

March 2026

ICBC Enhanced Care for Physicians

Moment for reflection

We are grateful to listen, learn and work together on the traditional territories of the Coast Salish peoples, specifically the Musqueam, Squamish and Tsleil-Waututh First Nations.



Topics covered



The Basics of Enhanced Care Benefits



ICBC Forms



Billing Information



ICBC Support and Resources



Q&A

ICBC has implemented a major transformation

Compensation Model

Largely driven by the **legal system**, ICBC had limited opportunity to perform effective case management activities or provide a consistent approach to patient care.

Enhanced Care Coverage

ICBC is fully committed to a care model that permits us to **proactively support our customers, your patients**, and strive for the best possible outcomes.

Pre-
2019

2019

2021

Changes in 2019

ICBC started to focus more on **care**, rather than **compensation**, and moving towards a more sustainable auto insurance system.

Enhanced Care 101



Key principle of Enhanced Care



ICBC is required, by law, to advise and assist every customer with their claim and endeavour to ensure that every person is informed about, and receives, all the benefits to which they are entitled.



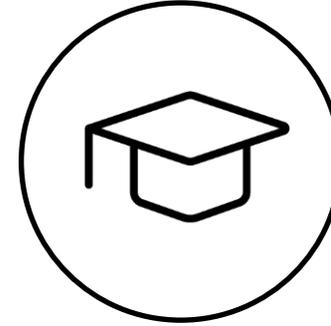
NEW benefits under Enhanced Care



**Permanent
impairment**



**Benefits for
caregivers**



Loss of studies



**Recreational
benefit**



**Travel and
accommodation**

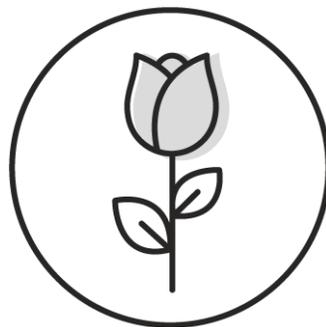


Grief counseling

Increases to existing benefit sub-limits



**Assistance with
activities of daily living**



Death benefit



**Income replacement
benefits**

Changes to benefits



**Medical equipment
benefit**



Family Counselling

Pre-approved Treatment

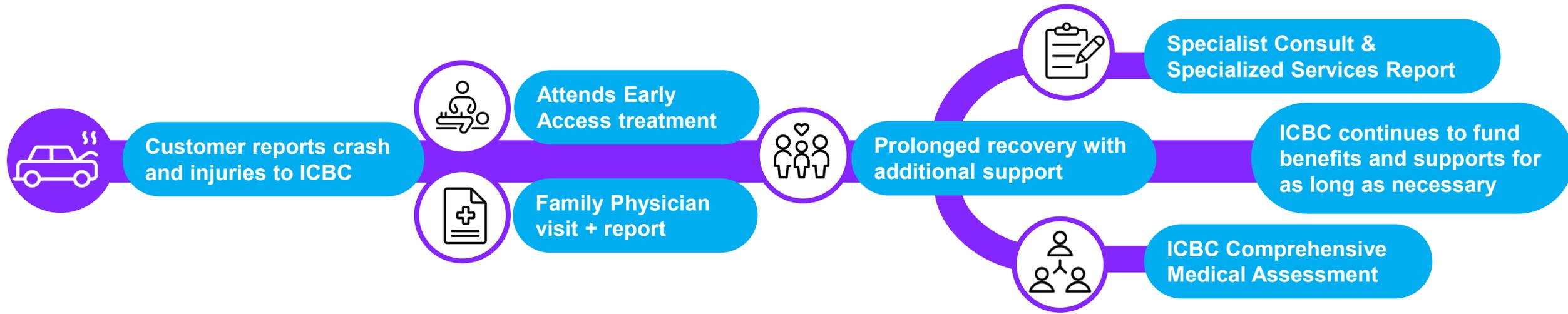
Your patients have access to funding for pre-authorized treatment.

During the “**Early Access Period**”
- the first 12 weeks post-crash -
no referral is needed.



Treatment Type	Number of Pre-Approved Treatments
Acupuncture	12
Chiropractic	25
Counselling	12
Kinesiology	12
Physiotherapy	25
Psychology	12
Registered Massage Therapy	12

General Claims Process



Additional Support for Long or Complex Recovery Journeys



What this means for patients

Patients have access to treatment that facilitates their recovery or addresses a decline in physical or mental function because of their injury.

