



INDUSTRIAL COMMISSION OF ARIZONA

Updates to Articles 1, 2, 3, and 7 Are In Effect Now

Phoenix — 12/23/2026

Dear Stakeholder,

Updates to Articles 1, 2, 3, and 7 went into effect on December 6, 2025. The agency worked closely with stakeholders to make the following updates:

- Reorganize the rules into Articles by Division Administering the Rules:
 - Article 1 - Claims Division Rules.
 - Article 2 - Hearing Process and Procedure for Workers' Compensation Matters (ALJ Division).
 - Article 3 - Commission Rules.
 - Article 7 - Legal Division Rules.
- Modernize the rules to address changes in technology and updated processes. Including defining "ICA Community", which means the Commission's self-service electronic claims portal, and adding references to the portal throughout.
- Update the definition of Claimant: "Claimant" means any person who is entitled to apply for benefits under the Act.
- Update the ICA Claims Division forms list R20-5-106.
- Remove references to the term "Insurance Carrier" and replace it with "Carrier".
- Repeal R20-5-133, R20-5-134, R20-5-135, and R20-5-147.
 - R20-5-133, R20-5-134, and R20-5-135 provided requirements for various requests submitted to the ICA for processing, which are now submitted by using forms provided by the commission under R20-5-106, and therefore, these rules are redundant and unnecessary.
 - R20-5-147 provided instructions for the introduction of videotape evidence, which was antiquated and unnecessary given changes in technology.
- Add new language to R20-5-116: confirming that "Medical treatment or services shall not be delayed or cancelled due to payment requirements or billing disputes with any carrier, self-insured employer, or special fund division on any accepted workers' compensation claim."
- Add new rules to clarify the guardian ad litem process pursuant to A.R.S. 23-1066. See R20-5-225, R20-5-226, R20-5-227, and R20-5-228.
- Codify the "opt in" process for alternative service method chosen through the ICA Community. See R20-5-105 and R20-5-231.
- Codify the process of alternative service between parties via email when you receive party consent. See R20-5-214.
- Update the life table used in Lump Sum Commutation Awards R20-5-301.
- Create new rules to comply with A.R.S. 23-934, which created the workers' compensation fraud unit. The unit will be run out of the legal division at ICA, and the rules have been drafted in Article 7. See R20-5-702, R20-5-703, R20-5-704, R20-5-705, and R20-5-706.

Review a copy of the updated rules [here](#).

Review the rules as published in the Arizona Administrative Register [here](#).

Regards,

The Industrial Commission of Arizona

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