



## **Industrial Commission of Arizona New Claims/ALJ System**

### **Frequently Asked Questions (FAQs) -- ALJ Division**

- Q. When does this new ALJ case management system “go live”?**
- A. The new ALJ case management system and the ICA Community portal will be live on May 28, 2019. From the close of business on May 22, 2019 until noon on May 28, 2019, the ALJ Division will not be issuing documents but will be able to receive documents.
- Q. Where can information be found regarding access to the new ALJ case management system?**
- A. Information regarding accessing the new system is located on the ICA website at [www.azica.gov/newsystem](http://www.azica.gov/newsystem). There are videos explaining how to login the ICA Community portal and how to upload documents, etc.
- Q. Where can I find help regarding the ICA Community portal?**
- A. You may contact the ICA Claims Division front desk at (602) 542-4661 or visit the ICA website at [www.azica.gov/newsystem](http://www.azica.gov/newsystem).
- Q. When will documents delivered to the ALJ Division be available in the new system?**
- A. Documents, not uploaded directly to the file through the ICA Community portal (which is highly recommended), will not be viewable for at least 24 hours by the Presiding Judge. In order to prevent further delay in processing, we request that the parties attach an ALJ Case Filing Cover Page to the front of each document sent to the ICA via SFTP, Electronic Fax, U.S. Mail, or Hand Delivery.
- Q. Where can I find the ALJ Case Filing Cover Page?**
- A. The ALJ Case Filing Cover Page can be found at: <https://www.azica.gov/forms/alj8801>.

**Q. To what address should US mail be directed when sending to the ALJ Division?**

A. All US mail for all ALJ filings (i.e., Phoenix and Tucson offices) be addressed as follows:

*Industrial Commission of Arizona  
ATTN: ALJ Division  
PO BOX 19070  
Phoenix, Arizona 85005-9070*

**Q. What fax number should be used for sending documents to the ALJ Division -- whether it's Phoenix or Tucson?**

A. All ALJ filings that are faxed should use fax number (602) 542-4135 only. The filings will be directed to the ALJ Division. (There is no need to both fax and then upload-file a document.)

**Q. What do I do if I do not know the ALJ case number for my case?**

A. If you do not know the ALJ case number for a case in which you are an interested party or representative, please contact the ALJ Division Front Office at (602) 542-5241 for assistance in this regard.

**Q. What should I do when an emergency issue arises and I need to request that a hearing scheduled for today or the next day be cancelled or continued?**

A. **New Business Practice for Expedited Requests:** Call the ALJ Division at (602) 542-5241 and ask to speak to the Presiding Judge regarding the emergent matter. Both parties must be present on the call, or the caller must have permission from the opposing party to discuss the request. The parties should then follow up with a written explanation to the judge regarding the need to cancel or continue the hearing. Note: *If the parties want the Presiding Judge to see the request immediately, it is recommended that they upload the letter pleading directly into the ICA Community portal, so that it is available to the judge for prompt review.*

**Q. Will I be able to view documents for cases currently in litigation in the ICA Community?**

No, not unless the case was part of the ALJ Active Litigation Tab/Document Scanning Pilot Program. Otherwise, cases filed prior to May 28, 2019 will be electronically accessible after the conclusion of the case, when the matter becomes part of the Claims record. (During the pendency of litigation, for the non-Pilot Program cases, the parties may come to the ICA to review said claim files.)