BACKS IN ACTION REHAB & WELLNESS CENTRE · EAST VANCOUVER

Your ICBC Recovery Guide

Everything you need for your recovery in one place, for the first 12 weeks after your crash and beyond.

- How to start your ICBC claim and access care
- The services you are covered for, and what each costs
- How a multidisciplinary team supports your recovery

backsinaction.ca/icbc-treatment-plans-vancouver | info@backsinaction.ca
604-876-9977 | 2917 Hebb Avenue, Vancouver V5M 0C4 | Across from Renfrew SkyTrain

STEP ONE

Report your crash, then start treatment

For eligible claims you do not need a doctor's referral to begin. Report your crash to ICBC to get your claim number, then you can start treatment.

How to report your claim

Online at icbc.com, 24 hours a day, or by phone at 604-520-8222 (Lower Mainland) or 1-800-910-4222 (toll-free), 8am to 8pm every day.

Have your claim number and Personal Health Number ready when you book with us. We bill ICBC directly; billing arrangements can vary by practitioner, and our front desk can confirm.

Your first 12 weeks: pre-approved treatment

For eligible claims, ICBC pre-approves the treatments below for 12 weeks from the crash date, in most cases regardless of who was responsible.

Service	Pre-approved treatments	Your cost (user fee)
Physiotherapy	Up to 25	$5 per visit
Chiropractic Care	Up to 25	$0
Kinesiology & Active Rehab	Up to 12	$0
Registered Massage Therapy	Up to 12	$10-$76, by session length
Acupuncture	Up to 12	$0
Counselling	Up to 12	$0

A user fee is the difference between ICBC's treatment rate and the cost of the session. Some extended health plans cover user fees; coverage varies by plan, so bring your details and we can help you check. Treatment counts are per claim for the first 12 weeks, based on ICBC's current pre-approved treatment schedule.

More than 12 weeks since your crash?

You may still be able to get care. We document your progress across services and request continued coverage from ICBC where it is clinically appropriate, and your recovery specialist can approve additional treatments when your care team recommends them.

Cyclists and pedestrians: if you were injured in a crash involving a vehicle, you are eligible for the same care and recovery benefits in most cases.

Injured outside BC? ICBC's Enhanced Accident Benefits generally cover BC residents injured in crashes anywhere in Canada or the US, in most cases regardless of fault. Your claim advisor can confirm your coverage.

STEP TWO

Why multidisciplinary care makes a difference

Different approaches, shared recovery goals. Hands-on care, guided movement, education and emotional support each play a part in recovery. Each person and each injury differs, so your care should be customized. With several disciplines working together on one plan, we can:

- Work toward your recovery goals
- Manage day-to-day pain
- Build strength and confidence moving
- Support your mental wellbeing
- Coordinate your appointments in one place

Physiotherapy

Guided treatment and exercise to help you move with less pain and more confidence.

Chiropractic Care

Hands-on care for the spine and joints, aimed at comfortable everyday movement.

Kinesiology & Active Rehab

Guided exercise programs that build on your early care and fit your daily routine.

Massage Therapy

Hands-on care for tired, tense muscles to help you feel more comfortable.

Acupuncture

A gentle option many people find helpful for pain and stress after a crash.

Counselling

A space to work through the stress, anxiety or low mood that can follow a crash, with practical tools for the road ahead.

Peace of mind, under one roof

One team, one plan. Your therapists share only the notes and treatment details needed for your care, with your consent and in line with privacy law.

We handle the ICBC paperwork. We communicate with your recovery specialist, share documents and coordinate extension requests as needed, so you can focus on getting better.

We work with your whole circle, with your permission. With your permission, we coordinate with your doctor, and with your lawyer if you have one, sharing only what is needed for your care.

Easy to reach. Open Monday to Friday 8am-8pm and Saturday 9am-6pm, with free parking (validation available) and Renfrew SkyTrain across the street. Evening and Saturday appointments make it easier to fit care in.

Ready to start?

Book online any time, call us, or request a call back from our front desk and we will help you with the next step.

604-876-9977 · backsinaction.ca/icbc-treatment-plans-vancouver

2917 Hebb Avenue, Vancouver V5M 0C4 · info@backsinaction.ca