



Successful Launch of Revised Notice of Claims Status Form

FOR IMMEDIATE RELEASE

Phoenix, AZ – July 28, 2025 – The ICA Claims Division has successfully launched a modernization of the Notice of Claims Status (104) effective July 23, 2025. This modernization effort was completed with stakeholder input. The Notice of Claim Status is required pursuant to ARS§23-1061(F). Specifically, the statute states:

each insurance carrier and self-insuring employer shall report to the commission a notice of the first payment of compensation and shall serve on the commission and the employee any denial of a claim, any change in the amount of compensation and the termination of compensation, except that claims for medical, surgical and hospital benefits that are not denied shall be reported to the commission in the form and manner determined by the commission.

The 104 - Notice of Claim status has been modernized as described:

- The header has additional fields to identify the claimant, including date of birth and email address.
- The header requests the workers' compensation policy number in addition to the employer's name and address.
- The form retains its original numbering with two additional numbers, 12 and 13, for amending and rescinding notices.
- Denying a claim for benefits or a petition to reopen a claim now includes an extra box to indicate if penalty benefits are payable.
- Work status changes now include a check box to indicate No Work Status, Light Duty, and Regular Work Status.
- Claims Handling Representative now includes email address, direct telephone number and extension, and the Arizona adjuster authorization ID number.

The webform version of the revised form described above will be available and authorized for use beginning on July 23, 2025. The ICA strongly encourages payer representatives and workers' compensation claim adjusters to submit all claim forms, including those described above, via the ICA Community webform.

Payers may integrate the notice of claim status into their native claims systems with the approval of the ICA Claims Division. Payers who wish to integrate the 104 notice of claim status may e-mail their request to claims@azica.gov. Requests will be processed as expeditiously as possible. Payers who wish to modify or alter the new forms, even for non-substantive alterations, must request approval from the Commission by submitting a written request by e-mail to Claims@azica.gov.

Although the modified form will be available and authorized for use beginning on July 23, 2025, payers and authorized payer representatives may continue to use the existing version of the forms until October 21, 2025, at which time usage of the modified forms will become mandatory. Effective October 21, 2025, existing versions of the 104 will no longer be authorized for use, and all previously authorized alterations of the forms will expire.

Specific training regarding the updated notice is posted in the Community. Additionally, in-depth training will be offered at the Annual ICA Claims Seminar on August 21 and 22, 2025. The 2025 edition of the ICA Seminar Manual will include the updated form. The 2025 edition of the ICA Seminar Manual will be available at the Annual Claims Seminar and will also be available for purchase immediately following the Seminar.

Questions regarding the modified forms and the content of this letter may be directed to Claims@azica.gov.