



Obtaining Patient Consent for Reports Submitted to ICBC

From April 1, 2019,

Significant improvements have been made to ICBC accident benefits which improve access to care for anyone injured in a crash.

To support these changes, ICBC worked with Doctors of BC to revise assessment report templates. The purposes for which ICBC will use the information in the report include the following:

- Ensure the correct Claims Representative or Recovery Specialist is assigned to the claim
- Authorize necessary equipment and treatment purchase and process payment in a timely manner
- Proactively address potential barriers at an early stage to ensure optimal recovery outcomes.

Why is the process for managing consent changing?

The new report templates include a specific checkbox to prompt physicians in obtaining consent from their patient who has been injured in a motor vehicle accident. The purpose is to help streamline the new workflow process by proactively sending information to ICBC on all motor vehicle accidents.

What changes do I need to make in managing ICBC patients?

- During your assessments, inform your patients that you may share a report with ICBC on their diagnosis and care plan, and ask their consent to do so consistent with your consent and information sharing guidelines. If they provide consent, send the report.
- If your patient does not provide consent, do not send the report and instead document the patient information in your records.

What if a patient refuses to consent to the sharing of information with ICBC?

- ICBC has legal authority to collect personal information from patients who have an open claim.
- If physicians do not have consent to send a report, ICBC will send the patient's physician a formal request to obtain relevant information on their injuries.
- If physicians receive this request from ICBC they are obliged under section 28.1 of the Insurance (Vehicle) Act to provide this information in the report provided.
- ICBC encourages physicians to contact ICBC in cases where consent has not been obtained.

How do I invoice if I do not receive consent to share information with ICBC?

- In the case that you do not receive consent, please invoice a standard office visit through MSP.
- Do not invoice the new ICBC fees for physicians if you do not have consent from the patient.

How do I bill if I do receive consent to share information with ICBC?

- Please invoice the Standard Assessment fee (\$120) or Extended Assessment fee (\$325)
- Do not invoice an office visit in addition to these fees. The report will serve as the invoice for the appropriate assessment & report fee.

How do I contact ICBC?

- A feedback form is available on ICBC's [Health Services Business Partners site](#) for any questions you may have.
- As of April 1, the Health Care Inquiry Unit (HCIU) will be active and their contact number will be posted on ICBC's [Health Services Business Partners site](#).

If you require more information

- For more information on consent and information sharing, please see the [College's guidelines on privacy](#).
- For more information regarding fees and reports, please visit ICBC's [Health Services Business Partners site](#).

Process illustration

To illustrate the change in process following April 1, 2019, simplified patient and report journeys are outlined in the diagram below:

