



The Industrial Commission of Arizona Announces a Restructuring of the ICA Ombudsman Office

A.R.S. §23-110 established the Ombudsman's office to "provide information about the workers' compensation system and rules governing commission proceedings and may assist in clarifying the methods used to determine a person's workers' compensation benefits."

12/20/2022

Dear Stakeholder,

To better serve the needs of injured workers, employers, insurance carriers, and all stakeholders involved in workers' compensation matters, the Industrial Commission of Arizona (ICA) announces several changes to the operations of the ICA Ombudsman Office.

The Ombudsman Office will now be a part of the ICA Legal Division and will consist of three individuals available to provide timely responses to inquiries from injured workers and stakeholders regarding potential or pending workers' compensation claims. The Ombudsman team will not provide legal advice but can refer individuals who need legal advice to an appropriate attorney referral service.

The Ombudsman Office will facilitate communications between unrepresented injured workers, employers, insurance carriers, adjustors, and third-party administrators. Additionally, the Ombudsman Office will provide information about the functions of the ICA Claims Division, necessary filings and important deadlines, and will provide general information about the ICA Administrative Law Judge hearing process.

We encourage feedback from the public on processes or procedures that you believe might be useful in the implementation of this program and will continue to solicit comments as the program proceeds.

For further information, please contact Allen B. Shayo, ICA Ombudsman, at allen.shayo@azica.gov.

Regards,

The Industrial Commission of Arizona
