



ICBC Fee Guide for Health Care Providers

Updated: April 1, 2022



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Fee Information

ICBC is the first payer for acupuncture, chiropractic, counselling, kinesiology, massage therapy, physiotherapy, and psychology treatments administered on or after April 1, 2019. The BC Government set the fees in consultation with the health care provider associations who represent their professions, and they reflect fair market rates for a standard treatment session.

ICBC customers who choose to visit a health care provider that charges a higher rate than what ICBC funds will not be able to recover the user fees from ICBC for claims with an accident date on or after April 1, 2019. The customer is responsible for paying the user fee portion, which they may submit to their private health insurer for consideration of coverage.

Initial (assessment) visit

Fee limits for initial assessment visits are outlined in the *Insurance (Vehicle) Regulation* and the *Enhanced Accident Benefit Regulation*.

The initial assessment visit fee includes the assessment and standard treatment provided that day. A standard treatment is not to be charged for the date the initial visit took place.

Standard treatment

Fee limits for standard treatment sessions are outlined in the *Insurance (Vehicle) Regulation* and the *Enhanced Accident Benefit Regulation*.

- Fees are based on a standard treatment, rather than being charged at an hourly rate, with the exception of Occupational Therapists.
- All sessions are expected to be delivered by the health care provider on a 1:1 basis with the customer.
- Refer to your Regulatory College and/or association guidelines regarding the expectations of a standard treatment.
- ICBC does not fund multiple treatment sessions provided by the same discipline on the same day.
- Treatment frequency is based on clinical recommendations and must reflect best practice.

Pre-authorized treatments during the Early Access Period

The number of pre-authorized treatments are outlined in the *Insurance (Vehicle) Regulation* and the *Enhanced Accident Benefit Regulation*. ICBC customers are able to access the pre-authorized number of treatment sessions within the first 12 weeks from the date of their crash without ICBC approval. The pre-authorized treatment sessions include the initial assessment visit.

| Health Care Service | Pre-authorized Treatments |
|---------------------|---------------------------|
| Acupuncture | 12 |
| Chiropractic | 25 |
| Counselling | 12 |
| Kinesiology | 12 |
| Massage therapy | 12 |
| Physiotherapy | 25 |
| Psychology | 12 |

Pre-authorized treatments are limited to one treatment modality type a day, but there is no restriction to the combination of pre-authorized treatments. For example, a customer may attend a kinesiology treatment and a massage treatment, but not two kinesiology treatments on the same day.

General information

- Fee limits outlined in the *Insurance (Vehicle) Regulation* and the *Enhanced Accident Benefit Regulation* are adjusted to the Consumer Price Index annually.



ICBC Fee Guide for Health Care Providers

- The fee table does not include taxes. The Health Care Provider Invoicing and Reporting (HCPIR) application and the Health Care Provider Portal applies tax when applicable.
- ICBC will not pay for no-show appointments. In the case of a no-show, the clinic's no-show and cancellation policies should apply.
- When a health care provider's fees are less than the fees posted in the ICBC Fee Guide for Health Care Providers, the health care provider must send ICBC invoices using the manual billing submission process. Instructions are on the Invoicing and Reporting page.



Acupuncturists

ICBC customers are able to access 12 pre-authorized acupuncture sessions within the first 12 weeks from the date of their crash without ICBC approval.

Fee table

| Line item | Fee | Additional Information |
|---------------------------------|-------------|--|
| Initial assessment visit | \$111/visit | <ul style="list-style-type: none"> This fee may be billed one time per customer This rate applies for visits on or after April 1, 2022 <p><i>For initial assessment visits that took place between April 1, 2021 and March 31, 2022, the following initial assessment visit fee applies: \$108/visit</i></p> |
| Standard treatment | \$94/visit | <ul style="list-style-type: none"> This rate applies for treatments administered on or after April 1, 2022 <p><i>For treatments administered between April 1, 2021 and March 31, 2022, the following fee applies: \$91/visit</i></p> |

Telephone consultation

Funding for telephone consultations requires explicit authorization from ICBC. **Telephone consultations will only be funded for customers with a date of crash on or after May 1, 2021.**

The telephone consultation fee has been established to support cooperation between health care providers and ICBC, or between treating health care providers where direct conversation is necessary to address functional limitations or recovery barriers.

