



New "Adjuster Subscribe" Feature Added in ICA Community

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Greetings!

In the spirit of continual improvement, the Industrial Commission of Arizona (ICA) is pleased to announce **Adjuster Subscribe** as a new feature in ICA Community. The **Adjuster Subscribe** feature allows adjusters, including third-party administrator adjusters, to "subscribe" to approved claims or ALJ cases in ICA Community and receive a single daily e-mail that contains a listing of all documents added to the "subscribed" claims or ALJ cases in the prior 24-hour period. **Adjuster Subscribe** does not constitute legal service and the ICA will continue to legally serve outbound documents on interested parties via **preferred communication methods**.

How Can Adjuster Subscribe Help an Adjuster?

The **Adjuster Subscribe** feature offers an adjuster the ability to receive prompt notification of new documents added to an approved claim or ALJ case by any party, including the ICA. For example, if an adjuster wants to monitor a specific claim or ALJ case or is expecting a certain filing (like a petition to reopen), the adjuster can "subscribe" to the appropriate claim(s) or ALJ case(s) and receive daily e-mails that list all new documents added to the "subscribed" claim(s) or ALJ case(s) in the prior 24-hour period. The daily e-mails will list new documents by Document Name and include hyperlinks to the source documents in ICA Community, which will allow an adjuster to quickly access and review updates to a claim or ALJ case. **Adjuster Subscribe** will often allow an adjuster to gain access to claim and ALJ documents before those documents would otherwise be routed to the adjuster through regular channels.

How Does Adjuster Subscribe Work?

The ICA's Salesforce-based Claims/ALJ system, launched in May 2019, allows ICA Community users to request access to specific claims and associated ALJ cases. After the ICA has approved a request for access to a specific claim, the adjuster is granted the ability to view all documents in the claim file (by clicking View Workers' Compensation Claim Files) or ALJ case file (by clicking View ALJ Active Litigation Files).

View Workers' Compensation Claim Files View ALJ Active Litigation Files Upload Documents ▾

Workers' Compensation Claim Files

Action	Claimant Name	DOI	Claim Number	Request Date	Request Status	Status Change
Show Details	TEST CLAIM	12/14/2019	94252593263	3/25/2019	Approved	Migration
Show Details	TEST CLAIM	3/1/2019	20191490003	1/12/2021	Approved	approved

The **Adjuster Subscribe** feature adds “subscribe/unsubscribe” checkboxes to the left of each approved claim or ALJ case in the “View Workers’ Compensation Claim Files” or “View ALJ Active Litigation Files” lists in ICA Community (see below). An adjuster will have the option to subscribe to all, none, or only selected claims or ALJ cases in the approved lists. The adjuster can modify these selections any time by “subscribing” or “unsubscribing” from specific claims or ALJ cases simply by “checking” or “un-checking” the checkbox next to the claim or ALJ case.

The above image highlights claims that have been "subscribed" to.

The above image highlights claims that have not been "subscribed" to.

An adjuster that has “subscribed” to one or more claims and/or ALJ cases will receive a single daily e-mail that lists all documents added to the selected claims files or ALJ cases within the prior 24 hours. No daily e-mail will be sent if there were no new documents added to the claims and/or ALJ cases to which the adjuster has “subscribed.” E-mails are sent at the end of each business day to the designated e-mail address associated with the ICA Community account.

E-mail subject lines will specify the adjuster’s name and the date. The body of the e-mail will contain a list of documents – grouped by Claim Number/ALJ Case Number. Each document entry will include the Document Name, Document ID, Received/Service Date, and a hyperlink (“View Document”) to the document in ICA Community. As long as the user is logged into ICA Community, the link will take the user to the designated document, which can then be easily reviewed or downloaded. A sample e-mail showing documents added to an ALJ case and claim file can be seen here:

Claim Number	ALJ Case	Claimant Name	Document Name	View Document	Document ID	Received/Service Date
94252593263	ALJ0000011	TEST TEST CLAIM CLAIM	Correspondence	View Document	DNOTIFI-01101375	03/01/2021
20191490003		TEST CLAIM	Attorney Retention for Claimant	View Document	RelDoc-00321372	03/01/2021
94252593263		TEST CLAIM	Medical Report	View Document	RelDoc-00321371	03/01/2021

To view and/or download the above-referenced document(s), please login to ICA Community at: <https://advclients-azicawc.cs33.force.com/claims>

Technical Tips

Designating an E-mail Address

Adjuster Subscribe daily e-mails will be sent to the e-mail address designated in the “Contact” information associated with the ICA Community account. To review or update the designated e-mail address, a user can click the user icon in the upper right corner of ICA Community and select “My Account.”

Within “My Account,” a user can designate and update the e-mail address on the Contact record. Please note that the daily e-mail **will not** be sent to an account username e-mail address unless that same e-mail address is designated in the “Contact” information.

Distribution List E-mail Addresses

The ICA system does not allow an adjuster to have more than one e-mail address associated with an ICA Community account. An adjuster who wants the daily e-mail to go to multiple people (such as an assistant) will need to create and utilize a single **unique** “distribution list” e-mail address or create rules within their e-mail systems. Many e-mail tools (such as Microsoft Office & Google Suite) allow the owner of the e-mail account to set up rules that create distribution of e-mails meeting certain criteria. Adjusters should work with their company IT resources for assistance with e-mail distribution.

Should an adjuster choose to set up an account with a “distribution list” e-mail address, the e-mail address must be unique for each adjuster account. If multiple adjusters in the same organization attempt to utilize the same “distribution list” e-mail address, the system will combine the e-mails for each adjuster into a single e-mail to avoid sending multiple e-mails to the same e-mail address. The easy workaround is to create a unique “distribution list” e-mail account for each adjuster (*i.e.*, adjuster1@company.com, adjuster2@company.com, and adjuster3@company.com).

Requesting Access to Claims/ALJ Cases

As noted above, the daily e-mails will only include documents added to claims or ALJ cases **that the adjuster has access to in ICA Community and “checked” the “subscribe” checkbox**. If an adjuster wishes to “subscribe” to a particular claim or ALJ case that they do not have access to in ICA Community, the adjuster will be required to first completed the process of requesting access to the claim or ALJ case. Upon approval, the new claim or ALJ case will be added to the “View Workers’ Compensation Claim Files” or “View ALJ Active Litigation Files lists” (see above) and the “subscribe/unsubscribe” checkbox will appear. The default for a newly-approved claim or ALJ case will be “unsubscribed.”

Google Chrome Extension

Salesforce only fully supports the use of Google Chrome. Unfortunately, with the release of Chrome 72, there is a bug that puts a single quotation mark (') before and after a filename upon download. To resolve this issue, users can download the ‘CRM Rename’ Chrome extension which can be accessed [here](#). The “CRM Rename” Chrome extension

makes downloading documents easier.

Questions or concerns regarding the **Adjuster Subscribe** feature may be directed to Claims@azica.gov.

Further information and training materials on ICA Community are available [here](#).

Regards,

The Industrial Commission of Arizona

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