Kamloops Physiotherapy & Sports Injury Centre
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The ICBC Recovery Network

Information Sheet

Kamloops Physiotherapy & ICBC

Kamloops Physiotherapy is currently accepting patients who have been involved in motor vehicle incidents.

Please be advised that Kamloops Physiotherapy is not part of the **ICBC Recovery Network**. This means we do not have a contract with ICBC regarding rehabilitation after motor vehicle accidents and have not opted into ICBC's specific billing and service terms.

If you have been involved in a motor vehicle incident:

Contact ICBC to get your claim number at:

PHONE: 604-520-8222 / 1-800-910-4222 **ONLINE:** www.icbc.com

Information you will need when you contact ICBC:

- Driver's license information
- Details of your accident/incident
- Other parties involved (including passengers in your vehicle)
- Photos
- Witnesses / Police report

Once you have a claim number:

Once you have your claim number, you can access services immediately. You are approved for a 12-week "**Early Access Period**" starting from the date of your accident.

During this period, you are automatically pre-approved for specific medical treatments without requiring a doctor's referral or adjuster approval. Available services include:

Physiotherapy (25 sessions in first 12 weeks)

Registered Massage Therapy (12 sessions in first 12 weeks)

Kinesiology (12 sessions in first 12 weeks)

Note: *If you are past this 12-week period, you will have to contact your case manager at ICBC to ensure you still qualify for ICBC coverage.*

ICBC may request a Treatment Plan report regarding your injuries, current condition, and future needs to extend your rehabilitation beyond the initial 12 weeks. **Please note** that Kamloops Physiotherapy does not complete ICBC's specific report template or communicate with them directly regarding approval. Instead, we provide patients with an in-office report that you can submit to ICBC yourself.

Alternatively, ICBC may request a Physiotherapy Progress Report. We can complete and bill ICBC for these reports directly; however, ICBC must submit a request to us in writing.

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Our fees:

Initial Physiotherapy assessment:	$155
Physiotherapy Follow up visits:	$103
Kinesiology visits:	$0
Registered Massage visits:	$133

All PHYSIOTHERAPY and MASSAGE fees are paid to Kamloops Physiotherapy up front. With approval, ICBC may reimburse you for most of this expense. Receipts must be submitted directly to ICBC.

*KINESIOLOGY visits with us can be billed directly to ICBC, as our Kinesiologist is contracted separately through ICBC.

Please Note that Kamloops Physiotherapy does NOT:

- Communicate directly with your ICBC adjuster regarding treatment progress or approval
- Directly bill ICBC for your visits, unless they are KINESIOLOGY visits
- Keep track of your end dates for treatment, or of the number of visits you have used / have left within your approved allotment.

Patients are responsible for maintaining contact with ICBC to confirm their treatment is approved and reimbursement will continue. Please let your therapist know well before upcoming end dates to ensure enough time to complete and submit requested forms.

We are happy to answer any of your questions and help you navigate this process to the best of our abilities.

Thank you for choosing Kamloops Physiotherapy for your rehabilitation needs!