



# INDUSTRIAL COMMISSION OF ARIZONA

## Announcement: E-mail Notification Communication Now Available for Attorneys in ICA Community

The Industrial Commission of Arizona (“ICA”) is pleased to announce **E-mail Notification** as a new **preferred communication method** for attorney accounts in ICA Community. In addition to ease-of-use and efficiency associated with using e-mail to receive ICA communications, attorneys who choose **Email Notification** will receive a daily digest of *all* documents filed in Claims and ALJ cases with which the attorney account is associated.

### How Does E-mail Notification Work?

The ICA’s Salesforce-based Claims/ALJ System, launched on May 28, 2019, allows Interested Parties (*i.e.*, carriers, employers, claimants, and attorneys) to select a **preferred communication method** for outbound Claims and/or ALJ communications. To date, Interested Parties have been able to choose one of three communication methods: (1) U.S. Mail; (2) Electronic fax; or (3) Secured File Transfer Protocol (“SFTP”). Effective immediately, attorney accounts can now choose **E-mail Notification** as the **preferred communication method**.

An attorney account that chooses **E-mail Notification** (in lieu of U.S. Mail, Fax, or SFTP) will receive a daily digest e-mail that lists all documents added to Claims files or ALJ cases with which the attorney account is associated (*i.e.*, where the attorney is listed as counsel of record in the Claims/ALJ system). E-mail notifications are sent at the end of each business day. E-mail subject lines will specify the attorney’s name and the notification date. The body of the e-mail will contain a list of documents – grouped by Claim Number/ALJ Case Number. Each document entry includes the Document Name, Document ID, Received/Service Date, and a hyperlink (“Link to View Doc”) to the document in ICA Community. As long as a user is logged into ICA Community, the hyperlinks will take the user to the designated document, which can then be easily downloaded. A sample e-mail notification, showing documents added to a single ALJ case and a single Claims file is below.

Subject: Industrial Commission of Arizona Notice of Electronic Filing - [Account Name] - 3/27/2020

Hi [Account Name] ,

NOTICE OF ELECTRONIC FILING  
The following documents were added to the Claims file or ALJ Hearing file:

Claim Number	ALJ Case	Claimant Name	Document Name	View Document	Document ID	Received/Service Date
123456789	ALJ12345	TEST CLAIM	Ruling on Motion	<Link to View Doc>	DNOTIFI-11325206	03/27/2020
			Notice of Change of Judge	<Link to View Doc>	RelDoc-88108845	
			P19 Letter - Represented	<Link to View Doc>	DNOTIFI-44325196	
123456789		TEST CLAIM	Wage Solicitations	<Link to View Doc>	DNOTIFI-66325203	03/27/2020
			Priors List Request	<Link to View Doc>	RelDoc-12399470	
			Attorney Withdrawal for Employer	<Link to View Doc>	RelDoc-99108844	

To view and/or download the above-referenced document(s), please login to ICA Community at: <link to ICA Community>

## How Can E-mail Notification Help a Workers' Compensation Attorney?

Unlike other communication methods (U.S. Mail, Fax, and SFTP) – which are limited to outbound documents issued by the ICA – the **E-mail Notification** communication method will capture *all* documents added to a Claims file or ALJ case by any party, including the ICA. This includes documents uploaded to a Claims or ALJ file by other Interested Parties in the matter. It also includes documents submitted to the ICA by U.S. Mail, Fax, or SFTP (on the day those documents are added to a Claims or ALJ file by the ICA's third-party document processor). Like the hyperlinks for outbound communications issued by the ICA, the e-mail notifications will contain hyperlinks to all listed documents. The hyperlinks can be used to quickly and easily access documents, which can then be downloaded for storage in an electronic legal file or for printing. Although **E-mail Notification** will not eliminate a party's obligations to serve documents on other parties, it will allow attorneys to keep better track of their Claims and ALJ cases and will provide quick access to filed documents – even before those documents are served by other parties in many instances.

## How Do I Change My Communication Method to E-mail Notification?

Attorneys with established ICA Community accounts who want to change their **preferred communication method** to **E-mail Notification** should contact Julie Hill by phone (602-542-0045) or e-mail ([Julie.Hill@azica.gov](mailto:Julie.Hill@azica.gov)). Julie can walk attorneys through the process of changing their communication method and can answer questions. Please note that attorneys wishing to select **E-mail Notification** will need to designate a single e-mail address where the notifications will be sent.

## Technical Tips

**Distribution List E-mail Addresses:** An attorney who wants the daily e-mails to go to multiple people (such as a paralegal and legal assistant) will need to create and utilize a single *unique* “distribution list” e-mail address. The system does not allow an attorney to input more than one e-mail address when selecting **E-mail Notification**. Additionally, the “distribution list” e-mail address must be unique for each attorney account. If multiple attorneys in the same firm attempt to utilize the same “distribution list” e-mail address, the system will combine the digest reports for each attorney 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 attorney (*i.e.*, e-service-attorney1@lawfirm.com, e-service-attorney2@lawfirm.com, and e-service-attorney3@lawfirm.com).

**Google Chrome Extension:** Salesforce recommends 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.

**Attorney Retention List:** As noted above, the daily digest e-mails will only include documents added to Claims files or ALJ case files *if the attorney account is associated with the Claim* in the ICA's Claims/ALJ system. For attorneys who wish to change their **preferred communication method** to **E-mail Notification**, the ICA can provide a list of the Claims and ALJ cases with which the attorney account is associated. The attorney can use this list to verify that the attorney account is associated with the correct Claims and ALJ cases. If an attorney identifies Claims or ALJ cases with which the attorney *should be* associated – but is

not – the attorney can correct this by submitting a Letter of Retention to the appropriate Claim file or a Notice of Appearance to the appropriate ALJ case. Where an attorney account is incorrectly associated with a Claim or ALJ case, the attorney should contact the Claims or ALJ Divisions so that the system can be updated.

Questions or concerns regarding the **E-mail Notification** communication method may be directed to Julie Hill (602-542-0045, [Julie.Hill@azica.gov](mailto:Julie.Hill@azica.gov)).

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