



Out-of-State Adjuster Authorization Program under Arizona Administrative Code R20-5-130(B)

Phoenix, AZ, 02-05-2019

Greetings!

The Industrial Commission of Arizona Claims Division is pleased to announce the relaunch of the Out-of-State Adjuster Authorization Program. The Commission has developed an internet-based training program to supplement the annual ICA Claim's Seminar. The internet-based training program will offer current training on workers' compensation processes and procedures in a more flexible format.

Out-of-state adjusters will have access to pre-recorded training webinars (available on demand) on topics ranging from new claim notifications, active claims management, closing claims with permanent impairment, and more. Out-of-state adjusters may use the internet-based training program to become authorized (or maintain authorization) to handle Arizona workers' compensation claims in an out-of-state claims office pursuant to R20-5-130(B). In addition, any adjuster or interested member of the public will have the ability view the webinars to become better acquainted with the Arizona workers' compensation system.

Please visit <https://www.azica.gov/out-state-adjuster-authorization-program> for detailed instructions on enrolling in the internet-based training program and for more information about the Annual Claims Seminar.


Please note, out-of-state adjusters who received extensions of a prior authorization from the ICA or who participated in an alternative training program are required to renew their training on or before April 16, 2019. If 2017/2018 reference materials were purchased as part an alternative training program, please indicate this when enrolling in the live webinar Q&A portion of the training program. Participants who participated in an alternative training program and who purchased 2017/2018 reference materials will not be required to purchase updated reference materials unless the Claims Division is unable to verify prior purchase.

Please contact Ruby Tate, Claims Manager at 602-542-4317 or Ruby.Tate@azica.gov for further information.

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