



INDUSTRIAL COMMISSION OF ARIZONA

Announcement: New Outbound Communication Tools Available in ICA Community

The Industrial Commission of Arizona (ICA) is pleased to announce two new *optional* features for insurance carriers and self-insured employers: **Individual Claim Notification** and **Courtesy Fax Communication**. The new **Individual Claim Notification** enhancement offers the ability to receive individual, rather than combined, new claim notifications from the ICA Claims Division. The new **Courtesy Fax Communication** tool offers insurance carriers and self-insured employers increased flexibility to have new claim notifications, 1061(M) solicitations, and petition to reopen notifications sent to up to 20 fax numbers *in addition* to legal service via the preferred communication method. Based on stakeholder feedback, the ICA has also made changes to the new claim notification and 1061(M) solicitation forms and updated the 1061(M) solicitation process to ensure transparency with all interested parties. The ICA expresses appreciation for stakeholder feedback that led to each of these improvements.

Individual Claim Notification

The ICA Claims Division currently uses a *combined* "Notification of Workers' Compensation Claims" form ("Notification") to legally notify insurance carriers and self-insured employers of newly-filed workers' compensation claims. A *combined* Notification generally contains *all* new workers' compensation claims applicable to a specific carrier or self-insured employer for a particular day and the insurance carrier. The carrier or self-insured employer is then required to either pay the first installment of compensation or deny the claim within 21 days of notification. See A.R.S. §§ 23-1061 and 23-1062.

The ICA Claims System has been upgraded with **Individual Claim Notification** functionality to allow insurance carriers and self-insured employers **who have selected Fax or SFTP as their preferred communication method** to elect to receive *individual* Notifications instead of *combined* Notifications. *Individual* Notifications will contain only a single claim per notification document.

Combined Notifications will continue to be used for insurance carriers and self-insurers who use U.S. Mail as a preferred communication method. Moreover, the system will default to *combined* Notifications for insurance carriers and self-insured employers who have selected Fax or SFTP as the preferred communication method until the insurance carrier or self-insured employer affirmatively selects *individual* Notifications.

Insurance carriers and self-insured employers who have selected Fax or SFTP as their preferred communication method can elect **Individual Claim Notification** by completing the "Request Re: Preferred Communication Method, New Claim Notification, and/or Courtesy Fax" form (available at <https://www.azica.gov/resources/resources-ica-community>) or by following these steps:

Step 1: Log in to the ICA Community account that has "administrator" privileges for the insurance carrier or self-insured employer. More information on "administrator" privileges and requesting "administrator" privileges is contained below.

Step 2: After logging in, click on the Profile icon in the upper right and select **“My Account.”**

Note: If the account has “administrator” privileges for a specified insurance carrier or self-insured employer, the “Account” information will reflect the name of the insurance carrier or self-insured employer. If the “Account” states “ICA Salesforce,” the account does not have “administrator” privileges for an insurance carrier or self-insured employer. More information on “administrator” privileges and requesting “administrator” privileges is contained below.



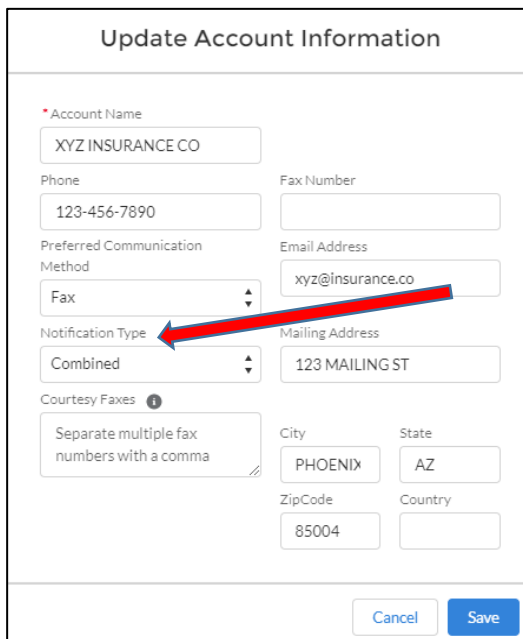
The screenshot shows a user profile page with the following information:

- Contact:** First Name: Julie, Last Name: Yahoo Hill, Business Phone: 602-542-0045, Email: julie.hill@azica.gov. An **Edit** button is in the top right.
- Account:** XYZ INSURANCE CO. Buttons for **+ Follow**, **Edit**, and **New Note** are to the right.
- Mailing Address:** 123 MAILING ST, PHOENIX, AZ 85004
- Phone:** 123-456-7890
- Email Address:** xyz@insurance.co
- Preferred Communications:** Fax

Step 3: Select **“Edit”** to the right of the **“Account”** name to display the **“Update Account Information”** fields.



