

Notification of Amendment to the Performance Standards for Occupational Therapists

ICBC is pleased to announce program enhancements to support ICBC and Occupational Therapists in working effectively and efficiently to better support the customer's recovery. The below changes will take effect on August 17, 2022. The Performance Standards will be updated in the future to reflect these changes.

Personal Care Assistance Assessment Report (PCA Report)

1. **New: Stand-alone submission**

ICBC may now request a standalone PCA Report. When requested by ICBC, submit the PCA Report through the Health Care Provider Invoicing and Reporting Application (HCPIR) or the Health Care Provider Portal (HCPP) as a standalone report utilizing the "Progress Report" line item. ICBC will communicate whether the OT/OT Firm is being engaged to complete a:

- Single service PCA Report (as a standalone), or
- Continued service PCA Report, together with an OT initial/progress report.

2. **Update: Additional page**

The PCA Report has been updated to include an additional page with the necessary fields for OTs to provide recommendations pertaining to:

- the hours and duration of homemaking and/or attendant care required;
- the tasks with which a customer requires support; and
- any additional comments the OT must relay to ICBC regarding the customer.

3. **Change: Invoicing pathway**

The OT/OT Firm must use the Progress Report line item in the HCPIR/HCPP to submit the PCA report and related invoice.

Key points:

- Do not use the Form Completion line item to submit the invoice for the time spent completing the PCA Report. The Progress Report line item should be used.
- The 2 hour maximum limit for report writing continues to apply for the PCA Report.
- The updated invoicing pathway applies for both a PCA Report submitted as a Single service as well as a PCA Report submitted as a Continued service.

New! Occupational Therapist (OT) Engagement Form

In collaboration with internal and external stakeholders, we developed an OT Engagement Form, which will streamline the process by which Recovery Specialists can support ICBC customers when identifying and engaging an OT. The Recovery Specialist will send the OT Engagement Form, complete with necessary customer details, to an OT/OT Firm at the initiation of services. This does not replace the recommended practice of a verbal discussion between the Recovery Specialist and OT pre and post initiation of service.

Watch the "Working Better Together for Occupational Therapists in Enhanced Care" for Occupational Therapists and read the Q&A document for further details about the PCA Report on our Business partner webpage designated for [Occupational Therapists](#).