The following will not be funded as telephone consultations:

- administrative or routine correspondence and communication;
- correspondence or communication pertaining to invoicing, reports, records, or treatment plan clarification or authorization;
- correspondence or communication regarding perceived or actual performance issues;
- time involved with leaving a voice message;
- correspondence or communication between providers located within the same facility engaging in regular business practices, such as rounds;
- any written correspondence;
- time spent by the health care provider in preparation for the telephone consultation; and
- correspondence or communication time for customers with a date of crash prior to May 1, 2021.

| Line item | Fee | Additional Information |
|-------------------------------|---------------|---|
| Telephone consultation | \$15 flat fee | <ul style="list-style-type: none"> Ensure explicit funding authorization has been obtained from ICBC prior to the telephone consultation This is a flat fee for telephone consultations up to 15 minutes in duration When using the HCPIR application or the Health Care Provider Portal, input "15" into the "minutes" field Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances; the health care provider must engage the ICBC claim representative to discuss further funding approval |

Notes

- Acupuncturists do not submit reports.



Chiropractors

ICBC customers are able to access 25 pre-authorized chiropractic sessions within the first 12 weeks from the date of their crash without ICBC approval.

Fee table for crashes on or after May 1st, 2021

| Line item | Fee | Additional Information |
|---------------------------------|-------------|--|
| Initial assessment visit | \$102/visit | <ul style="list-style-type: none"> This fee may be billed one time per customer This fee applies for visits on or after April 1, 2022. |
| Standard treatment | \$56/visit | <ul style="list-style-type: none"> This fee applies for treatments administered on or after April 1, 2022 |

Fee table for crashes before May 1st, 2021

| Line item | Fee | Additional Information |
|--|----------------------|--|
| Initial assessment visit & report | \$212/visit & report | <ul style="list-style-type: none"> This fee may be billed one time per customer This fee applies for visits on or after April 1, 2022 <p><i>For initial assessment visits that took place between April 1, 2021 and March 31, 2021, the following initial assessment visit & report fee applies: \$206/visit</i></p> |
| Standard treatment | | <i>For treatments administered between April 1, 2021 and March 31, 2022, the following fee applies: \$54/visit</i> |

Progress report

Effective May 1, 2021, progress reports should be completed upon ICBC's request. The reassessment report template has been discontinued.

| Line item | Fee | Additional Information |
|----------------------------|--------------|---|
| Progress report | \$104/report | <ul style="list-style-type: none"> Progress reports should only be completed upon ICBC's request This fee applies to the progress report template |
| Reassessment report | \$65/report | <ul style="list-style-type: none"> This fee applies to the discontinued reassessment report template |

Care plan meetings

Care plan meetings must be initiated, approved, scheduled and facilitated by an ICBC claim representative for the purpose of aligning goals, objectives and overall case management of a shared client. This line item cannot be used to invoice for time spent discussing a shared client or general correspondence, where the ICBC claim representative has not scheduled the call and is not present for the meeting.

| Line item | Fee | Additional Information |
|--------------------------|-------------------------|---|
| Care plan meeting | \$15/5-minute increment | <ul style="list-style-type: none"> Time spent by the health care provider in preparation for the care plan meeting is not billable |

Telephone consultation

Funding for telephone consultations requires explicit authorization from ICBC. **Telephone consultations will only be funded for customers with a date of crash on or after May 1, 2021.**

The telephone consultation fee has been established to support cooperation between health care providers and ICBC, or between treating health care providers where direct conversation is necessary to address functional limitations or recovery barriers.



The following will not be funded as telephone consultations:

- administrative or routine correspondence and communication;
- correspondence or communication pertaining to invoicing, reports, records, or treatment plan clarification or authorization;
- correspondence or communication regarding perceived or actual performance issues;
- time involved with leaving a voice message;
- correspondence or communication between providers located within the same facility engaging in regular business practices, such as rounds;
- any written correspondence;
- time spent by the health care provider in preparation for the telephone consultation; and
- correspondence or communication time for customers with a date of crash prior to May 1, 2021.

| Line item | Fee | Additional Information |
|-------------------------------|---------------|---|
| Telephone consultation | \$30 flat fee | <ul style="list-style-type: none"> • Ensure explicit funding authorization has been obtained from ICBC prior to the telephone consultation • This is a flat fee for telephone consultations up to 15 minutes in duration • When using the HCPIR application or the Health Care Provider Portal, input "15" into the "minutes" field • Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances; the health care provider must engage the ICBC claim representative to discuss further funding approval |

