



ICBC Vendor Number Application Requirements

Updated: September 2021



Table of Contents

General Information	3
Applying for a new vendor number	4
General Requirements	4
Practitioner Specific Requirements	4
Acupuncturists.....	4
Chiropractors.....	4
Counsellors	4
Kinesiologists	5
Occupational therapists.....	5
Massage therapists.....	5
Nurses.....	5
Physiotherapists.....	5
Psychologists.....	6
Updating an existing vendor number	7
Updating your business information.....	7
Adding a new practitioner.....	7
Removing a practitioner	7
Changing your banking information	7
Frequently Asked Questions.....	8



ICBC Vendor Number Application Requirements for Health Care Providers

General Information

This document will support you in applying for a new vendor number or updating an existing vendor number.

A vendor number allows you to invoice ICBC directly through the Health Care Provider Invoicing and Reporting (HCPIR) application or the Health Care Provider Portal (HCPP).

Documentation must be sent to ICBC
by [email](#) or fax (604-777-4624).



Applying for a new vendor number

When applying for a vendor number, you must submit documentation for both [General Requirements](#) and [Practitioner Specific Requirements](#) outlined below.

Please note that additional information or documents in addition to the below may be required to process your vendor number application.

General Requirements

This section outlines the documents that must be provided by all practitioners or businesses applying for a new vendor number. In addition to the below, you are required to provide [Practitioner Specific Documents](#) for each practitioner you wish to add to your vendor number.

The following documents are required for each physical location of your business:

- [CL174G - Vendor application form](#)
- [CL174M - Vendor programs privacy checklist](#)
- [ACG364 - Authorization for direct deposit](#)
- A copy of your void cheque OR a bank direct deposit form
- A copy of your city issued clinic and/or practitioner business license
- Proof of commercial general liability insurance (minimum \$2,000,000 in coverage)
- Copy of your WorkSafe BC registration (excluding sole proprietors who do not employ any other employees)

Practitioner Specific Requirements

In addition to the [General Requirements](#), the following documents are required for **each practitioner** you wish to add to your vendor number.

Acupuncturists

- A copy of driver's licence, BCID or BC Services card
- Proof of full registration (active and practicing) in good standing with [College of Traditional Chinese Medicine Practitioners and Acupuncturists](#), including registration number (e.g. membership card)
- Proof of at least the minimum requirement of professional liability insurance as required by the [College of Traditional Chinese Medicine Practitioners and Acupuncturists](#)

Chiropractors

- A copy of driver's licence, BCID or BC Services card
- Proof of full registration in good standing with the [College of Chiropractors of BC](#), including chiropractor ID (e.g. membership card)
- Proof of at least the minimum requirement of professional liability insurance as required by the [College of Chiropractors of BC](#)

Counsellors

- A copy of driver's licence, BCID or BC Services card
- Proof of membership in good standing (e.g. membership card) with the any one of the following associations:



ICBC Vendor Number Application Requirements for Health Care Providers

- [Association of Cooperative Counselling Therapists of Canada](#),
 - [BC Association of Clinical Counsellors](#),
 - [BC Association of Social Workers](#),
 - [Canadian Counselling and Psychotherapy Association](#), or
 - [Canadian Professional Counsellors Association](#)
- A copy of master's degree or doctorate degree in psychology, psychiatry, social work, clinical psychology, counselling psychology, or counselling
 - Ensure the documentation provided clearly identifies the study stream. Additional documentation may be required if the study stream is not clearly indicated.
 - **Note:** An International Credential Evaluation or equivalent may be required for degrees obtained outside of Canada.
 - Proof of at least \$1 million in professional liability insurance or, as required by the Association, whichever is greater

Kinesiologists

- A copy of driver's licence, BCID or BC Services card
- Proof of certified membership in good standing with the [Athletic Therapists Association of BC](#) or practising membership in good standing with the [BC Association of Kinesiologists](#) (e.g. membership card)
- Proof of at least \$1 million in professional liability insurance or, as required by the Association, whichever is greater

Occupational therapists

- A copy of driver's licence, BCID or BC Services card
- Proof of practising full membership status in good standing with the [College of Occupational Therapists of BC](#) or equivalent provincial authority (for non-BC Occupational Therapists) (e.g. membership card)
- Proof of at least \$5,000,000 in professional liability insurance
- A completed [Schedule A - Occupational Therapist Participation Agreement](#)

Massage therapists

- A copy of driver's licence, BCID or BC Services card
- Proof of practicing registration in good standing with the [College of Massage Therapists of BC](#), including registration number (e.g. membership card)
- Proof of at least the minimum requirement of professional liability insurance as required by the [College of Massage Therapists of BC](#)

Nurses

- A copy of driver's licence, BCID or BC Services card
- Proof of full registration in good standing with the [BC College of Nurses and Midwives](#) or equivalent provincial authority, including registration number

Physiotherapists

- A copy of driver's licence, BCID or BC Services card
- Proof of full registration in good standing with the [College of Physical Therapists of BC](#), including registration number (e.g. membership card)
 - **Note:** Interim registrants may apply to be added to an existing vendor number as they may direct-bill ICBC for services while under supervision.



