

# ICBC & WORKSAFE BC UPDATE

## Purpose:

To provide physicians and their staff with up-to-date information on ICBC and Worksafe billing, education and other pertinent information updates.



## WORKSAFE BC UPDATE

### Are you registered with WorkSafeBC?

To learn more please refer to our physician [registration guide](#) and [video](#).

### REQUIREMENT FOR RECORD OF ANESTHESIA

Effective immediately, Anesthesiologists are no longer required to submit a Record of Anesthesia for WorkSafeBC to process each payment, unless specifically requested by WorkSafeBC.

### 2022-2025 WORKSAFE BC AGREEMENTS

#### PHYSICIANS AND SURGEONS' WORKSAFE BC SERVICES AGREEMENT

#### WORKSAFE BC SALARIED SERVICES AGREEMENT

### WSBC BILLING TIPS

#### HOW TO EFFECTIVELY BILL EXPEDITED CONSULTATIONS AND SURGERY

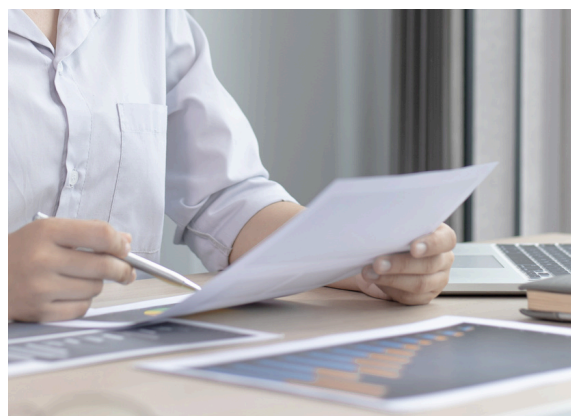
##### 1. EXPEDITED SURGERY

- A surgery is considered expedited if it is performed within 40 business days from the date a surgeon receives written approval for surgery from a WorkSafeBC board officer.
- For more information and tips on how to effectively bill and get paid for expedited surgeries click [here](#).

##### 2. INITIAL EXPEDITED CONSULTATION (WSBC CODE: 19911)

Some physicians report significant delays or denial of payment for their 19911 code. Labelling properly and legibility are just a few of the challenges.

For more information and ways to avoid rejection and delays with payment for the 19911 [click here](#).



# ICBC UPDATES

## FAMILY PHYSICIAN FEE INCREASE (AS OF APRIL 1, 2024)

Each year, ICBC adjusts the fees and benefit limits outlined in the Insurance Vehicle Regulation and the Enhanced Accident Benefit Regulation, based on the CPI. This year, the CPI increase is four percent, effective for health care services administered on or after April 1, 2024.

The increased fees for family physicians will be posted to the Doctors of BC website and ICBC Business Partners Page - Physicians on April 1, 2024.

## PROVIDING WRITTEN COMMUNICATION TO ICBC

Family physicians can use the Physician Conference Fee (Code A94569) when providing an update to ICBC. This can apply to updates requested between initial assessment and reassessment.

[CLICK HERE FOR MORE INFORMATION ON ICBC FEES AND INCREASES.](#)



## ESCALATION PROCESS

The escalation process is similar for physicians and patients, but the Health Care Inquiry Unit (HCIU) is an additional resource available only to healthcare providers.

When contacting ICBC re: concerns (ie. funding decision, etc), the first point of contact should always be the ICBC recovery specialist assigned to the claim. If assistance is required identifying who the assigned recovery specialist is, the physician may reach out to the Health Care Inquiry Unit (HCIU) [Contact us \(icbc.com\)](https://www.icbc.com) for support. If concerns remain after discussion with the recovery specialist, or if there is no response (more than 5 business days), the physician can contact HCIU to request escalation to a manager. The manager will then reach out directly to the physician.

If after speaking with the manager the concerns remain, there are additional appeals processes available to a provider (or the patient). Please refer to the information on [Filing a dispute \(icbc.com\)](https://www.icbc.com), which outlines the Fair Practice Office and the Civil Resolution Tribunal.

## EARLY ACCESS CONCUSSION RECOVERY (EACR) PILOT

The purpose of the EACR Pilot is to facilitate early interdisciplinary assessment, education, reassurance, and, when indicated, intervention for customers that sustain a concussion during their motor vehicle crash. The Pilot will run from March 25, 2024 to March 24, 2025. Additional information is available on [BC Pathways](#).

## ICBC CONTACT INFORMATION:

For all payment related issues, please contact:

**ICBC Claims Vendor Inquiry Unit**  
[claimsvendorinquiry@icbc.com](mailto:claimsvendorinquiry@icbc.com)

Please be sure to include claim number, patient name, payee name, and invoice number if applicable.

To validate a claim number or coverage and for general ICBC questions, please contact:

**ICBC Health Care Inquiry Unit (HICU)**

604 587-7150  
1 888 717-7150