X-ray fee schedule

X-rays must be performed when clinically necessary and following evidence-informed practice, for the purposes of diagnosis. ICBC may request copies of X-rays or X-ray reports.

| Line item | Fee |
|--|----------|
| Cervical spine – 4 views or less | \$72.10 |
| Cervical spine – Davis series | \$98.20 |
| Thoracic spine – 4 views or less | \$72.10 |
| Lumbar spine – 4 views or less | \$72.10 |
| Additional films – any one film, any area in addition to the four or less series (does not apply to combined series) | \$13.20 |
| Any combined series | \$144.10 |
| Extremities | \$72.10 |
| Reading fee – any one area (when film is provided by outside source) | \$24.80 |
| Reading fee – two or more areas (when film is provided by outside source) | \$40.80 |
| Reading fee – three or more views (when film is provided by outside source) | \$52.50 |
| Reading fee – Extremities, minimum two views (extremities are articulations other than the spine, such as knees, elbows, and shoulders) | \$40.00 |



Counsellors

ICBC customers are able to access 12 pre-authorized counselling sessions within the first 12 weeks from the date of their crash without ICBC approval.

Fee table

| Line item | Fee | Additional Information |
|--|----------------------|---|
| Initial assessment visit & report | \$223/visit & report | <ul style="list-style-type: none"> This fee may be billed one time per customer This rate applies for visits on or after April 1, 2022 <p><i>For initial assessment visits that took place between April 1, 2021 and March 31, 2022, the following initial assessment visit & report fee applies: \$217/visit</i></p> |
| Standard treatment | \$127/visit | <ul style="list-style-type: none"> This rate applies for treatments administered on or after April 1, 2022 <p><i>For treatments administered between April 1, 2021 and March 31, 2022, the following fee applies: \$124/visit</i></p> |
| Progress report | \$50/report | <ul style="list-style-type: none"> Progress reports should only be completed upon ICBC's request |

Care plan meetings

Care plan meetings must be initiated, approved, scheduled and facilitated by an ICBC claim representative for the purpose of aligning goals, objectives and overall case management of a shared client. This line item cannot be used to invoice for time spent discussing a shared client or general correspondence, where the ICBC claim representative has not scheduled the call and is not present for the meeting.

| Line item | Fee | Additional Information |
|--------------------------|-------------------------|---|
| Care plan meeting | \$10/5-minute increment | <ul style="list-style-type: none"> Time spent by the health care provider in preparation for the care plan meeting is not billable |

Telephone consultation

Funding for telephone consultations requires explicit authorization from ICBC. **Telephone consultations will only be funded for customers with a date of crash on or after May 1, 2021.**

The telephone consultation fee has been established to support cooperation between health care providers and ICBC, or between treating health care providers where direct conversation is necessary to address functional limitations or recovery barriers.

The following will not be funded as telephone consultations:

- administrative or routine correspondence and communication;
- correspondence or communication pertaining to invoicing, reports, records, or treatment plan clarification or authorization;
- correspondence or communication regarding perceived or actual performance issues;
- time involved with leaving a voice message;
- correspondence or communication between providers located within the same facility engaging in regular business practices, such as rounds;
- any written correspondence;
- time spent by the health care provider in preparation for the telephone consultation; and
- correspondence or communication time for customers with a date of crash prior to May 1, 2021.



| Line item | Fee | Additional Information |
|-------------------------------|---------------|---|
| Telephone consultation | \$15 flat fee | <ul style="list-style-type: none"> • Ensure explicit funding authorization has been obtained from ICBC prior to the telephone consultation • This is a flat fee for telephone consultations up to 15 minutes in duration • When using the HCPIR application or the Health Care Provider Portal, input "15" into the "minutes" field • Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances; the health care provider must engage the ICBC claim representative to discuss further funding approval |

Travel & mileage fees

ICBC does not pay travel or mileage fees for providers who operate out of a facility owned, leased or directed by the provider/firm or on their premises.

Qualified counsellors submitting approved travel/mileage invoices for exposure-based therapy may submit their invoices through HCPIR or HCPP. Where travel/mileage has been approved in exceptional circumstances, this invoice must be submitted to invoices@icbc.com, in adherence with the [manual billing process](#).

When a provider has to travel to an appointment that is taking place at an ICBC customer's residence, or other mutually agreed upon location, mileage and travel time is to be calculated between the location and the lesser of: the provider's primary residence OR the nearest clinic location (whether the primary location or a satellite location).