- Patients have **access to benefits for as long as medically necessary**, even for a lifetime.
- New and improved benefits **reduce barriers to recovery** and support patients in achieving their maximal recovery potential.
- ICBC Recovery Specialists (formerly “adjusters”) have a legal responsibility to ensure patients are informed about and **receive all the benefits** to which they are entitled.

ICBC Forms



Supporting patient recovery

Physician reports support patient recovery in a number of ways;

 Early identification of injury diagnosis and recovery goals helps inform access to benefit entitlements and specialty support programs as applicable.

 Assists with timely access to recommended treatments, informing interventions and initiation of recovery plans, including return to work.

 Informs ICBC funding of treatment beyond the early access period, where a patient is not recovering as expected.

Reports can be sent proactively with patient consent.

Doctors of BC has published the **ICBC Consent to Sharing Information form** to support the collection of patient consent.

Supporting patient recovery

Reports are designed to support the level of information required.



The **Standard Report** is short and for persons with uncomplicated recoveries.



The **Extended Report** is a longer form for persons requiring more support to return to work, school or activities of daily living.



The **Reassessment Report** supports your patient when their recovery is not going as expected and an updated diagnosis and/or treatment plan is required.



The **Specialized Services Report** accompanies a specialist consult to provide ICBC with timely information that is not normally included in a typical consultation letter completed by the physician.

Specialized Services Report: Purpose

The Specialized Services Report is for physicians completing a consultation from a family physician or Nurse Practitioner for injuries related to a crash.

- The fee of **\$275.00** compensates for a complete report. The consultation is billed to MSP using the appropriate MSP billing code(s).
- Specialists and family physicians with a focus in sports medicine can complete the report for ICBC-related consults.
- The report allows for additional information sharing with compensation for time involved and can be easily incorporated into your practice flow.
- The report provides ICBC with early information to support patient recovery goals and benefit entitlements.

When do I fill this out? | How often do I fill this out?

The Specialized Services Report should be completed;



Following an initial consultation (or follow-up appointment) with a patient injured in a motor vehicle accident



When a report has been requested by ICBC



If a patient has been re-referred.

It is recommended to share the report with ICBC no later than 4-6 weeks from the date of assessment to ensure the information can inform benefits.

Physician reports are available on the ICBC Health Services Physician page and in the forms repository in Pathways.

Patient Consent

Obtain patient consent prior to proactively sharing the report with ICBC.

- You can do this by explaining that as part of a referral for ICBC injuries it is helpful to share information with ICBC.
- Doctors of BC have published the **ICBC Consent to Sharing Information form** to support the collection of patient consent. This can be incorporated into patient intake practices.

If your patient does not provide consent complete the report and notify ICBC that consent was not obtained and a formal request letter is required.

Consent is not required when ICBC requests the report citing section 28/28.1 of the Insurance Vehicle Act.

What happens if I don't fill this out?

ICBC may request a report once they are aware that a patient consult has occurred.

- If you don't complete the report, you can expect to receive a request from ICBC.
- The benefit of completing the report proactively is that all the information required is readily available to you and it complements the consult letter sent back to the referring physician.
- From the patient perspective, this helps ensure patients are informed about and **receive all the benefits** to which they are entitled.



Physician Specialized Services Report

Lock



If applicable, please select the Lock button before submitting the form.
Please note: once the Lock button has been selected, the form will no longer be editable.

INVOICE INFORMATION			
Reminder: this report acts as the invoice once received by ICBC. There is no need to submit a separate invoice.			
CLAIM NUMBER XX-YY-ZZ	DATE OF CRASH (DD/MMM/YYYY) 02-Feb-2025	DATE OF REPORT (DD/MMM/YYYY) 26-Feb-2026	VENDOR NUMBER NOT NEEDED
INVOICE/REFERENCE NUMBER NOT NEEDED	PAYEE NAME Rebalance MD Broadway		
PAYEE ADDRESS 1665 West Broadway, 5th Floor, Vancouver, British Columbia.			
PAYEE ADDRESS			
PATIENT INFORMATION			
FIRST NAME Patient		LAST NAME Test	
DATE OF BIRTH (DD/MMM/YYYY) 26-Sep-1991	PERSONAL HEALTH NUMBER (PHN) 111-111-111	INTERPRETER REQUIRED? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
PHYSICIAN INFORMATION			
FIRST NAME KAILA		LAST NAME HOLTZ	
SPECIALTY TYPE Physical Medicine and Rehabilitation			MSP/PRACTITIONER NUMBER 82992

Assessment (See drop down option for list of most commonly used codes)

