



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

Notice Regarding Service of Documents on the Industrial Commission of Arizona in the New Claims/ALJ System

The Industrial Commission of Arizona is looking forward to the launch of the new Claims/ALJ System on **Tuesday, May 28**. After launch of the new System, interested parties and their authorized representatives (including third-party administrators) will be able to serve documents **on the Commission** in the ways described below.

- 1) **Webforms and Document Upload in the NEW ICA Community (RECOMMENDED)** – The Commission **strongly** recommends that interested parties utilize webforms and the Document Upload feature in the new ICA Community for submitting both Claims and ALJ documents (including case filings) to the Commission. Webforms available in the ICA Community will include the most common Commission forms used by injured workers, carriers/self-insureds, employers, and attorneys. Documents not available as webforms can be uploaded directly to an ALJ matter or Claim record by using the Document Upload feature. Webforms and documents uploaded through the ICA Community will be electronically processed and added to the relevant Claim record or ALJ matter without delay and without any of the risks associated with manual processing. In addition, a party submitting a webform will be e-mailed a complete PDF copy of the form for inclusion in an internal file and for service on other interested parties.
- 2) **Secured File Transfer Protocol (“SFTP”)* (RECOMMENDED)** – If an SFTP account has been requested and established, an interested party will be able to serve documents on the Commission by uploading documents and data into the Commission’s SFTP system. Documents and data submitted through SFTP will be retrieved, processed, and uploaded to the appropriate Claims or ALJ file by a contracted vendor.
- 3) **Electronic Fax*** – Interested parties who choose to fax Claims or ALJ documents to the Commission are asked to utilize the following fax numbers:

For Claims Filings – (602) 542-3373

For ALJ Filings – (602) 542-4135

The Commission respectfully asks that interested parties **discontinue** faxing Claims or ALJ documents to the Commission **to any other fax number** (including the Tucson ALJ fax number). All documents submitted by fax will be directed to the Commission’s contracted vendor to be “document typed” (“doc-typed”) and uploaded to the appropriate Claims or ALJ file.

- 4) **U.S. Mail*** – Interested parties who choose to serve Claims or ALJ documents on the Commission by U.S. Mail are asked to send all mail to the following address:

For Claims Filings: Industrial Commission of Arizona
Attn: Claims Filing
P.O. Box 19070
Phoenix, Arizona 85005-9070

For ALJ Filings: Industrial Commission of Arizona
Attn: ALJ Filing
P.O. Box 19070
Phoenix, Arizona 85005-9070

The Commission respectfully asks that interested parties **discontinue** mailing Claims or ALJ documents **to any other address, including the Commission’s Tucson location**. Documents submitted by mail will be directed to the Commission’s contracted vendor (based in Phoenix) to be doc-typed and uploaded to the appropriate Claims or ALJ file. Any documents mailed to the Tucson location will need to be transported to Phoenix for processing, which will result in additional delays and expense.

- 5) **Hand Delivery to the Commission*** – Interested parties are permitted to serve Claims and/or ALJ documents on the Commission via hand delivery to either the Phoenix or Tucson location. However, please be advised that processing of hand deliveries to the Tucson location, even for ALJ matters being heard in Tucson, will encounter an anticipated 48-hour delay in order to transport the documents to Phoenix for processing by the Commission’s contracted vendor. The Commission respectfully asks that interested parties utilize alternative methods of service (described above), where possible, to reduce delays and expenses associated with processing hand-delivered documents.

***Note:** The Commission anticipates that the administrative processing associated with SFTP, Electronic Fax, U.S. Mail, or Hand Delivery will take approximately 24 hours, which means that the Claims and/or ALJ Divisions’ access to documents will be somewhat delayed. In addition, despite efforts by the Commission to ensure proper administrative processing, there is a risk that documents submitted by SFTP, Electronic Fax, U.S. Mail, or Hand Delivery could be inaccurately doc-typed and/or uploaded to a file in error. For these reasons, the Commission strongly recommends that interested parties utilize webforms and the Document Upload feature in the new ICA Community when possible (see Option 1, above).

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

ICA CLAIM NUMBER

Regardless of the method selected for serving documents on the Commission, interested parties should ensure that filed documents contain the relevant ICA Claim Number(s) (unless an ICA Claim Number has not yet been established). Without an ICA Claim Number, processing of submitted

documents may be delayed. In such instances, the Claims Division may need to reach out to the filing party to obtain information necessary for processing.

ALJ HEARING NUMBER AND ALJ DOCUMENT TYPING

Upon launch of the new Claims/ALJ System, all ALJ cases will have an assigned ALJ Case Number. Inquiries regarding ALJ Case Numbers can be directed to the ALJ Division at 602-542-5241 (ALJ Front Desk). Interested parties in ALJ matters who utilize the ICA Community's Document Upload feature will be required to input the applicable ICA Claim Number, ALJ Case Number, and identify the type of document being uploaded. This will ensure the document is routed to the appropriate ALJ hearing file without delay or need for further processing.

Interested parties who choose to serve ALJ documents on the Commission via SFTP, Electronic Fax, U.S. Mail, or Hand Delivery are respectfully requested to attach an "ALJ Case Filing Cover Page" to the front of **all** such filings. The Cover Page should include the applicable Claim Number, ALJ Case Number, and the type of document being filed. The Cover Page will help ensure that the document is appropriately doc-typed and routed to the correct ALJ hearing file in the new System. Processing of ALJ filings submitted via SFTP, Electronic Fax, U.S. Mail, or Hand Delivery without the Cover Page or without an ALJ Case Number could be delayed pending investigation by the Commission. In such instances, the Commission may need to reach out to the filing party to obtain information necessary for proper processing.

The ALJ Case Filing Cover Page can be found at: <https://www.azica.gov/forms/alj8801>

EXPEDITED ALJ REQUESTS

Due to processing delays associated with submission of documents by SFTP, Electronic Fax, Mail, or Hand-Delivery, interested parties who require expedited communications with an ALJ should either utilize the Document Upload feature in the ICA Community or contact the presiding ALJ by phone.

ADDITIONAL INFORMATION

For more information about the new System, please visit www.azica.gov/newsystem. Training resources regarding usage of the ICA Community will be posted this week.

Questions regarding the content of this letter may be directed to Ruby Tate (at Ruby.Tate@azica.gov) or Julie Hill (at Julie.Hill@azica.gov).