



**INDUSTRIAL COMMISSION OF ARIZONA  
800 W. WASHINGTON STREET  
PHOENIX, ARIZONA 85007**

**Fourth Notice of Upcoming Changes in Outbound Communication  
Methods From the Industrial Commission of Arizona**

**LAUNCH OF THE COMMISSION'S NEW CLAIMS AND ADMINISTRATIVE LAW JUDGE SYSTEM**

The Industrial Commission of Arizona is pleased to announce that user acceptance testing has successfully been completed on the Commission's new Claims/ALJ System. Barring any unforeseen vendor setbacks, the Commission will launch the new System on **May 28, 2019**. The new Salesforce-based system will feature automated workflow capabilities, enhanced analytics, superior document management, and a dynamic web-based portal for interested parties – known as the "ICA Community."

**NEW SYSTEM LAUNCH – NEW ICA COMMUNICATION METHODS**

Please note that new communication methods for outbound documents will be effective on May 28 – upon launch of the new System. As outlined in prior notices, the new System will require interested parties (*i.e.*, carriers, employers, claimants, and legal representatives) to select a single "preferred communication method" for Claims and/or ALJ communications. After launch of the new System, the Commission will no longer address outbound Claims and/or ALJ communications to third-party administrators, but instead will send communications to interested parties in accordance with selected "preferred communication methods." Interested parties that do not select a "preferred communication method" prior to launch of the new System will default to service by U.S. Mail until an alternative method of communication is selected in the "ICA Community." The Commission strongly suggests that impacted parties – especially carriers and self-insured employers that use multiple third-party administrators – finalize all business processes in advance of May 28 to ensure timely and efficient document distribution.

For further information about selecting a "preferred communication method," obtaining access to "administrator privileges," or completing the "Request and Agreement for Alternative Service and Waiver of A.A.C. R20-5-158(B)" ("Request and Agreement") or "Administrator Account Request Form," please visit [www.azica.gov/newssystem](http://www.azica.gov/newssystem). The Commission will continue to accept the "Request and Agreement" and "Administrator Account Request" forms through **May 3, 2019**.

**NEW SYSTEM LAUNCH – IMPACT ON CLAIM PROCESSING AND ALJ CASE MANAGEMENT**

Due to limitations of the Commission's legacy Claims and ALJ systems and the need to migrate data from the legacy systems to the new System, operations in the Claims and ALJ Divisions will be temporarily impacted, as follows:

- **May 15, 2019** – Last day the Claims Division will enter new workers' compensation claim documents into the legacy Claims system. The Claims Division will continue processing newly-reported fatality claims and requests for hearing through close of business on May 22. Interested parties with emergency documents that require expedited processing between May 16 and May 22 should contact the Claims Division by calling (602) 542-4661. Except as noted above, documents submitted to the Claims or ALJ Divisions between May 15 and May 28 will be entered into the new

System and processed after the new System is launched on May 28. The Claims and ALJ Divisions will process submitted documents as expeditiously as possible after launch of the new System.

- **May 22, 2019** – Last day for issuance of new claim notifications and all other outbound documents from the Claims and ALJ Divisions, including loss of earning capacity awards, average monthly wage determinations, and ALJ filings. The Commission will be unable to issue any outbound documents between close of business on May 22 and System launch on May 28. Urgent ALJ matters will be handled telephonically during this period.
- **May 28, 2019** – Launch of the new Claims/ALJ System, including the new “ICA Community.” Document processing and outbound document generation in the Claims and ALJ Divisions will resume.
- **May 29, 2019** – New claim notifications will resume.

#### **NEW SYSTEM LAUNCH – IMPACT ON THE LEGACY ICA CLAIMS PORTAL AND ALJ PORTAL**

Users of the existing ICA Claims Portal and ALJ Case Information Portal will continue to have access to information in these Portals until launch of the new “ICA Community.” Information, however, will be limited to documents entered into the Portals on or before May 15 (for the Claims Portal) or May 22 (for the ALJ Portal). Please note that claim documents filed with the Commission after close of business on May 15 will (in most cases) not be available in the ICA Claims Portal. In addition, users of the Claims and ALJ Portals **will not** be able to request access to new claim files or ALJ matters in the Portals after close of business on May 21.

Upon launch of the “ICA Community” on May 28, users attempting to access the ICA Claims Portal or ALJ Portal will be redirected to the new “ICA Community.” All unprocessed documents submitted between May 15 and May 28 will be entered into the new Claims/ALJ System beginning on May 28 and will subsequently be available to authorized parties in the “ICA Community.”

#### **NEW SYSTEM LAUNCH – IMPACT ON THE MRO PORTAL**

Users of the Commission’s MRO Portal will be unable to access or otherwise utilize the MRO Portal from close of business on May 22 until System launch on May 28. The MRO Portal will be restored on May 28, upon launch of the System.

#### **NEW SYSTEM LAUNCH - OBTAINING ACCESS TO AN “ICA COMMUNITY” ACCOUNT**

After launch of the new Claims/ALJ System, users will be able to easily create “ICA Community” accounts by visiting the “ICA Community” webpage (which will be posted on the Commission’s homepage on May 28). Individuals who have user accounts already established in the current ICA Claims Portal will receive an e-mail (at the e-mail address associated with the ICA Claims Portal) with instructions on accessing the new “ICA Community” and creating a new password. “ICA Community” user accounts will be available to any authorized individual, including claimants, attorneys, employer representatives/adjusters, carrier representatives/adjusters, and third-party administrator representatives/adjusters.

## **NEW SYSTEM LAUNCH - SERVICE OF DOCUMENT ON THE INDUSTRIAL COMMISSION (IN-BOUND)**

After launch of the new Claims/ALJ System, interested parties and their authorized representatives (including third-party administrators) will be able to serve documents on the Commission (In-Bound) using any of the following methods:

- 1) Submission of Webforms and Document Upload in the ICA Community (**preferred method**)
- 2) Secured File Transfer Protocol (“SFTP”) (if an SFTP account has been set up for the party)
- 3) Electronic Fax (Claims Filings – (602) 542-3373; ALJ Filings – (602) 542-4135)
- 4) U.S. Mail
- 5) Hand Delivery to the Commission

The Commission agrees that transmission of documents to the Commission via the first three methods listed above constitutes legally-proper service upon the Commission and shall be the equivalent of other legally-permissible methods of service (including United States mail or personal service). If service is accomplished in one of the manners specified above, the Commission specifically waives the requirement that service of documents be made upon the Commission pursuant to A.A.C. R20-5-158(B).

Please note that the above **does not** affect the duties of parties to comply with service requirements related to other interested parties.

### **ADDITIONAL INFORMATION**

For further assistance, please visit [www.azica.gov/newsystem](http://www.azica.gov/newsystem). This webpage includes forms, frequently asked questions, and other communications related to the new Claims/ALJ System. The Commission will be expanding the content on the webpage over the next month to include additional information, resources, and training materials related to the new System. Please check the webpage for further updates.

Questions regarding the new Claims/ALJ System and the content of this letter may be directed to Claims Manager Ruby Tate at [Ruby.Tate@azica.gov](mailto:Ruby.Tate@azica.gov).

Questions regarding completion of the “Request and Agreement for Alternative Service and Waiver of A.A.C. R20-5-158(B)” or “Administrator Account Request Form” may be directed to Julie Hill at (602) 542-0045 or [Julie.Hill@azica.gov](mailto:Julie.Hill@azica.gov).