

Guiding Principles of Enhanced Care

ICBC is creating an Enhanced Care model that enables customers to achieve recovery through access to quality care and that delivers the greatest value to British Columbians, which comes into effect on May 01, 2021.

Last month we introduced our five guiding principles behind Enhanced Care. Our approach to service is rooted in these five principles that will guide our decisions and how we work with health care providers to shape the best possible outcomes for our customers. To learn more about how ICBC will utilize function-based outcomes to support customer recovery, [check out our bite sized video on Focusing on Functional Outcomes.](#)



[Click here!](#)

Enhanced Accident Benefits announced

On March 05, ICBC joined the provincial government to announce that Enhanced Care Accident Benefits have been approved in regulations. Care, recovery and wage-loss benefits for people injured in crashes will be even more generous than originally proposed, under the new Enhanced Care coverage regulations. Read more in this [news release](#) from the Province of British Columbia.

Discipline-specific webinars in April

Thank you for joining us for our February Enhanced Care webinar series. We received very high engagement and audience participation and appreciate everyone's valuable questions and input. The webinar recordings and refreshed FAQ are available on [Enhanced Care Changes](#) page.

We will be hosting another series of webinars for health care providers in April. These information sessions will be discipline specific and will provide an opportunity to learn more about what the changes under Enhanced Care mean for you.

To ensure that we can accommodate everyone interested, we encourage you to [sign up](#) as soon as possible.

The Health Care Provider Portal is now Live

ICBC launched the new Health Care Provider Portal on **March 7, 2021**, which will provide health care providers with new functionality and a comprehensive view of their account with ICBC in a secure environment. To access it, you will need a vendor number and 6-digit personal identification number (PIN).

- If you were signed up for direct deposit before March 7, your PIN was sent to the associated email address on **March 7**.
- If you weren't signed up for direct deposit before March 7, PIN mail outs via Canada Post commenced on **March 8**.

[Click here to launch the new Health Care Provider Portal](#)

If you have not received your PIN but believe you should have, please contact the Health Care Inquiry Unit (HCIU); details can be found on the [Contact Us](#) page.

If you do not have a vendor number, you can apply through the [Health Services Partners site](#).

Updates to Health Services Partners Site

Our site has been updated with new content and webpages that you can now view, including the following:

- **Updated!** [Invoicing and Reporting page](#)
- **Updated!** [Contact us page](#) (previously Support and Resources)
- **New!** [Health Care Provider page](#) (all provider types grouped under here)
- **New!** [Treatment Plan page](#)



We are continuing to update the Health Services Business Partners site to improve your experience, so you will notice some changes to the site structure.

Please make sure to **update your bookmarks accordingly** and refresh any saved documents.

Recommended Reading



[Health Services Partner Page](#)



[Enhanced Care FAQ](#)



[Using the Health Care Provider Portal \(Video\)](#)



[Using the Portal PIN \(Video\)](#)