ICBC Vendor Number Application Requirements for Health Care Providers

Interim registrants who wish to be added to an existing vendor number must provide all the documents outlined in this section.

- Proof of at least the minimum requirement of professional liability insurance as required by the [College of Physical Therapists of BC](#)

Psychologists

- A copy of driver's licence, BCID or BC Services card
- Proof of registration in good standing with the [College of Psychologists of BC](#), including registration number
- Proof of at least the minimum requirement of professional liability insurance as required by the [College of Psychologists of BC](#)



Updating an existing vendor number

Please note that additional information or documents may be required to process the requested change to your vendor number application.

Updating your business information

If you need to make changes to your business information, such as changing your address or email address, the following document must be submitted to ICBC:

- [CL174G - Vendor application form](#)
 - **Note:** if you are looking to update your email address, please include your new email address marked with a (*) on the CL174G.

Adding a new practitioner

If you would like to add a new practitioner to your vendor number, the following documents must be submitted to ICBC:

- [CL174G - Vendor application form](#)
 - Ensure you select the "Add/Remove Practitioner" box
- All practitioner specific documents must accompany the CL174G (refer to [Practitioner Specific Requirements](#) section)

Removing a practitioner

If you would like to remove an existing practitioner from your vendor number, the following documents must be submitted to ICBC:

- [CL174G - Vendor application form](#)
 - Ensure you select the "Add/Remove Practitioner" box
- Provide the name of the practitioner you would like removed in the body of your email to ICBC

Changing your banking information

If you would like to change your banking information, the following documents must be submitted to ICBC:

- [ACG364 - Authorization for direct deposit](#)
- Copy of void cheque OR a bank direct deposit form



Frequently Asked Questions

Can I submit an invoice to ICBC for a practitioner that has not been added to my vendor number?

If you have not been approved to bill for a practitioner via your vendor account, you are required to charge the client directly for all treatments. The customer may submit their receipts to their ICBC file handler for consideration of reimbursement. If approved, payment will be made to the client.

How do I know which business licences need to be submitted with my application?

Applicants must provide business licenses that cover the operation of the clinic and their practitioners. For example, if the clinic's business license only covers the clinic's operation and not that of the practitioner (or subcontractor), the applicant is required to provide the individual business licenses of the practitioners that are being added to the vendor number.

ICBC's requirement for a business license aligns with each individual city/municipality's requirement for a business license. For more information on business license requirements, please visit your city/municipality's website.

I would like to add a subcontractor to my vendor number. Do I need to submit a new business license?

ICBC's requirement for a business license aligns with each individual city/municipality's requirement for a business license. If the city/municipality in which you work requires separate business licenses for subcontractors, you must submit this business license along with your application to add a new practitioner to your vendor number. For more information on business license requirements, please visit your city/municipality's website.

Why do you need the driver's license?

ICBC requires a copy of the driver's license (or an equivalent government-issued photo ID) to verify the identity of the health care practitioner(s) being added to a vendor number. ICBC will not access or use personal information for any purposes other than those for which the information was collected, or a use consistent with that purpose.

Who can sign the CL174G to make a change to my vendor number?

Only those with signing authority for the company that the vendor's account is registered to can sign the CL174G.

Who can sign the ACG364 to make a change to my vendor number?

Only those with signing authority for the company that the vendor's account is registered to can sign the ACG364.

How do I change the name on my vendor number?

Vendor numbers cannot be changed to a new name. If you wish to change the name on your account, please apply for a new vendor number.



ICBC Vendor Number Application Requirements for Health Care Providers

I am a new clinic owner. How to I transfer a vendor account to my company?

Vendor numbers are not transferrable at this time. Ownership changes require the new owner to apply for a new vendor number.

Are vendor numbers location-specific?

Yes, vendor numbers are tied to a unique physical location. If your business has multiple physical locations, a unique vendor number is required for each of those locations. The vendor number requirements must be met for each location.

I have not billed in a long time. Is my vendor number still active?

Vendor numbers are often decommissioned due to inactivity. Please contact Supplier Programs via BIProviderapp@icbc.com to confirm whether your vendor account is still viable for direct billing.

What is vendor account reconciliation?

As part of an ongoing process, ICBC is conducting reviews on all existing ICBC Health Care Providers. These reviews are to ensure that HCP vendor files are kept current and continue to meet the minimum vendor requirements outlined in this document.