Mileage and travel time example: travel time of 30 minutes to and 30 minutes from the treatment location and a total of 25 km. Two clients are seen at the same location. In this case, half of the travel time and half of the mileage is billable to either client. If the second client is not an ICBC customer, the cost sharing must still apply.

| Line item | Fee | Additional Information |
|--------------------|------------|--|
| Travel time | \$1.00/min | <ul style="list-style-type: none"> • Travel time and mileage requires authorization from ICBC • Actual travel time for treatment purposes must be billed by the decimal hour (for example: 15 min is entered as 0.25 hr) • Travel and mileage must be cost shared so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner |
| Mileage | \$0.47/km | |

- Please consult your own tax advisors to determine if you are GST exempt. If your services are GST exempt, please submit invoices manually, as HCPIR automatically adds tax.
- Clinical services provided by Social Workers are GST exempt. Social Workers must submit invoices manually. For detailed instructions on the [manual invoice and document submission](#), please see the Invoicing and Reporting page.



Kinesiologists

ICBC customers are able to access 12 pre-authorized kinesiology sessions within the first 12 weeks from the date of their crash without ICBC approval.

Fee table for crashes on or after May 1st, 2021

| Line item | Fee | Additional Information |
|---------------------------------|-------------|--|
| Initial assessment visit | \$104/visit | <ul style="list-style-type: none"> This fee may be billed one time per customer This fee applies for initial assessment visits on or after April 1, 2022 |
| Standard treatment | \$83/visit | <ul style="list-style-type: none"> This fee applies for treatments administered on or after April 1, 2022 |

Fee table for crashes before May 1st, 2021

| Line item | Fee | Additional Information |
|--|----------------------|---|
| Initial assessment visit & report | \$143/visit & report | <ul style="list-style-type: none"> This fee may be billed one time per customer This rate applies for visits on or after April 1, 2022 <p><i>For initial assessment visits that took place between April 1, 2021 and March 31, 2022, the following initial assessment visit & report fee applies: \$139/visit</i></p> |
| Standard treatment | \$83/visit | <ul style="list-style-type: none"> This fee applies for treatments administered on or after April 1, 2022 <p><i>For treatments administered between April 1, 2021 and March 31, 2022, the following fee applies: \$81/visit</i></p> |

Progress report

Effective May 1, 2021, progress reports should be completed upon ICBC's request. The reassessment report template has been discontinued.

| Line item | Fee | Additional Information |
|----------------------------|-------------|---|
| Progress report | \$84/report | <ul style="list-style-type: none"> Progress reports should only be completed upon ICBC's request This fee applies to the progress report template |
| Reassessment report | \$35/report | <ul style="list-style-type: none"> This fee applies to the discontinued reassessment report template |

Care plan meetings

Care plan meetings must be initiated, approved, scheduled and facilitated by an ICBC claim representative for the purpose of aligning goals, objectives and overall case management of a shared client. This line item cannot be used to invoice for time spent discussing a shared client or general correspondence, where the ICBC claim representative has not scheduled the call and is not present for the meeting.

| Line item | Fee | Additional Information |
|--------------------------|------------------------|---|
| Care plan meeting | \$5/5-minute increment | <ul style="list-style-type: none"> Time spent by the health care provider in preparation for the care plan meeting is not billable |

Drop-in admissions

ICBC may fund the drop-in fees at recreational centres up to reasonable market rates. Dated receipts are required and must include the service, facility used and form of payment.

ICBC does not pay admission fees for use of a facility owned, leased or directed by the provider/firm or on their premises.



Rehabilitation assistance services provided by kinesiologists

Kinesiologists providing rehabilitation assistance or life skills services must adhere to the rehabilitation assistant rates outlined in the [Rehabilitation Assistant](#) section of this fee guide.

Telephone consultation

Funding for telephone consultations requires explicit authorization from ICBC. **Telephone consultations will only be funded for customers with a date of crash on or after May 1, 2021.**

The telephone consultation fee has been established to support cooperation between health care providers and ICBC, or between treating health care providers where direct conversation is necessary to address functional limitations or recovery barriers.

