



March 23, 2021

Dear Registered Care Advisor:

The Registered Care Advisor (RCA) role was established on April 1, 2019 in the *Insurance (Vehicle) Act Minor Injury Regulation* by the provincial government as part of ICBC's move to a care based insurance model.

The [Insurance \(Vehicle\) Regulation](#) sets out the requirement to adjust the rates annually based on Consumer Price Indexes. As such, there will be an increase to the rates for the RCA initial assessment & report and the RCA follow-up assessment, effective April 1, 2021. The updated rates are listed in the table below, and will be posted on the ICBC Health Services [Registered Care Advisor](#) page on April 1, 2021.

On May 1, 2021, Enhanced Care Accident benefits will be available for people injured in crashes on or after that date.

**Enhanced care does not include a provision for Registered Care Advisors (RCA).  
What this means:**

- Registered Care Advisors cannot accept new patient referrals for:
  - Patients with an accident date of May 1<sup>st</sup>, 2021 or afterwards; or
  - Any patients received on or after February 1, 2022 with the exception of necessary follow-up appointments for existing referral patients.
- RCAs may receive referrals relating to patient's with accident dates of April 30, 2021 and before, in accordance with the Minor Regulations, for up to 9 months following the accident date.

**Reminder of referral and care criteria for ICBC customers referred for RCA services:**

- A physician may refer a patient directly to a Registered Care Advisor no later than 90 days following the date of the accident that caused the injury, if;
  - the physician is unable to make a clear diagnosis;
  - the patient is not recovering from the injury as expected by the physician;
  - there are factors complicating the patient's recovery from the injury.

A physician may make a secondary referral to a Registered Care Advisor within 9 months following the date of the accident if any of the criteria noted above continue to apply.

Registered Care Advisors cannot accept referrals for patients who are beyond 9 months from the date of their accident, as outlined in the [RCA Information Guide](#) located on the ICBC Business partners Health services website.



	<b>On or after April 1, 2020</b>	<b>On or after April 1, 2021</b>
Initial registered care advisor assessment and report	\$389	\$392
Follow-up registered care advisor assessment	\$123	\$124

The updated rates paid to a Registered Care Advisor (RCA) are payable when the date of report is on or after April 1, 2021.

Sincerely,

Wayne Tang  
ICBC Manager, Claims Injury Programs, Stakeholder Strategy and Reporting