



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

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

**THE COMMISSION'S NEW CLAIMS SYSTEM**

The Industrial Commission of Arizona's plan to replace the Claims Division's 27-year-old, COBAL-based mainframe computer system is nearing completion. ***Please be advised that the Commission's prior plan to launch the new Claims System on February 19, 2019, has been delayed.*** Barring any further setbacks, the Commission expects to launch the new Claims System in March 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."

**SELECTION OF A "PREFERRED COMMUNICATION METHOD" FOR OUTBOUND DOCUMENTS**

The new Claims System will require interested parties (*i.e.*, carriers, employers, claimants, and legal representatives) to select a "preferred communication method" for Claims and/or ALJ communications. Each interested party will have access to an ICA Community "administrator account" that contains the party's "preferred communication method." Interested parties will be able to choose from three options:

- (1) U.S. Mail (at a single designated mailing address);
- (2) Electronic fax (at a single designated fax number); or
- (3) Secured File Transfer Protocol ("SFTP") (at a designated SFTP destination).

U.S. Mail (at the address on file with the Commission) will be the default option if no alternative communication method is selected. Please note that encrypted e-mail (both inbound and outbound) and Phoenix-office pickup will not be available after the new Claims System is launched.

The Commission has posted a "Request and Agreement for Alternative Service and Waiver of A.A.C. R20-5-158(B)" ("Request and Agreement") form on the Commission's webpage (<http://www.azica.gov/newsystem>). Interested Parties may use the Request and Agreement form to select a preferred communication method and designate a mailing address or fax number in advance of the launch of the new Claims System. Please note that each distinct carrier and self-insured employer will need to complete a separate Request and Agreement form. This means that carriers or employers with multiple subsidiaries will need to complete a Request and Agreement form for each applicable legal entity. Completion of the Request and Agreement form will allow the Commission to populate ICA Community administrator accounts with selected communication methods in advance of System launch. Interested parties that do not complete this process **by February 28, 2019** (date has been extended to account for delay in System launch), will default to service by U.S. Mail until an alternative method of communication is selected in the ICA Community.

Please be advised that, after the new Claims System is launched, the Commission will no longer address Claims and/or ALJ communications to third-party administrators. See Substantive Policy Statement: Notification of Parties in Workers' Compensation Matters, effective February 19, 2019,

available at <https://www.azica.gov/substantive-policies-directory-other-adosh>. Management of third-party administrators will be the responsibility of carriers and self-insured employers.

Although the Commission will no longer address Claims and/or ALJ communications to third-party administrators, carriers and self-insured employers will be permitted to direct their communications to a third-party administrator by designating the third-party administrator's mailing address, fax number, or SFTP destination. For example, if a carrier elects to receive communications by U.S. Mail or electronic fax, the carrier can input a third-party administrator's mailing address or fax number in lieu of the carrier's mailing address or fax number. Carriers and self-insured employers, however, will be limited to **a single** preferred communication method and **a single** destination address, fax number, or SFTP destination.

Carriers and self-insured employers that utilize multiple third-party administrators will be responsible for managing the distribution of communications to third-party administrators who perform claim processing functions. Carriers and self-insured employers who choose to direct communications to a third-party administrator will be solely responsible for updating the preferred communication method and designated destination if/when a third-party administrator relationship changes.

#### **OBTAINING ACCESS TO AN ICA COMMUNITY ACCOUNT**

After launch of the new Claims System, users will be able to easily create ICA Community accounts by visiting the ICA Community webpage. 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.

#### **OBTAINING ACCESS TO ADMINISTRATOR PRIVILEGES**

Upon launch of the new Claims System, ICA Community user accounts for claimants and legal representatives will automatically include "administrator" privileges. Carriers and employers, however, will need to choose between having "administrator" privileges attach to a specific individual's user account **or** creating a unique account to hold "administrator" privileges. For example, a carrier could request that a particular adjuster have "administrator" privileges for the carrier – linked to that adjuster's ICA Community user account. Alternatively, a carrier could choose to create a non-specific ICA Community user account (using a non-specific e-mail address such as AdminUserAccount@carriername.com) – and have "administrator" privileges attach to that account.

Although "administrator" privileges for a specific carrier or employer can be attached to multiple user accounts, a single user account cannot hold "administrator" privileges for multiple distinct carriers or self-insured employers. For example, assume ABC Mutual Insurance Co. and ABC General Insurance Co. are related companies. Multiple user accounts may be assigned "administrator" privileges for ABC Mutual Insurance Co. and multiple user accounts may be assigned "administrator" privileges for ABC General Insurance Co. However, the same user account **may not** have access to "administrator" privileges for both ABC Mutual Insurance Co. and ABC General Insurance Co.

The Commission has posted an “Administrator Account Request Form” on the Commission’s webpage (<http://www.azica.gov/newsystem>) for carrier and employers. Carriers and employers may use the Administrator Account Request Form to designate user accounts to be given “administrator” privileges in the ICA Community. Please note that each distinct carrier and employer will need to complete a separate Administrator Account Request Form.

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

After launch of the new Claims 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***);
- 2) Secured File Transfer Protocol (“SFTP”) (if an SFTP account has been set up for the party);
- 3) Electronic Fax;
- 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**

To further assist impacted stakeholders with these changes, the Commission has created a new webpage (<http://www.azica.gov/newsystem>). The new webpage includes forms, frequently asked questions, and other communications related to the new System. The Commission intends to expand the content on this webpage over the next several months to include additional information, resources, and training materials related to the new System. Please check the webpage for further updates.

The Commission will be conducting two additional WebEx conference calls to discuss the upcoming changes and answer stakeholder questions. The WebEx calls will take place on January 31, 2019, at 1:00 p.m. and February 14, 2019, at 10:00 a.m. Please visit <http://www.azica.gov/newsystem> to register.

Questions regarding the new Claims 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).