



11/20/2018

Re: Upcoming Changes in ICA Communication Methods

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 in February 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 ICA Community will include useful tools for interested parties as well as ready access to Claim Records, ALJ Hearing Records, and Appellate Records.

The new Claims System will allow 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 selected 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 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.**

Beginning in December 2018, the Commission will provide additional information and instructions on how interested parties can select their communication method in the new System. This advance process 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 in advance of the launch of the new System will default to 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 in the carrier/self-insured employer's ICA Community administrator account. For example, if a carrier elects to receive communications by U.S. Mail or electronic fax, the carrier will be able to 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 distributing 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.

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.

Sincerely,

The Industrial Commission of Arizona

Media Contact

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

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