



The health and safety of customers and partners is a top priority for us. We are following the advice of provincial health officials and are working to support best practices in clinical care. As such, until further notice, telehealth services will be temporarily funded on an as-needed basis to support the delivery of essential services to our customers. Telehealth services must be provided in accordance with each health care provider's respective policy found on the [COVID-19 update](#) page, within the Health Services accordion.

The information below is intended to address frequently asked invoicing questions.

**1. I am an Occupational Therapist. Are there any changes to invoicing for the services I deliver?**

Occupational therapists can continue to follow the guidelines found in the [HCPIR Line Item Guide](#). For assessment and treatment conducted via telehealth, continue to utilize the assessment/treatment line item for these services. The patient record should indicate that the session was delivered via telehealth, in accordance with College Practice Standards.

**2. How should I invoice ICBC if I delivered a session of a shortened duration or containing lesser content than a standard session?**

Sessions of a shortened duration or containing lesser content than a standard session will be referred to as "prorated telehealth sessions".

Prorated invoices can be sent to the [exception handling queue](#). Include the following information on your invoice to ensure best processing times for payment:

- Label each prorated telehealth session by indicating "PTH" or "Prorated Telehealth"
- Clearly indicate the session type (i.e. "Physiotherapy Prorated - Telehealth")
- Your ICBC vendor number
- Claim number
- Client name
- Client's Personal Health Number (PHN), if available

**Note:** Refer to Health Services Invoicing and Reporting page for detailed instructions on sending invoices to the [exception handling queue](#).

Under our telehealth policy, counsellors and psychologists are not eligible to invoice ICBC for prorated telehealth sessions and are expected to deliver sessions aligned with standard sessions.

**3. How should I invoice ICBC if I delivered the equivalent of a standard session via telehealth?**

Telehealth sessions which deliver the same quality content and have at least the same duration as a standard in-person treatment can be billed as a "standard treatment" under the regulated rate, which can be found on the respective [Health Services Business Partners](#) pages.

If you are using the Health Care Provider Invoicing and Reporting (HCPIR) application, indicate "TH" in the field titled "Your invoice number". This also ensures best processing times for payment.

*For example, if your invoice number is "12345", please input "TH-12345" when invoicing ICBC for a full session delivered via telehealth.*



If you are submitting your invoices via the [exception handling queue](#), indicate **"TH"** or **"Telehealth"** on your invoice. Include the following information on your invoice to ensure best processing times for payment:

- Label each prorated telehealth session by indicating **"TH"** or **"Telehealth"**
- Clearly indicate the session type (ie. "Physiotherapy Prorated - Telehealth")
- Your ICBC vendor number
- Claim number
- Client name
- Personal Health Number (PHN), if available

**4. How should I invoice ICBC if I made a brief call to the client to check in on their rehabilitation program?**

Short telephone consults or check-ins are not covered under the telehealth policy and are not to be invoiced to us.

**5. 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 as long as they are accurately invoiced. Please ensure you are following the instructions in Q2 and Q3 above. Additional HCPIR resources can be found on the [Health Services Support and Resources](#) page. Payment for services delivered in excess of authorized sessions may be delayed pending further review and approval.

**6. Will the payment period be impacted if telehealth services are invoiced via [invoices@icbc.com](mailto:invoices@icbc.com)?**

We strive to pay invoices in a timely manner, however, [invoices@icbc.com](mailto: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. As a result, delayed payments may occur.