



INDUSTRIAL COMMISSION OF ARIZONA

ICA Operations to Continue as In-Person Visits To ICA Buildings are Temporarily Suspended

"Stay home, Stay healthy, Stay connected" – that's what the state is asking of fellow Arizonans in the continued effort to slow the spread of COVID-19. As a state agency, there is no greater priority than the health and safety of injured workers, ICA employees, customers, and Arizona citizens. To encourage increased physical distancing while continuing to serve Arizonans, ***beginning Thursday, April 2, 2020, through close of business on April 30, 2020, the ICA buildings in Phoenix (800 W. Washington St.) and Tucson (2675 E. Broadway Blvd.) will be closed to in-person visitors.***

Although ICA buildings will be closed to in-person visitors during this time, ICA business operations will continue. Staff members working at home and at the ICA will ensure operations continue. During this temporary closure, ***hand-delivery of correspondence, forms, and other documents will not be available.*** However, the ICA will continue daily processing of all incoming and outgoing mail (USPS, FedEx, and UPS). ICA stakeholders and customers are strongly encouraged to leverage online resources such as ICA Community "upload," online forms, and fax to submit correspondence and other documents to the ICA.

Whether it is conducting remote hearings with an Administrative Law Judge, filing an online workers' compensation or wage claim, or obtaining guidance from the Arizona Division of Occupational Safety and Health, the ICA remains ready to assist.

As a reminder, doing business remotely with the ICA is simple and easy. Online services, which are available from the comfort 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.

In addition to these online resources, ICA staff are committed to providing excellent customer service throughout this temporary closure. The ICA appreciates your patience as staff continues to provide customer service support by email and phone. Please visit www.azica.gov for key contact information for ICA Divisions and services.

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.

To sign up for future e-mail updates from the ICA, please register [here](#).