PRIMARY DIAGNOSIS – IDENTIFY THE MOST SERIOUS OR SIGNIFICANT INJURY				
NATURE OF INJURY	BODY PART	ORIENTATION	ICD 9 CODE	ADDITIONAL COMMENTS
Sprain/Strain - grade 2	Neck	Both		

OTHER DIAGNOSIS – IDENTIFY ALL OTHER RELEVANT DIAGNOSES CAUSED BY OR RELATED TO THE CRASH

NATURE OF INJURY	BODY PART	ORIENTATION	ICD 9 CODE	ADDITIONAL COMMENTS
Concussion - diagnoses by physician/nurse practitioner	Head			PERSISTENT SYMPTOMS POST TRAUMATIC HEADACHE

NATURE OF INJURY	BODY PART	ORIENTATION	ICD 9 CODE	ADDITIONAL COMMENTS
Depression				

NATURE OF INJURY	BODY PART	ORIENTATION	ICD 9 CODE	ADDITIONAL COMMENTS
Vestibular disorder	Head			VERTIGO

NATURE OF INJURY	BODY PART	ORIENTATION	ICD 9 CODE	ADDITIONAL COMMENTS

VOCATIONAL STATUS

1. IS THE PATIENT EMPLOYED OR ENGAGED IN TRAINING ACTIVITIES? PLEASE INDICATE WHICH ONE(S)
 Full time
 Part time
 Self-employed
 Seasonal
 Training/Apprenticeship
 Student
 Retired
 Homemaker/caregiver
 Not employed

2. IS THE PATIENT ABSENT FROM THE FOLLOWING AS A RESULT OF THE CRASH?
Work: Yes No
Training: Yes No
School/Studies: Yes No
Homemaking/caregiving: Yes No

If the patient is continuing to work, study, train, or provide homemaking/caregiving, indicate their status, as applicable

3. STATUS OF DUTIES

Work: Full Modified Train: Full Modified Study: Full Modified Homemaking/caregiving: Full Modified

4. STATUS OF HOURS

Work: Full Modified Train: Full Modified Study: Full Modified Homemaking/caregiving: Full Modified

If the patient is currently off work or working modified hours/duties, complete the following section

5. CAN THE PATIENT PERFORM ALL REGULAR DUTIES AND REGULAR HOURS?

Yes No

If patient cannot perform all regular duties at regular hours

6. WHAT ARE THE PATIENT'S SPECIFIC DUTIES OR PHYSICAL DEMANDS THAT CANNOT BE PERFORMED? PLEASE SPECIFY THE DEGREE OF IMPACT

Cannot lift, reach, or bend repetitively. Cannot use a computer for more than 30 minutes.

7. DO YOU SUPPORT A GRADUAL RETURN TO WORK?

Yes No

IF YES, WHAT IS THE EARLIEST ANTICIPATED GRADUAL RETURN TO WORK START DATE?

Unknown

AVOCATIONAL STATUS

8. AVOCATIONAL STATUS (e.g. activities of daily living)

Dependent on family for housekeeping support.

9. IS THE PATIENT CURRENTLY UNABLE TO ENGAGE IN THEIR PRE-CRASH AVOCATIONAL ACTIVITIES?

Yes No

IF YES, WHAT IS THE EARLIEST DATE THE PATIENT COULD RETURN TO THEIR AVOCATIONAL ACTIVITIES?

Unknown

10. IF THE PATIENT IS CONTINUING TO ENGAGE IN THEIR AVOCATIONAL ACTIVITIES, INDICATE THEIR STATUS, AS APPLICABLE

Duties: Regular Modified Hours: Regular Modified

If modified, provide additional details explaining reasoning and recommendations

Reasonable to encourage patient to pace themselves for ADLs and IADLs and slowly increase tolerance.

MEDICAL RESTRICTIONS AND/OR LIMITATIONS

11. DESCRIBE ANY MEDICAL RESTRICTIONS OR LIMITATIONS

At this time, symptom burden exceeds job demands and client is not medically suitable to return to work.

12. ARE THE RESTRICTIONS/LIMITATIONS Temporary Permanent

Provide details:

Expect a slow recovery.

BARRIERS TO RECOVERY (including Functional, Physical, Psychosocial, Employer, Medical or Compliance)

No family physician. English as a second language.

Recommended Care Management Plan

PROVIDE MANAGEMENT RECOMMENDATIONS INCLUDING WHICH TREATMENT(S), MEDICAL INVESTIGATION(S), OR REFERRAL(S) ARE APPROPRIATE TO ADDRESS THE PATIENT'S INJURY/ INJURIES, AS APPLICABLE

Occupational therapist to assist in schedule management, pacing education and GRTW planning.

