



INDUSTRIAL COMMISSION OF ARIZONA

ICA Buildings to Reopen to In-Person Visits

On May 12, 2020, Governor Doug Ducey issued the "[Stay Healthy, Return Smarter, Return Stronger](#)" Executive Order. While the Executive Order promotes the gradual and safe reopening of Arizona, it continues to recommend physical distancing and compliance with federal and state health guidelines. ***Beginning Wednesday, May 27, 2020, the ICA buildings in Phoenix (800 W. Washington St.) and Tucson (2675 E. Broadway Blvd.) will resume in-person visits.*** In order to mitigate the risks associated with COVID-19, the ICA has implemented and continues to observe enhanced sanitation and physical distancing practices.

Although ICA buildings will be reopened to the public, the ICA ***strongly*** encourages stakeholders and members of the public to avoid unnecessary visits to ICA buildings, particularly the elderly and individuals with underlying health conditions. The ICA recommends that stakeholders and members of the public continue to do business with the ICA remotely to the greatest extent possible, which includes using online resources such as ICA Community, including the "upload" feature, online forms, and the Online Payment Portal. Online services, which are available from the safety of your home or office, include:

- [Online Fillable Forms](#) – The ICA website contains a library of online forms, which can be filled out and submitted to the ICA electronically.
- [ICA Community](#) - Workers' compensation forms for injured workers, employers, and insurance carriers can be quickly and easily completed and submitted to the ICA in the ICA's new Claims/ALJ portal. In addition to fillable forms, the ICA Community allows interested parties to obtain complete access to Claims and ALJ records and electronically submit documents to the ICA. ICA Community resources and training materials are available [here](#).
- [ICA Online Payment Portal](#) – Payments to the ICA can be completed quickly and securely online by visiting the ICA Payment Portal.
- [ICA Online FAQs and Support Resources](#) – The ICA website (www.azica.gov) has been redesigned to make it faster and easier for stakeholders and customers to find needed information and get answers to their questions.

Thank you for your cooperation.

ADDITIONAL INFORMATION

For more information about Arizona's response to the spread of COVID-19, please visit the Arizona Department of Health Services [here](#).

For additional resources for Arizonans who need help or want to help, visit the [Arizona Together](#) website.

If you have any questions or concerns regarding the ICA's online services, please call (602) 542-4661.

If you would like to sign up for future e-mail updates from the ICA, please register [here](#).