



Association Communications—February 15, 2019

New business partner pages are live

New ICBC [Business Partners pages](#) are available on icbc.com. If you haven't already visited these pages, you can find them on the left-hand navigation panel on the Health services page. They contain specific information for your practitioner group, with the purpose of being a central place to go for all the information you need to know about treatment guidelines, fees and new processes.

More specifically, the [Invoicing & Reporting page](#) is live with information on submitting invoices for your patients, changes to reporting, and how to obtain your vendor number to use the new Health Care Practitioners Invoicing & Reporting form.

Coming soon

To support you on April 1 and onwards, ICBC is creating a Health Care Inquiry Unit, which will be a group available by phone that you can call if you have questions relating to treating ICBC customers, policies, or processes. The contact number will be provided April 1 through the Business Partner page.

More support resources are also being created to help you with the new processes, which will be shared in the coming weeks.

Your feedback

On your first visit to the Business Partners page, you will be asked to take a survey about the site's usability and content. Please take a few moments to fill out this survey as we would like to hear from you. If you have already completed this survey and have additional comments or questions, you can use the [feedback form](#).

Thank you to those who have taken this survey; your helpful feedback is being addressed.

Reminders

To ensure you are getting the full functionality of the upgraded Business Partners pages, take a look at the [site requirements page](#).

If you have any further questions, as always, please visit the [Health Services Partners page](#), or complete the [feedback form](#) with your specific comments or concerns.