

1. What is the Collections Unit?

The Collections Unit represents the Commission in the collection of all monies owed to the Commission and the State of Arizona. Collections are pursued against: (1) uninsured employers for which Special Fund pays workers' compensation benefits; (2) employers that have been assessed penalties for OSHA violations; (3) employers that have been assessed penalties for wage, earned paid sick time, or child labor violations; and (4) employers who have been assessed civil penalties for failing to maintain worker's compensation insurance.

2. What is the status of the claim?

Collections can provide a general overview of what is happening with the claim and its status. However to get an accurate idea, Collections recommends to call the adjuster handling the claim.

3. How can I make a payment?

Currently, there are three options:

(1) Make a payment through the mail to

Industrial Commission of Arizona  
Attn: Legal Collections  
800 W. Washington St. Ste 303  
Phoenix, AZ 85007

(2) Make a payment via phone 602-542-2120

(3) Make a payment by credit card or by ACH using the [ICA Payment Portal](#).

4. I cannot afford to pay the balance in its entirety, is there an option for a payment plan?

Absolutely! Collections will be more than happy to establish a fair and reasonable payment plan. Please give us a call to establish a plan.

5. How long will I continue to incur liability on this claim?

Liability for indemnity and medical bills will continue to accrue until either a claim is inactive, or a full and final settlement is reached.

6. What happens if I refuse to pay back the Special Fund?

Initially our Collections Unit will attempt to collect the debt. If unsuccessful the file will be referred to outside counsel for collection proceedings consistent with applicable law.

7. I thought this was paid off and the claim closed, why I am receiving another bill?

A bill may have been submitted late in the process or the claim may have been re-opened for further benefits.

8. I filed for bankruptcy, why am I still receiving collection bills?

The Special Fund/No Insurance liability is a government debt. Depending on the guidelines of the bankruptcy codes, your debt may not be dischargeable. If you have any questions or concerns regarding the dischargeability of your debt, please contact your bankruptcy attorney.