

# Enhanced Care at-a-glance



1. Report the crash to ICBC and get a claim number.



2. Get treatments for the **first 12 weeks** with no referrals or approvals needed. All you need is your **Personal Health Number (PHN)** and **ICBC claim number**.



3. Find a health care provider

- You can use our [health care provider locator](https://icbc.com/claims/injury/find-a-health-care-provider) ([icbc.com/claims/injury/find-a-health-care-provider](https://icbc.com/claims/injury/find-a-health-care-provider))
- These providers bill ICBC directly. No paperwork needed.
- You only pay if they charge more than what ICBC covers (refer to chart below for reference)

| Type of health care provider | Number of approved treatments | Fees covered by ICBC<br>(For treatments between May 1, 2025 and March 31, 2026) | Minimum treatment duration<br>(One-on-one with customer and provider) |
|------------------------------|-------------------------------|---|---|
| Acupuncturist                | 12                            | \$115   | 20 mins   |
| Chiropractor                 | 25                            | \$77  | 15 mins   |
| Counsellor                   | 12                            | \$160   | 50 mins   |
| Kinesiologist                | 12                            | \$96  | 45 mins   |
| Physiotherapist              | 25                            | \$97  | 20 mins   |
| Psychologist                 | 12                            | \$246   | 50 mins   |
| Registered massage therapist | 12                            | \$107   | 45 mins   |



4. If you need more treatments **after 12 weeks**, your health care provider can work with your ICBC recovery specialist to see if you are eligible for extended care.



5. It is important to let your ICBC recovery specialist know how you're doing. This helps us manage your claim more smoothly. We suggest contacting your recovery specialist by **phone or email every 2 to 3 weeks**, even if it's just to say things are going well.

**Call us if you have any questions. We're here to help.**

604-520-8222 (Lower Mainland) or 1-800-910-4222