The following will not be funded as telephone consultations:

- administrative or routine correspondence and communication;
- correspondence or communication pertaining to invoicing, reports, records, or treatment plan clarification or authorization;
- correspondence or communication regarding perceived or actual performance issues;
- time involved with leaving a voice message;
- correspondence or communication between providers located within the same facility engaging in regular business practices, such as rounds;
- any written correspondence;
- time spent by the health care provider in preparation for the telephone consultation; and
- correspondence or communication time for customers with a date of crash prior to May 1, 2021.

| Line item | Fee | Additional Information |
|-------------------------------|---------------|---|
| Telephone consultation | \$15 flat fee | <ul style="list-style-type: none"> • Ensure explicit funding authorization has been obtained from ICBC prior to the telephone consultation • This is a flat fee for telephone consultations up to 15 minutes in duration • When using the HCPIR application or the Health Care Provider Portal, input "15" into the "minutes" field • Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances; the health care provider must engage the ICBC claim representative to discuss further funding approval |

Travel & mileage fees

ICBC does not pay travel or mileage fees for providers who operate out of a facility owned, leased or directed by the provider/firm or on their premises.

When a provider has to travel to an appointment that is taking place at an outside facility, such as a community/recreational centre, mileage and travel time is to be calculated between the facility and the lesser of: the provider's primary residence OR the nearest clinic location (whether the primary location or a satellite location).

Mileage and travel time example: travel time of 30 minutes to and 30 minutes from the treatment location and a total of 25 km. Two clients are seen at a local recreation centre. In this case, half of the travel time and half of the mileage is billable to either client. If the second client is not an ICBC customer, the cost sharing must still apply.



| Line item | Fee | Additional Information |
|--------------------|------------|--|
| Travel time | \$0.65/min | <ul style="list-style-type: none">Actual travel time for treatment purposes must be billed by the decimal hour (for example: 15 min is entered as 0.25 hr), up to a maximum of 60 minutes total per treatment session |
| Mileage | \$0.47/km | <ul style="list-style-type: none">Travel and mileage must be cost shared so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner |



Massage Therapists

ICBC customers are able to access 12 pre-authorized massage therapy sessions within the first 12 weeks from the date of their crash without ICBC approval.

Fee table

| Line item | Fee | Additional Information |
|---------------------------------|-------------|---|
| Initial assessment visit | \$113/visit | <ul style="list-style-type: none"> This fee may be billed one time per customer This fee applies for visits on or after April 1, 2022 <p><i>For initial assessment visits that took place between April 1, 2021 and March 31, 2022, the following initial assessment visit fee applies: \$110/visit</i></p> |
| Standard treatment | \$85/visit | <ul style="list-style-type: none"> This rate applies for treatments administered on or after April 1, 2022 <p><i>For treatments administered between April 1, 2021 and March 31, 2022, the following fee applies: \$83/visit</i></p> |

Telephone consultation

Funding for telephone consultations requires explicit authorization from ICBC. **Telephone consultations will only be funded for customers with a date of crash on or after May 1, 2021.**

The telephone consultation fee has been established to support cooperation between health care providers and ICBC, or between treating health care providers where direct conversation is necessary to address functional limitations or recovery barriers.

The following will not be funded as telephone consultations:

- administrative or routine correspondence and communication;
- correspondence or communication pertaining to invoicing, reports, records, or treatment plan clarification or authorization;
- correspondence or communication regarding perceived or actual performance issues;
- time involved with leaving a voice message;
- correspondence or communication between providers located within the same facility engaging in regular business practices, such as rounds;
- any written correspondence;
- time spent by the health care provider in preparation for the telephone consultation; and
- correspondence or communication time for customers with a date of crash prior to May 1, 2021.

| Line item | Fee | Additional Information |
|-------------------------------|---------------|---|
| Telephone consultation | \$15 flat fee | <ul style="list-style-type: none"> Ensure explicit funding authorization has been obtained from ICBC prior to the telephone consultation This is a flat fee for telephone consultations up to 15 minutes in duration When using the HCPIR application or the Health Care Provider Portal, input “15” into the “minutes” field Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances; the health care provider must engage the ICBC claim representative to discuss further funding approval |

Note

- Massage therapists do not submit reports.



Nurses

ICBC customers are able to access professional nursing or nurse practitioner health care services.

Fee table

| Health care service | Hourly rate | Additional Information |
|---|-------------|---|
| Licensed Practical Nurses (LPNs) | Up to \$52 | These rates do not apply for nurses providing services such as homemaking or attendant care. Where an RN is providing services that can be completed by an LPN, the LPN rate should apply. |
| Registered Nurses (RNs) | Up to \$71 | |
| Health care service | Fee | Additional Information |
| Nurse Practitioner | \$158.26 | Nurse Practitioner Report (CL489R) |



Occupational Therapists

Occupational therapists working with ICBC are governed by the Performance Standards for approved OTs. Please visit the [Occupational therapist](#) page on the Health Services site for information on rates, line items, rates, resources and more.



Physiotherapists

ICBC customers are able to access 25 pre-authorized physiotherapy sessions within the first 12 weeks from the date of their crash without ICBC approval.

Fee table for crashes on or after May 1st, 2021

| Line item | Fee | Additional Information |
|--------------------------|-------------|--|
| Initial assessment visit | \$133/visit | <ul style="list-style-type: none"> This fee may be billed one time per customer This fee applies for visits on or after April 1, 2022. |
| Standard treatment | \$84/visit | <ul style="list-style-type: none"> This fee applies for treatments administered on or after April 1, 2022 |

Fee table for crashes before May 1st, 2021

| Line item | Fee | Additional Information |
|-----------------------------------|----------------------|---|
| Initial assessment visit & report | \$265/visit & report | <ul style="list-style-type: none"> This fee may be billed one time per customer This rate applies for visits on or after April 1, 2022 <p><i>For initial assessment visits that took place between April 1, 2021 and March 31, 2022, the following initial assessment visit & report fee applies: \$258/visit</i></p> |
| Standard treatment | \$84/visit | <ul style="list-style-type: none"> This fee applies for treatments administered on or after April 1, 2022 <p><i>For treatments administered between April 1, 2021 and March 31, 2022, the following fee applies: \$82/visit</i></p> |

Progress report

Effective May 1, 2021, progress reports should be completed upon ICBC's request. The reassessment report template has been discontinued.

| Line item | Fee | Additional Information |
|---------------------|--------------|---|
| Progress report | \$128/report | <ul style="list-style-type: none"> Progress reports should only be completed upon ICBC's request This fee applies to the progress report template |
| Reassessment report | \$80/report | <ul style="list-style-type: none"> This fee applies to the discontinued reassessment report template |

Care plan meetings

Care plan meetings must be initiated, approved, scheduled and facilitated by an ICBC claim representative for the purpose of aligning goals, objectives and overall case management of a shared client. This line item cannot be used to invoice for time spent discussing a shared client or general correspondence, where the ICBC claim representative has not scheduled the call and is not present for the meeting.

| Line item | Fee | Additional Information |
|-------------------|-------------------------|---|
| Care plan meeting | \$15/5-minute increment | <ul style="list-style-type: none"> Time spent by the health care provider in preparation for the care plan meeting is not billable |

Non-standard physiotherapy treatment fees

Funding for non-standard physiotherapy treatment sessions requires explicit authorization from ICBC every time. **Non-standard physiotherapy treatment sessions may only be funded for treatments administered on or after May 1, 2021.**



These fees are to compensate physiotherapists for extended sessions of at least 45 minutes of direct customer care, required to provide effective treatment to customers injured in a crash, and who have serious injuries or who meet other qualifying criteria outlined below.

A Physiotherapy Non-Standard Treatment Application form ([CL752](#)) must be completed and submitted to ICBC by email to physiotherapists@icbc.com. The CL752 is in addition to completing a standard treatment plan.

| Line item | Fee | Additional Information |
|---------------------------------------|---------------|---|
| In-home or in-community | \$145/session | <ul style="list-style-type: none"> Hospital discharge or post-surgical client, or Client unable to drive or use other available transit options, or Client unable to leave their residence due to mobility or safety concerns |
| Concussion/ vestibular | \$145/session | <ul style="list-style-type: none"> Diagnosed with or symptoms suggestive of concussion, and Screening tests and objective measures support concussion/vestibular diagnosis, and Prolonged sessions are required to carry out treatment plan (>45 minutes direct time) |
| Spinal cord injury | \$145/session | <ul style="list-style-type: none"> Diagnosed spinal cord injury, and Prolonged sessions are required to carry out treatment plan (>45 minutes direct time) |
| Complex musculoskeletal injury | \$145/session | <ul style="list-style-type: none"> Diagnosed musculoskeletal injury, and Treatment complicated by number/types or injuries or comorbidities, and Prolonged sessions are required to carry out treatment plan (>45 minutes direct time) |
| Rural and remote | \$145/session | <ul style="list-style-type: none"> Client access to physiotherapist is impacted by rural/remote setting and distance from physiotherapist, and Prolonged sessions will be provided (>45 minutes direct time) |
| Hand therapy | \$145/session | <ul style="list-style-type: none"> Diagnosed hand or upper extremity injury, and Therapy provided by a Certified Hand Therapist |

Physiotherapist-administered active rehabilitation

Physio-administered active rehab is considered a kinesiology session. These sessions are expected to be delivered by the physiotherapist on a 1:1 basis with the customer. Refer to the [Kinesiologists](#) section of this Guide for applicable fees.

