



CHANGING LICENSEE NUMBERS

Frequently asked questions

1. Why are licensee numbers changing?

As explained in the [Licensee Newsletter](#) sent on May 5, 2026, the College of Health and Care Professionals of BC (CHCPBC) is transitioning to a single database (Licensee Portal) for all licensees across the professions we regulate. If licensee numbers were not changed in this process, multiple licensees would end up with the same number, which is not possible within the same database.

2. Does my new licensee number replace the number assigned by my legacy college?

Yes. You will be able to see both your legacy number and your new number when you log in to your account in the Licensee Portal.

3. What effective date should I use for changing my licensee number on receipts provided to patients?

Please use June 17, 2026.

If you are able to include both your old and new licensee numbers on receipts/invoices, that may help.

4. Will there be an overlap period where third-party payers will be able to use the old and new licensee numbers?

From the College perspective, you will be identified by your new licensee number when we move into the single Licensee Portal and Public Registry, which will be around June 17, but we will retain a record of the old numbers. We will email all licensees when the new portal is available.

We cannot tell third-party payers how often they must update their validation of your licensure details, but the new Public Registry will advise users of the change. If you are able to include both your old and new licensee numbers on receipts/invoices, that may help. The Public Registry will not display old licensee numbers and cannot be searched using them.



5. Can the College proactively inform anyone of the new licensee numbers?

We have contacted all health authorities and offered to provide updated licensee numbers if they give us a list of their employees regulated by this college. Because health authorities have a defined list of employees and are a public body with a recognized use case for the data, we are able to provide them with this information.

We have contacted PharmaNet regarding optometrists' licensee numbers. PharmaNet will retain current numbers as the identification numbers within their system in order to preserve prescription history and validity.

We have also contacted several third-party payers, including ICBC and WorkSafeBC, to inform them that this change is happening. We are working with TELUS Health to update their records, which will update the records of 39 insurers. If you or your clinic bill either SunLife or GreenShield directly, or if your clients submit claims to either of these insurers, you will need to contact them directly.

6. When will I receive my new licensee number? When will it come into effect?

As explained in the email sent on June 8, 2026, we expect the new Licensee Portal to be available around June 17, 2026. When it is available, we will email all licensees instructions for how to access it, including the new link. You will find your new number in your account when you log in.

7. Does this mean that I, as a self-employed physical therapist, will need to update all my currently direct-billed extended health providers with my new licensee number?

The College does not have a record of which licensees bill which extended health insurance providers. We are working with TELUS Health to update their records, which will update the records of 39 insurers. If you or your clinic bill either SunLife or GreenShield directly, or if your clients submit claims to either of these insurers, you will need to contact them directly.

8. Are Health Profession Corporation (HPC) permit numbers changing?

Permit numbers will change for optometric HPCs. Permit numbers will *not* change for physical therapy HPCs.

9. Does the change in my licensee number affect my MSP number?

We have informed MSP of the change in licensee numbers. We are not aware of an impact on MSP numbers. We are prepared to map old licensee numbers to new licensee numbers for MSP's records but have not been advised that this is necessary.