



## Second Notice of Upcoming Changes in Communication Methods

Phoenix, AZ, 12-17-2018

Greetings!

The Industrial Commission of Arizona's plan to replace the Claims Division's 27-year-old, COBAL-based mainframe computer system is nearing completion. Barring any development setbacks, the Commission is planning to launch the new Claims System on February 19, 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."

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 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 when 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 [website \(click for link\)](#). 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 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 January 31, 2019**, 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 or direct 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 or direct 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 responsible for 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.

To further assist impacted stakeholders with these changes, the Commission is preparing a series of FAQs related to these changes, which will shortly be posted to the Commission's website ([azica.gov](http://azica.gov)). Additionally, the Commission is planning a series of WebEx conference calls to further discuss the upcoming changes and answer stakeholder questions. The content of each WebEx will be similar, so it is not necessary to participate in all three WebEx sessions. The WebEx schedule and registration instructions are below:


- [WebEx #1: December 20, 2018 at 1:00 p.m. \(Arizona Time\) - Click here to register.](#)
- [WebEx #2: January 3, 2019 at 10:00 a.m. \(Arizona Time\) - Click here to register.](#)
- [WebEx #3: January 17, 2019 at 10:00 a.m. \(Arizona Time\) - Click here to register.](#)

Further 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).

### **PIO Contact**

Name: Trevor Laky  
Title: Chief of Legislative Affairs and Public Information Officer  
Phone: 602-542-4478  
Email address: [trevor.laky@azica.gov](mailto:trevor.laky@azica.gov)

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