A close-up of the account action buttons: **+ Follow**, **Edit**, and **New Note**. A red arrow points to the **Edit** button.



The **Update Account Information** form contains the following fields:

- Account Name:** XYZ INSURANCE CO
- Phone:** 123-456-7890
- Fax Number:** (empty)
- Preferred Communication Method:** Fax
- Email Address:** xyz@insurance.co
- Notification Type:** Combined
- Mailing Address:** 123 MAILING ST
- Courtesy Faxes:** Separate multiple fax numbers with a comma
- City:** PHOENIX
- State:** AZ
- ZipCode:** 85004
- Country:** (empty)

Buttons for **Cancel** and **Save** are at the bottom right. A red arrow points to the **Notification Type** dropdown.

Step 4: Elect *individual* Notifications by selecting **“Individual”** in the Notification Type dropdown field.

Notification Type



Combined

Combined

Individual

Please note that the system prevents Accounts with Preferred Communications of U.S. Mail from selecting and saving Individual notification type. If you want to change your preferred method of communication from US Mail, you must first request a change of preferred method of communication by updating the Preferred Communication field to Fax or SFTP. Once submitted, the ICA will review the request and once approved, Notification type of Individual can be selected.

Step 5: Click “Save.”



Cancel Save

Please note that the transition to *individual* Notifications will take approximately two business days.

Courtesy Fax Communication

Insurance carriers and self-insured employers are able to select a “preferred communication method” for legal service of Claims and/or ALJ communications, which include 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).

As a *supplement* to legal service of outbound documents via an insurance carrier or self-insured employer’s preferred communication method, the new **Courtesy Fax Communication** feature deployed in ICA Community will enable specified document types issued by the ICA Claims Division to be sent out to the party’s preferred communication method *and* up to 20 additional fax numbers. Documents that will be sent via **Courtesy Fax Communication** include:

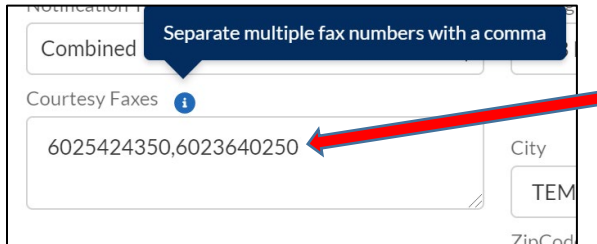
- NOT_LIST - Notification of Workers Compensation Claims
- M_SOL – 1061(M) Solicitation
- PR_NOT_LTR – Petition to Reopen Notification Letter

Please note that **Courtesy Fax Communication** does not constitute legal service and the ICA will continue to legally serve all outbound documents on interested parties via preferred communication methods.

Insurance carriers and self-insured employers can utilize the **Courtesy Fax Communication** functionality by completing the “Request Re: Preferred Communication Method, New Claim Notification, and/or Courtesy Fax” form (available at <https://www.azica.gov/resources/resources-ica-community>) or by completing Steps 1-3 above and the following steps:

Steps 1-3: Same as above for **Individual Claim Notification**.

Step 4: To opt into **Courtesy Fax Communication**, enter up to 20 (10-digit, domestic) fax numbers, separated by commas, into the “Courtesy Faxes” field. Please verify that the fax numbers have been entered accurately.



The screenshot shows a form with a 'Courtesy Faxes' field containing the text '6025424350,6023640250'. A red arrow points to this text. Above the field is a callout box with the text 'Separate multiple fax numbers with a comma'. To the right of the field are 'City' and 'ZipCode' fields, with 'TEM' visible in the City field.

Step 5: Click “Save.”



The screenshot shows two buttons: 'Cancel' and 'Save'. A red arrow points to the 'Save' button.

Please note that **Courtesy Fax Communication** will begin to be sent approximately two business days after a fax number is added to the “Courtesy Faxes” field.

Updated Claim Notification Language

In an effort to highlight the significance of a “Notification of Workers’ Compensation Claims” (whether *combined* or *individual*), the Notification template has been updated to include the following language.

