COVID-19 Telehealth Measures – FAQ

The health and safety of customers and partners is a top priority for us. We’re following the advice of provincial health officials and are working to support best practices in clinical care. As such, effective immediately until March 31st, telehealth services will be temporarily funded on an as-needed basis to support the delivery of essential services to our customers. This will be done in accordance with the telehealth policy.

The information below is intended to address frequently asked questions. The Health Care Inquiry Unit will continue to support our health services network through this challenging time.

**What services are not covered by this telehealth policy?**
- Massage therapists and acupuncturists are not able to access telehealth services under the telehealth policy, by virtue of the nature of the billable services they provide our customers.
- Generally, in-depth physical assessments (for both initial and reassessments purposes) are not eligible under the telehealth policy.
- Short telephone consults are also not covered under the telehealth policy at this time.

**Invoicing for telehealth sessions**
Telehealth sessions delivered in accordance with the telehealth policy may be invoiced under the regulated standard treatment fee structure found on the respective Health Services Business Partners pages and can be invoiced following normal procedures.

**Will the pre-authorized period of treatment be extended?**
All clients currently accessing pre-authorized treatment will receive a treatment end-date extension to May 1st, 2020, or twelve weeks from the date of the crash, whichever is later.

**How will treatment end dates be handled for recently approved treatment extensions?**
Where treatment delays or interruptions due to COVID-19 have impacted recovery outcomes, treatment can be extended following standard treatment extension request processes. If providers are unable to access their patient’s records to explain the reason for treatment, please note ‘COVID-19’ on the request for treatment extension. Response times may be longer than usual.

**Are there restrictions on which clients can be treated using telehealth services?**
It is essential that all providers refer to available college guidelines and exercise caution and a critical clinical evaluation of each potential telehealth client in order to mitigate against unnecessary risks that telehealth services may pose. Additionally, for many clients who have programs and exercises that they can complete independently, the need for telehealth services may be absent or limited.

**Will the payment period be impacted if telehealth services are invoiced via the HCPIR?**
All services delivered as part of pre-authorized and approved extended services will not be subject to any payment delay. Any services delivered in excess of authorized sessions may be delayed pending further review and approval activities.
Will the payment period be impacted if telehealth services are invoiced via invoices@icbc.com?
We strive to pay services in a timely manner, however, invoices@icbc.com is an exception handling queue and may be impacted by any necessary changes in staffing levels resulting from evolving COVID-19 precautions. Delayed payments may result.

Does ICBC require I carry additional insurance to provide telehealth services?
It is important that all providers ensure they have appropriate and adequate insurance coverage that encompasses the services they deliver. Please contact your college, association and/or your insurance provider to confirm your insurance coverage is appropriate.