



Prior Claims Report Update

11/22/2023

Dear Stakeholder,

ICA Claims Division has successfully launched an enhancement in the Claims system that will make the Prior Claim Report available in every file on the 30th day after the claim was created (effective on claims created 10/21/2023 going forward). This initiative has been a significant undertaking by the Claims Division, MIS teams, and ICA's developers to ensure the integrity of the data and the security of private information.

The new Prior Claims Report is accessible by requesting access to the claim in Community. Once accessed, the interested party may submit for access to the claims listed on the report in Community to view the prior claim.

A few important points:

- If there is no date of birth and/or social security number, no Prior Claim Report will run until that information is provided on the claim.
- We will create Prior Claim Reports on new claims upon request when SSN/DOB is given to improve the results of the report, however, we will refer requestors to Community when no new information is submitted.
- We will continue to generate Prior Claim Reports on older claims upon request.
- Claim Status and type will now be visible on the Prior Claim Reports for 2020 claims and newer.
- The results listed on the Prior Claim Report are dependent on the quality and quantity of the personally identifying information submitted by the interested parties.

Regards,

The Industrial Commission of Arizona

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