**THIS IS A LEGAL NOTIFICATION OF ARIZONA WORKERS’
COMPENSATION CLAIM(S). PROMPTLY FORWARD THIS
NOTIFICATION TO THE APPROPRIATE DEPARTMENT, ADJUSTER,
OR THIRD-PARTY ADMINISTRATOR FOR PROCESSING.**

Updated Claims Division Process For 1061(M) Solicitations

The ICA Claims Division sends A.R.S. § 23-1061(M) Solicitations (“M’ Solicits”) to insurance carriers and self-insured employers that fail to notify the ICA Claims Division of the acceptance or denial of a claim within the 21-day period specified in A.R.S. §§ 23-1061 & 23-1062. “M” Solicits have historically only been sent to the applicable insurance carrier or self-insured employer. Effective immediately, the ICA will serve “M” Solicits on all interested parties in a claim, including the injured worker. Furthermore, the “M” Solicit has been updated to include the following language:

REFER TO ITEM(S) CHECKED BELOW. THE INSURANCE CARRIER OR SELF-INSURED EMPLOYER MUST RESPOND TO THE ITEM(S) CHECKED BELOW WITHIN 14 DAYS. THE INSURANCE CARRIER OR SELF-INSURED EMPLOYER SHOULD RETURN THIS NOTIFICATION WITH THE RESPONSE. FAILURE TO RESPOND WITHIN 14 DAYS MAY RESULT IN THE COMMISSION PURSUING AN ALLEGATION OF BAD FAITH.

A.R.S. § 23-1062(D) and/or A.R.S. § 23-1061(M) violation. Issue NCS either accepting or denying the claim. If time-lost claim, set out A.R.S. § 23-1061(M)* penalty benefits.

*Arizona law requires the first installment of compensation to be paid or the right to compensation denied not later than 21 days after the initial notification date. *See* A.R.S. §§ 23-1061 and 23-1062. The 14-day deadline referenced above *is not* an extension to the 21-day requirement, but rather a deadline intended to prevent the issue from escalating further. Under A.R.S. § 23-1061(M), in a claim involving more than 7 days of time lost from work, an insurance carrier or self-insured employer that fails to issue a notice of claim status denying a claim within 21 days from the date of claim notification “shall immediately pay compensation” (including medical, surgical, and hospital benefits) as if the claim were accepted from the date the carrier or self-insured employer was notified of the claim by the Commission until the date a notice of claim status denying the claim is issued. An injured worker who believes that benefits under A.R.S. § 23-1061(M) are payable may file a request for investigation pursuant to A.R.S. § 23-1061(J).

Technical Help with Obtaining Access to “Administrator” Privileges

Insurance carriers and self-insured employers have the option of choosing between: (a) having “administrator” privileges attached to a specific individual’s ICA Community user account or (b) creating a unique account to hold “administrator” privileges. For example, a carrier could request that a particular employee with an ICA Community user account have “administrator” privileges for the carrier – linked to that employee’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 attached 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 ICA has posted an “Administrator Account Request Form” on the ICA’s webpage (<http://www.azica.gov/resources/resources-ica-community>) for insurance carrier and self-insured employers. Insurance carriers and self-insured employers may use the “Administrator Account Request Form” to designate user accounts to be given “administrator” privileges in ICA Community. Please note that each distinct carrier and employer will need to complete a separate Administrator Account Request Form to establish “administrator” privileges. In addition, please note that the ICA Community user account that will be assigned “administrator” privileges must be set up before the “Administrator Account Request Form” is submitted.

Technical Help with Changing a Preferred Communication Method

Insurance carriers and self-insured employers can change their preferred communication method in two ways:

First, insurance carriers and self-insured employers can change their preferred communication method at any time in the ICA Community account that has “administrator” privileges for the insurance carrier or self-insured employer. More information on “administrator” privileges and requesting “administrator” privileges is contained above. The preferred communication method can be changed by clicking on the Profile icon – My Account and making the desired change.

Second, the ICA has posted a “Request Re: Preferred Communication Method, New Claim Notification, and/or Courtesy Fax” form on the Commission’s webpage (<https://www.azica.gov/resources/resources-ica-community>). Insurance carriers and self-insured employers may use this form to select a preferred communication method and designate a mailing address or fax number. Please note that each distinct carrier and self-insured employer will need to complete a separate Request form. This means that carriers or employers with multiple subsidiaries will need to complete a Request form for each applicable legal entity.

Questions or concerns regarding the **Individual Claim Notification** and **Courtesy Fax Communication** features or the changes described in this announcement may be directed to Claims@azica.gov.

For technical questions regarding obtaining “Administrator” privileges or changing a preferred communication method, please contact Julie Hill at Julie.Hill@azica.gov.

Further information and training materials on ICA Community are available at <http://www.azica.gov/resources/resources-ica-community>.