Vestibular physiotherapy 12 to 18 sessions with home exercises 1-2 times weekly.

Counseling for at least 12 additional sessions until GRTW completed.

Active rehabilitation for at least 12 additional sessions with a transition period to community exercise program.

PROGNOSIS AND RECOVERY TIMELINES

13. TO THE BEST OF YOUR ABILITY, PROVIDE DETAILS ON PROGNOSIS:

Depression is a risk factor for prolonged recovery. Mental health supports are recommended with a combination of CBT and medication if function plateaus.

14. TO THE BEST OF YOUR ABILITY, PROVIDE DETAILS ON ANTICIPATED RECOVERY TIMELINES:

Recovery will be slow. I suggest vocational rehabilitation if not back at work by two years post-injury.

ADDITIONAL COMMENTS

In addition to vestibular therapy (provided either by vision or vestibular physiotherapist), a computer screen overlay is recommended.

While participating in active rehabilitation and return to work, it is reasonable to provide 2-4 sessions of manual therapy monthly for symptom management.

By checking this box, I certify that the information provided is true and correct to the best of my knowledge

Select one of the following:

I have obtained consent from the patient to share all information related to the history, examination, assessment and management of the injury related to the motor vehicle accident with ICBC.

This report is being provided pursuant to a request by ICBC under Section 28 or 28.1 of the *Insurance (Vehicle) Act*.

Billing Information

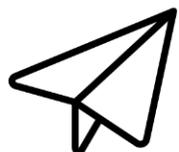


Where do I find these Reports?

Physician reports are available on the **ICBC Health Services Physician page** and in the forms repository in **Pathways**.

The report acts as the invoice and completed reports can be sent directly to ICBC.

Submission Options



Fax: 1-877-686-4222

Mailing Address: PO Box 2121, STN Terminal, Vancouver, BC, V6B 0L6

More information can be found through **ICBC** and **Doctors of BC** websites.

Billing Rules: A94573 Specialized Services Report

When does the Specialized Services Report apply in your practice?

- A patient has a motor vehicle accident date of **May 1, 2021 or later**, and
- A patient is referred for initial consultation specific to a crash-related injury.

No invoice is required. The report acts as the invoice. Reports can be sent directly to ICBC and must include;

- The patient's ICBC claim number
- An invoice number for your own accounts receivable purposes
- The vendor number and payee information

The report fee (\$275) does not include payment for the office consult.

- All visits must be billed through the usual process using standard MSP visit codes.

Fees requiring an invoice

Code	Service	Fee
A94569	Physician Conference Fee Calls between most responsible provider (MRP) and ICBC or other treatment providers. This fee will support either written or telephone correspondence. Telephone consultation of 15 minutes, to a daily maximum of three (3) units/ forty-five (45) minutes per claim.	\$64.14 /15 min

Review the Doctors of BC ICBC Fee Guide and the ICBC Physician page for more details.

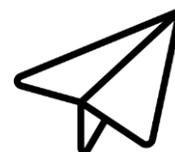
More fees requiring an invoice

Code	Service	Fee
A00095	Clinical Records	
	Review of paper or EMR records by physician *For large and complex records	\$124.00 /15 min + \$1.45 /page
A00096	Photocopying per page (variable fee) *Refer to the Uninsured Services Fee Guide for full details	
A00071	Medico-legal letter or report Refer to the Medicolegal Fee Guide for full details	Variable <i>refer to guide</i>
A00072		
A00073		

For all fee items requiring an invoice

prepare an invoice that includes;

- ICBC Claim Number
- Patient name
- Physician providing the service
- Payee vendor number



Submission Options

Fax: 1-877-686-4222

Mail: PO Box 2121, STN Terminal
Vancouver, BC, V6B 0L6

Putting it all together

You can take a few key steps to make working with ICBC patients easier.

1. Identify an ICBC champion in your practice who can;
 - ✓ Contact ICBC to confirm your vendor number
 - ✓ Check your payment details (cheque vs. EFT)
 - ✓ Familiarize themselves with ICBC fees and related Uninsured Services fees
2. Locate the Specialized Services Form
 - Determine if the form exists within your EMR library
3. Create and confirm an ICBC workflow with all members of your team
 - How will ICBC patients be ID'd and the Specialized Services forms completed?
 - Review how other ICBC requests will come in, who will handle them, and who will track their completion.

