



Association Communications – January 2022 - 2

Share your feedback with ICBC on Enhanced Care

On May 1, 2021 ICBC implemented the new Enhanced Care coverage program providing improved benefits and access to care at lower insurance costs for British Columbians.

Health care providers play an integral role in the support and care of British Columbians who require treatment after being injured in a crash. As such, ICBC wants to understand how the changes under Enhanced Care have affected you and your ICBC clients injured after May 1.

Your answers in this survey will help ICBC understand your experience to date and where there may be opportunities to improve the Enhanced Care program. The information you provide will be anonymous and will be used by ICBC's Research and Claims Injury teams for the purpose of analysis. Results will be reported anonymously, in aggregate to ICBC's Leadership and Board.

At the end of this survey, you will be asked if you would like to join a research panel composed of health care providers such as yourself, to participate in occasional surveys or discussions on ICBC related topics. If interested, you will be asked to provide contact information, however this information will be collected and stored separately from your survey responses such that your survey feedback will remain anonymous.

This survey should take between 10-15 minutes to complete, depending on your answers.

As you complete this survey, please reflect on your experiences to date specifically with your Enhanced Care clients.

Please click [here](https://www.icbcsurveys.com/jfe/form/SV_ezCnDct2F5NBy06) to begin the survey, or copy and paste the following link into a web browser: https://www.icbcsurveys.com/jfe/form/SV_ezCnDct2F5NBy06

ICBC conducts surveys with the assistance of external research service providers. Any personal information you provide in a survey, is collected under section 26 of the Freedom of Information and Protection of Privacy Act (BC) and section 9(2)(a) of the Insurance Corporation Act to conduct research activities for the purpose of planning or evaluating a program or activity of ICBC. If you have any questions about the collection of information, please [contact us](#).