Physio-administered active rehab sessions cannot be invoiced via the HCPIR application or the Health Care Provider Portal at this time. Refer to the manual invoicing and document submission section of the Invoicing and reporting page of the Health Services site.

Telephone consultation

Funding for telephone consultations requires explicit authorization from ICBC. **Telephone consultations will only be funded for customers with a date of crash on or after May 1, 2021.**

The telephone consultation fee has been established to support cooperation between health care providers and ICBC, or between treating health care providers where direct conversation is necessary to address functional limitations or recovery barriers.



The following will not be funded as telephone consultations:

- administrative or routine correspondence and communication;
- correspondence or communication pertaining to invoicing, reports, records, or treatment plan clarification or authorization;
- correspondence or communication regarding perceived or actual performance issues;
- time involved with leaving a voice message;
- correspondence or communication between providers located within the same facility engaging in regular business practices, such as rounds;
- any written correspondence;
- time spent by the health care provider in preparation for the telephone consultation; and
- correspondence or communication time for customers with a date of crash prior to May 1, 2021.

| Line item | Fee | Additional Information |
|-------------------------------|---------------|--|
| Telephone consultation | \$30 flat fee | <ul style="list-style-type: none">• Ensure explicit funding authorization has been obtained from ICBC prior to the telephone consultation• This is a flat fee for telephone consultations up to 15 minutes in duration• When using the HCPIR application or the Health Care Provider Portal, input “15” into the “minutes” field• Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances; the health care provider must engage the ICBC claim representative to discuss further funding approval |



Travel & mileage fees

ICBC does not pay travel or mileage fees for providers who operate out of a facility owned, leased or directed by the provider/firm or on their premises.

When a provider has to travel to an appointment that is taking place at an outside facility, such as a community/recreational centre, mileage and travel time is to be calculated between the facility and the lesser of: the provider's primary residence OR the nearest clinic location (whether the primary location or a satellite location).

Mileage and travel time example: travel time of 30 minutes to and 30 minutes from the treatment location and a total of 25 km. Two clients are seen at a local recreation centre. In this case, half of the travel time and half of the mileage is billable to either client. If the second client is not an ICBC customer, the cost sharing must still apply.

| Line item | Fee | Additional Information |
|-------------|------------|--|
| Travel time | \$0.71/min | <ul style="list-style-type: none">Actual travel time for treatment purposes must be billed by the decimal hour (for example: 15 min is entered as 0.25 hr), up to a maximum of 60 minutes total per treatment sessionTravel and mileage must be cost shared so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner |
| Mileage | \$0.47/km | |



Psychologists

ICBC customers are able to access 12 pre-authorized psychology sessions within the first 12 weeks from the date of their crash without ICBC approval.

Fee table

| Line item | Fee | Additional Information |
|--|----------------------|--|
| Initial assessment visit & report | \$361/visit & report | <ul style="list-style-type: none"> This fee may be billed one time per customer This fee applies for visits on or after April 1, 2022 <p><i>For initial assessment visits that took place between April 1, 2021 and March 31, 2022, the following initial assessment visit & report fee applies: \$351/visit</i></p> |
| Standard treatment | \$207/visit | <ul style="list-style-type: none"> This rate applies for treatments administered on or after April 1, 2022 <p><i>For treatments administered between April 1, 2021 and March 31, 2022, the following fee applies: \$201/visit</i></p> |
| Progress report | \$80/report | <ul style="list-style-type: none"> Progress reports should only be completed upon ICBC's request |

Care plan meetings

Care plan meetings must be initiated, approved, scheduled and facilitated by an ICBC claim representative for the purpose of aligning goals, objectives and overall case management of a shared client. This line item cannot be used to invoice for time spent discussing a shared client or general correspondence, where the ICBC claim representative has not scheduled the call and is not present for the meeting.

| Line item | Fee | Additional Information |
|--------------------------|-------------------------|---|
| Care plan meeting | \$15/5-minute increment | <ul style="list-style-type: none"> Time spent by the health care provider in preparation for the care plan meeting is not billable |

Telephone consultation

Funding for telephone consultations requires explicit authorization from ICBC. **Telephone consultations will only be funded for customers with a date of crash on or after May 1, 2021.**

The telephone consultation fee has been established to support cooperation between health care providers and ICBC, or between treating health care providers where direct conversation is necessary to address functional limitations or recovery barriers.