ICBC Support and Resources



Navigating ICBC.com



Helping 91,000 new B.C. residents

Licensing all people in B.C.

Behind the numbers



Driver licensing & ID

Get your licence so you can get on the road. Find out about learners, novice, and full licences.



Vehicles & registration

When buying or selling a vehicle, we have tips on registration, inspections, and how to transfer ownership.



Auto insurance

Protect yourself and your family with the mandatory basic coverage or extended coverage.



Claims

Easily make a claim if you've been in a collision or suffered damage, theft or vandalism to your vehicle.



Navigating ICBC.com

The screenshot shows the ICBC Business Partners website. At the top left is the ICBC logo. To its right is the text "Business partners". In the top right corner, there is a search bar with a dropdown menu labeled "Choose section" and a search input field with the placeholder text "Search...". Below the navigation bar is a horizontal menu with the following items: "Material damage", "Health services", "Legal services", "Driver licensing & ID", "Investigative partners", "Insurance services", "Driver training", and "Lessors". The main content area features a grid of nine service category cards. Each card has a title, a description, and a right-pointing arrow icon. The "Health services" card is highlighted with a red border. The text in the "Health services" card reads: "For our health services partners who care for ICBC customers injured after a crash."

icbc.com

Business partners

Choose section Search...

Material damage Health services Legal services Driver licensing & ID Investigative partners Insurance services Driver training Lessors

Welcome to the business partners' site — a go-to resource for repair shops, health care providers, lawyers, and others who work with ICBC. Authorized partners can use this site to access information, web applications, forms, and more.

- Material damage**
For body shops, glass shops, mechanical and heavy equipment shops, motor dealers, and towing companies.
- Health services**
For our health services partners who care for ICBC customers injured after a crash.
- Legal services**
For law firms who provide legal services to ICBC. **Login required.**
- Licensing & ID**
For government, ticketing, law enforcement, road safety, driving schools and driver trainers.
- Investigative partners**
For independent adjusters and private investigators.
- Insurance services**
For vehicle registration and other insurance service partners.
- Driver training**
For driver training industry partners.
- Salvage**
For car dealers, dismantlers, metal recyclers, body shops, and general public companies.
- Lessors**
For leasing companies and related stakeholders.

Navigating ICBC.com

The screenshot shows the ICBC Business partners website. At the top, there is a navigation bar with the ICBC logo, the text "Business partners", and a search bar containing "Health services". Below the navigation bar, a horizontal menu lists various services: "Material damage", "Health services" (underlined), "Legal services", "Driver licensing & ID", "Investigative partners", "Insurance services", "Driver training", and "Lessors". A large purple banner below the menu contains the text "Health services". Underneath the banner, a breadcrumb trail reads "Home > Health services". The main content area is divided into two columns. The left column is a vertical menu with the following items: "Health services" (highlighted in blue), "Enhanced Care", "Apply for or update your ICBC Recovery Network account", "Invoicing and reporting" (with a dropdown arrow), "Treatment Plan", "Disability advocacy organizations", "Health care providers" (with a dropdown arrow), "Physicians" (highlighted with a red box), "Nurse practitioners", "Vocational rehabilitation", and "Contact us" (highlighted with a red box). The right column features a heading "Health services" followed by a paragraph: "This site is for B.C. health service providers — our dedicated recovery partners who treat and support customers injured in automobile crashes." Below this is another paragraph: "As of October 14, 2025, the Brain Injury Support and Navigation pilot program is now live. Visit the [program page](#) to learn more." A "Latest news" section follows, listing five newsletters from October 2025 back to March 2025. At the bottom of the right column is a purple button that says "Subscribe to our newsletter and alerts". A red-bordered box on the right side of the page contains the text "Reports, billing processes and support". Two red arrows point from this box to the "Physicians" and "Contact us" menu items.

ICBC.com

Business partners

Health services

Material damage [Health services](#) Legal services Driver licensing & ID Investigative partners Insurance services Driver training Lessors

Health services

[Home](#) > Health services

Health services

This site is for B.C. health service providers — our dedicated recovery partners who treat and support customers injured in automobile crashes.

As of October 14, 2025, the Brain Injury Support and Navigation pilot program is now live. Visit the [program page](#) to learn more.

Latest news

- October 2025: [Newsletter](#)
- June 2025: [Newsletter](#)
- May 2025: [Newsletter](#)
- April 2025: [Newsletter](#)
- March 2025: [Newsletter](#)

Subscribe to our newsletter and alerts

Reports, billing processes and support

Question & Answer



Thank You