



Obtaining patient consent for reports submitted to ICBC

From April 1, 2019

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

- Ensure the correct Claims or Recovery Specialist 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 initial injury assessments.

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

- During your assessments, inform your patients that you may share a report with ICBC on their diagnosis and care plan, and ask for their consent to do so - consistent with your consent and information sharing guidelines. If the 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. ***Please also read the next section.***

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

- ICBC has the ability to collect medical information from patients who have an injury claim.
- If health care providers do not have consent to provide a report to ICBC, ICBC will send the patient's treating health care provider a formal, written request to obtain relevant information on their injuries.
- If health care providers receive 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 health care provider.
- 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 health care providers to contact the patient's ICBC Claims or Recovery Specialist 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 treatment.
- When consent is provided later, or a request letter obligates a health care provider to provide the report, an assessment visit and report fee should replace the standard treatment coinciding closest with that date.

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



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patient may be seen again to complete the assessment and finalize the report.

The wording in the *Insurance (Vehicle) 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 bill if I do receive consent to share information with ICBC?

The assessment visit and report fee should be invoiced at the time the report is submitted via the [Health Care Provider Invoicing and Reporting](#) (HCPIR) application. This is important to note to prevent any visit being billed twice.

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](#).

