

May 2026

ICBC Enhanced Care for Physicians

Moment for reflection

We are grateful to listen, learn and work together on the traditional territories of the Syilx Okanagan people.



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.

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.



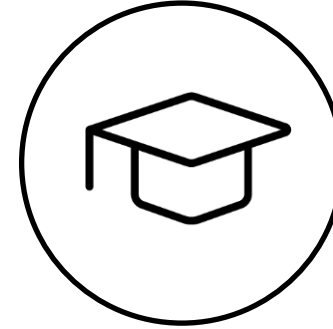
NEW benefits under Enhanced Care



**Permanent
impairment**



**Benefits for
caregivers**



Loss of studies



**Recreational
benefit**



**Travel and
accommodation**



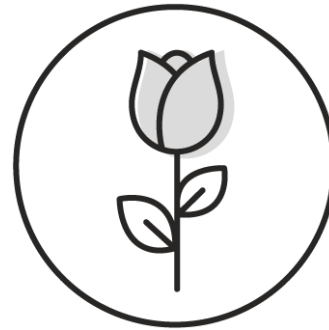
Grief counseling



Increases to existing benefit sub-limits



**Assistance with
activities of daily living**



Death benefit



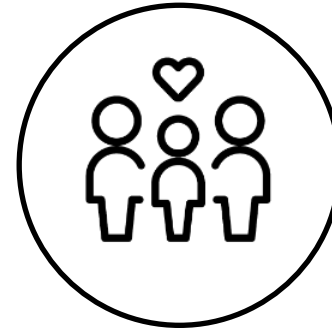
**Income replacement
benefits**



Changes to benefits



**Medical equipment
benefit**



Family Counselling



Pre-approved Treatment

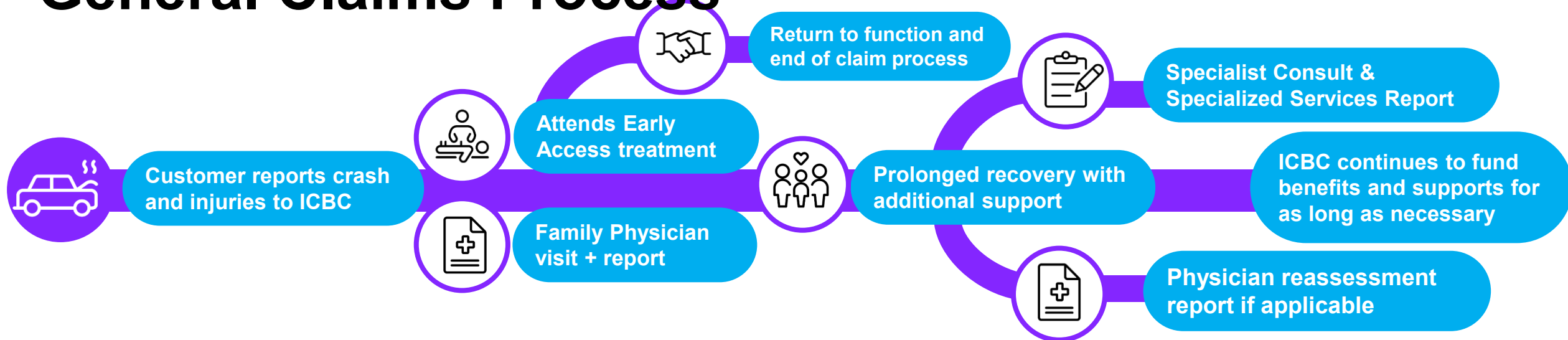
Your patients have access to funding for pre-authorized treatment.

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



- Complete the report to relay;
- an updated diagnosis and/or,
 - treatment recommendations.

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



Physician reports support patient recovery



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.



Physician reports



The **Standard Report (\$198)** is short and for people with uncomplicated recoveries.



The **Extended Report (\$398)** is a longer form for people requiring more support to return to work, school or activities of daily living.



The **Reassessment Report (\$256)** 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 (\$275)** accompanies a specialist consult to provide ICBC with timely information that is not normally included in a typical consultation letter completed by the physician.



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.



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

- ICBC Online Submission tool
- Fax: 1-877-686-4222
- Mailing Address: PO Box 2121, STN Terminal, Vancouver, BC, V6B 0L6

Forms available through EMRs may be out-of-date versions.

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



Billing Information



Bill 21: Ending reimbursement to the MoH

New legislation ends the practice of reimbursing the Province for health-related services arising from a crash.

With straightforward billing procedures, physicians can focus on care for patients involved in a crash.

Two Models

- LFP payment model: MVA-related care is now billable under LFP, allowing physicians to bill for this care using LFP time and interaction codes.
- Fee-For-Service: MSP is now billed directly for MVA-related care, without needing to indicate ICBC as the payer on the claim form.
- Completion of ICBC reports and related billing is unchanged and is separate from the visit.



Billing Rules: Family Physician Reports

Reports must include:

- **Patient's claim number** - please contact the patient for this information.
- **Invoice number** – to support your accounts receivable process.
- **Vendor number** – yours or your clinic's vendor number can be found on any previous ICBC payment statement or by contacting the Health Care Inquiry Unit.

ICBC does not:

- remunerate for missed or cancelled appointments,
- pre-pay for reports, and

Payment is for completion of the report.

All consultations must be billed as usual via Teleplan, with **MSP** named as the insurer, using appropriate MSP billing codes.

Physician Report Fees



The **Standard Report** (\$198)



The **Extended Report** (\$398)



The **Reassessment Report** (\$256)



The **Specialized Services Report** (\$275)



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
A00095	Clinical Records Review of paper or EMR records by physician *For large and complex records	\$127.00 /15 min + \$1.45 /page
A00096	Photocopying per page (variable fee)	

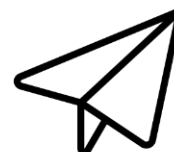
Fees requiring an invoice (con't)

Code	Service	Fee
A94575	Scarring Measurement Report	\$64.14
A94577	Range of Motion Report	\$128.28

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

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 "Legal services" card includes the text "Login required.".

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 features a left-hand sidebar with a blue header "Health services" and several menu items: "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). To the right of the sidebar, the heading "Health services" is 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 lists five newsletters from October 2025 back to March 2025. At the bottom of the sidebar, there is a purple button that says "Subscribe to our newsletter and alerts". A red 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



What is the current CMA (Comprehensive Medical Assessment) process within ICBC and how are recovery specialists utilizing it?

- The CMA is an independent, multidisciplinary examination funded by ICBC.
- Patients can be referred by their ICBC Recovery Specialist to;
 - Clarify a medical diagnosis
 - Identify barriers to recovery
 - Identify if injuries or conditions are related to the motor vehicle crash
 - Provide recommendations for return-to-work and return-to-function
 - Outline services available to support an informed treatment plan
- The CMA findings are outlined in a report sent to ICBC and with patient consent, can be shared with their broader healthcare team.

What if my patient has concerns about sharing clinical records?

- All ICBC clinical records requests will be accompanied by a signed medical authorization form.
- Patients may request certain information be redacted and you have discretion to comply.
- Patients may obtain the records themselves and choose which to disclose to ICBC.

What if my patient is denied funding for a specific treatment, what are their options if they want the decision reviewed?

If a patient wants the decision reviewed, they can take the following steps:

1. Speak with their ICBC Recovery Specialist
2. Request to speak with the Claims Manager
3. Contact the Fair Practices Office
4. File a dispute with the Civil Resolution Tribunal

Information regarding disputes can be found on the [icbc.com](https://www.icbc.com) website.

Thank you!