The following will not be funded as telephone consultations:

- administrative or routine correspondence and communication;
- correspondence or communication pertaining to invoicing, reports, records, or treatment plan clarification or authorization;
- correspondence or communication regarding perceived or actual performance issues;
- time involved with leaving a voice message;
- correspondence or communication between providers located within the same facility engaging in regular business practices, such as rounds;
- any written correspondence;
- time spent by the health care provider in preparation for the telephone consultation; and
- correspondence or communication time for customers with a date of crash prior to May 1, 2021.



| Line item | Fee | Additional Information |
|-------------------------------|---------------|---|
| Telephone consultation | \$30 flat fee | <ul style="list-style-type: none"> • Ensure explicit funding authorization has been obtained from ICBC prior to the telephone consultation • This is a flat fee for telephone consultations up to 15 minutes in duration • When using the HCPIR application or the Health Care Provider Portal, input "15" into the "minutes" field • Telephone consultations in excess of 15 minutes will not be approved unless there are exceptional circumstances; the health care provider must engage the ICBC claim representative to discuss further funding approval |

Travel & mileage fees

ICBC does not pay travel or mileage fees for providers who operate out of a facility owned, leased or directed by the provider/firm or on their premises.

Psychologists submitting approved travel/mileage invoices for exposure-based therapy may submit their invoices through HCPIR or HCPP. Where travel/mileage has been approved in exceptional circumstances, this invoice must be submitted to invoices@icbc.com, in adherence with the [manual billing process](#).

When a provider has to travel to an appointment that is taking place at an ICBC customer's residence, or other mutually agreed upon location, mileage and travel time is to be calculated between the location and the lesser of: the provider's primary residence OR the nearest clinic location (whether the primary location or a satellite location).

Mileage and travel time example: travel time of 30 minutes to and 30 minutes from the treatment location and a total of 25 km. Two clients are seen at the same location. In this case, half of the travel time and half of the mileage is billable to either client. If the second client is not an ICBC customer, the cost sharing must still apply.

| Line item | Fee | Additional Information |
|--------------------|------------|--|
| Travel time | \$1.63/min | <ul style="list-style-type: none"> • Travel time and mileage requires authorization from ICBC • Actual travel time for treatment purposes must be billed by the decimal hour (for example: 15 min is entered as 0.25 hr) • Travel and mileage must be cost shared so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner |
| Mileage | \$0.47/km | |



Rehabilitation Assistants

ICBC may fund rehabilitation assistance services. All rehabilitation assistance services, including applicable travel and mileage, requires pre-authorization.

- Rehabilitation Assistant services cannot be invoiced via the HCPIR application or the Health Care Provider Portal at this time. Refer to the manual invoicing and document submission section of the [invoicing and reporting](#) page of the Health Services site.

The following fees are applicable for rehabilitation assistance or life skills works.

Fee table

| Line item | Fee | Additional Information |
|--|------------|--|
| Rehabilitation assistance/ life skills work | \$45/hr | - |
| Travel time | \$0.38/min | <ul style="list-style-type: none"> • Actual travel time for treatment purposes must be billed by the decimal hour (for example 15 min is entered as 0.25 hr), up to a maximum of 60 minutes total per treatment session • Travel and mileage must be cost shared so that travel time and mileage to a location where multiple customers, ICBC or otherwise, are treated, the cost is shared across those clients/claims in an equal manner |
| Mileage | \$0.47/km | <ul style="list-style-type: none"> • See General information section below for more information |

Travel and mileage

ICBC does not pay travel or mileage fees for providers who operate out of a facility owned, leased or directed by the provider/firm or on their premises.

When a provider has to travel to an appointment that is taking place at an outside facility, such as a community/recreational centre, mileage and travel time is to be calculated between the facility and the lesser of: the provider's primary residence OR the nearest clinic location (whether the primary location or a satellite location).

Mileage and travel time example: travel time of 30 minutes to and 30 minutes from the treatment location and a total of 25 km. Two clients are seen at a local recreation centre. In this case, half of the travel time and half of the mileage is billable to either client. If the second client is not an ICBC customer, the cost sharing must still apply.