

## Practitioner Drop-in fees for Community Gym/Pool Access

Based on feedback from your Association, we are open to reviewing possible scenarios where an exception to paying for the practitioner's community facility drop-in fee makes sense. This review is time-limited and we will analyze the results to guide next steps.

Please see below for the process to submit your request for an exception.

### Process

When a customer and a healthcare practitioner both attend a community centre, ICBC only pays for the customer's drop-in fee and not the practitioner's drop-in fee.

If you feel you have an exceptional circumstance that warrants an exception to this policy, please contact the Exception Handling Committee at [RecoveryStrategicRelations@icbc.com](mailto:RecoveryStrategicRelations@icbc.com).

You will need to provide the following information and your request will be reviewed by our Committee:

1. Name and address of the facility you are requesting access to
2. Name and designation of the regulated health care practitioner recommending this treatment plan (note: Kinesiologists require the referring healthcare provider to provide the treatment plan)
  - Written documentation from the regulated healthcare practitioner outlining the rationale or need for access to the specific community fitness centre is required
3. Number of sessions being requested
4. Cost of the drop-in fee for **each** of the practitioner and the customer

*You will receive a decision on your request within one week.*

If you are approved for an exception, ICBC will provide reimbursement for the practitioner's drop-in fee only. Other fees associated with the visit, such as insurance or trainer's application fees, will not be covered.

