



INDUSTRIAL COMMISSION OF ARIZONA

THIRD-PARTY ADMINISTRATOR (TPA) GUIDE

Third-Party Administrators (“TPAs”) Overview:

TPAs are considered a legally interested party effective September 26, 2025, pursuant to A.R.S. § 23-901. The Commission does not currently have a formal way to track TPA relationships outside of self-reporting. Therefore, to ensure TPAs are serviced on Commission notices and awards TPAs should self-identify in the designated field of the claims form for each individual claim.

Authorization:

TPAs do not have separate authorization and may adjust Arizona claims in accordance with the Workers Compensation Act on behalf of an Arizona authorized insurance carrier or self-insured employer.

Proof of Coverage:

The Carrier continues to be responsible for reporting policies to NCCI within 5 days after undertaking to insure an employer, including all coverage locations, cancellations, and DBAs. See NCCI’s POC State Guide for Details. The Commission may report noncompliance to NCCI and take other follow up compliance actions. Self-Insured Employers are required to report changes in coverage locations to the [self-insurance office](#).

TPA Out-of-State Claims Offices:

TPAs with Out-Of-State Claims Offices & Non-Resident Adjusters shall maintain compliance with Arizona Administrative Code R20-5-126(A)(B) and R20-5-1510. All Carriers, Self-Insured Employers, and TPAs are subject to audits to verify they operate in compliance. See the [adjuster authorization program](#) for information on requirements and how to enroll.

Preferred Communication Method:

All interested parties, including TPAs, may choose *one* preferred communication method from the following choices: US Mail, Facsimile (fax), and Secure File Transfer Protocol (SFTP). Please visit the Claims [website](#) for the Preferred Communication Method form.

ICA Communications

- *Dual notification:* The TPA and Carrier will be included in ICA issued mail when a TPA is known for an individual workers’ compensation claim. This information will be gathered from the Notice of Claim status and other forms issued by the TPA on each individual claim.

- *Default Recipient:* If the TPA is unknown, communications will be sent only to the Carrier/Self-Insured.
- *Critical Workflow: New Claim Notifications* are issued directly to a Carrier/Self-Insured Employer, and it continues to be the Carrier/Self-Insured's responsibility to distribute to the correct TPA for a timely response.
 - *To minimize the volume of new claim notifications and good faith claims handling best practices, ICA continues to recommend a practice of issuing a notice of claim status accepting a claim immediately upon establishing compensability. ICA will not issue a new claim notification on a claim previously accepted. **If benefits are paid, a notice is required** per A.R.S. §23-1061(F).*
- *Outdated TPA Information:* ICA relies on the information in the claims file to determine the TPA. When the TPA changes, the ICA recommends sending a notice to ICA & the Applicant to ensure future communications are directed correctly. If ICA is not notified of the change, it is expected the carrier will ensure action is taken on necessary documents.
- *Legal Liability:* Many statutes have specific timelines to respond, and delays in communication between the Carrier and the TPA may be considered a violation of bad faith and/or unfair claims processing practices.

Large Deductible Policies

An employer with a large deductible policy is not considered an authorized self-insured employer. The carrier and/or TPA will be noticed on all Commission mail as noted above. Contact the Self-Insurance Office [here](#) for more information on becoming a Self-Insured Employer.

Questions?:

Please email us at Claims@azica.gov or call 602-542-4661 and request the ACTS team with any questions about this policy.