries.
- If a physician receives this request from ICBC, they are obliged, under section 28.1 of the *Insurance (Vehicle) Act*, to provide the information requested in the report, to the extent that it is known by the physician.
- Section 18(1)(o) of the *Personal Information Protection Act* (PIPA) allows disclosure of information without consent if the disclosure is required or authorized by law. The *Insurance (Vehicle) Act* requires health care providers to provide ICBC with reports, in the form established by ICBC, with the detail set out in the *Insurance (Vehicle) Act*. Therefore, provision of the information is required by law, and PIPA allows disclosure of medical information for the purposes set out in the *Insurance (Vehicle) Act*.

ICBC encourages physicians to contact the patient's ICBC claim representative in cases where consent has not been obtained.

### **How do I invoice if I do not receive consent to share information with ICBC?**

- In the case that you do not receive consent, please invoice for a standard visit following normal processes. It is recommended to use the report as the visit template so that it can be readily provided upon later request.
- When consent is provided later, or a request letter obligates the physician to provide the report, an assessment visit and report fee will be paid upon receipt of the report, and compensates for the additional administrative work of providing the report.



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*Example:* An assessment visit and report is completed on April 5<sup>th</sup> and the patient does not provide consent to share the information with ICBC. On April 15<sup>th</sup> you receive a letter from ICBC requesting the report. The report can now be submitted. If the report was not completed during the initial visit, it must be completed in full. If required, the patient may be seen again to complete the assessment and finalize the report.

The wording in the Regulation provides a single fee for an assessment visit and assessment report rather than having them as distinct items capable of being billed separately.

### **How do I contact ICBC?**

Refer to the [Support and Resources](#) tab on the Health Services Business Partners site.

### **If you require more information**

- On consent and information sharing, please see your association's guidelines on privacy.
- Regarding fees and reports, please visit ICBC's [Health Services Business Partners site](#).

### **Pre and post April 1 processes**

For accidents before April 1<sup>st</sup>, physicians are still required to provide a report of injuries, diagnosis, and prognosis, in any form established by ICBC, upon request. For convenience, ICBC is asking physicians to handle all requests the same way. This will help to maintain one efficient, expedited reporting process, regardless of when the crash occurred, while also ensuring compliance with legislation.

To illustrate the change in process effective April 1, 2019, simplified patient and report journeys are outlined in the diagram on Page 3.



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### Process illustration

