



January 17, 2023

Attn: Collision Repair Program participants

RE: Collision Repair Policy Updates

Hello Collision Repair Program Participants,

As we continue our commitment to modernize and improve our Material Damage programs, we've made updates to policies to improve efficiencies and allow repair facilities to access more parts to ensure timely and cost effective repairs.

NEW sourced alternate parts policy

After hearing your feedback, we're introducing a new policy for [sourced alternate parts pricing](#).

Effective immediately, if a part is sourced outside of the pre-priced estimating platform or recycled parts locator system, a repair facility can bill ICBC at competitive retail pricing not to exceed 75% of the OEM [MSRP] part cost.

The new policy adds clarity for repair facilities when sourcing parts outside of the Mitchell Estimating Platform or Car-Part system.

UPDATE on alloy wheel repair allowances

[On September 1, 2022, we sent a communication](#) outlining a new, temporary policy where ICBC would pay a \$30 transportation handling packaging fee (THP) that was being added to invoices with alloy wheel repair allowances until we determined our next steps.

We've now decided to make permanent the temporary procedure that is already in place. We'll continue to pay the THP once per claim, regardless of how many wheels are being repaired.

Also, in a continued effort to find efficiencies for industry and streamline processes, we're also removing the requirement to flag an estimate for review/approval when the alloy wheel repair is going to be above the allowance amount. However, for audit purposes, repair facilities will be required to have documentation to support why the repair is above the allowances.

The full [alloy wheel allowance policy](#) is available in the material damage procedures manual.

UPDATE on recycled parts inventory policy

To give repair facilities access to a more robust inventory of recycled parts, we're updating the [recycled parts inventory policy](#) to increase the allowable delivery window from three business days to five business days.

Effective immediately, a part will show in Car-Part as available inventory if it can be delivered within five business days. Parts will be sorted by the shortest delivery time.





Repair facilities are still responsible for making the most cost effective parts decision and should still consider the impact to Loss of Use (LOU) and Alternate Transportation Services (ATS) when selecting the most cost effective part.

We're here to help

Please reach out to your MD [Account Service Representative](#) if you have questions about the new or updated policies.

Thank you for your continued commitment to supporting our mutual customers.

Sincerely,

Jamie Nunn
Manager, MD Program Services