



Industrial Commission of Arizona
Claims Division
800W Washington St
Phoenix AZ 85007

Carrier/TPA/Self-Insured Community Account – July 2024 Overview of Enhancement

Contents

Introduction:.....	2
New Profile Questions for Claims Adjusters	2
Are you a Claims Adjuster?	2
Adjuster Location?.....	2
Payer Designation?.....	3
Supervisor Name?	3
Add one or more Carrier or Self-Insured Employer	3
New Accounts requirements.....	4
Adjuster Authorization Program Enrollment.....	4
Navigation.....	4
How to Enroll in a Course	4
Post Test	5
6 Month Renewal Required	5
Portability.....	5
Need Help? Email Us: Claims@azica.gov Call Us: 602-542-4661	5



Industrial Commission of Arizona
Claims Division
800W Washington St
Phoenix AZ 85007

Introduction:

Starting 7/29/2024, The ICA is launching a new Community enhancement that will contain the Adjuster Authorization program within the Community Account. If you are already registered, you will need to complete new profile questions in order to continue onto the full community account.

These questions will need to be verified every 6 months for changes. This account is now PORTABLE, which means your authorization can carry over to a new company. More details below.

New Profile Questions for Claims Adjusters

The community profile will request additional information to create your account. At minimum, complete all questions with an asterisk*. A few notable with explanations listed below.

Are you a Claims Adjuster?

A Claims Adjuster is defined as an individual who makes medical and legal decisions regarding workers' compensation benefits for Arizona jurisdiction claims. *Administrative staff and management who do not directly handle claims or make decisions on a claim can answer no. If no is answered, the normal adjuster exp*

Adjuster Location?

Per A.A.C. 20-5-130, an Adjuster located outside of the State of Arizona is required to be authorized by the ICA training program. Indicate if you are physically located inside or outside of the state of Arizona. This is the physical location of the person handling the claims, not the location of the claims office.

* Adjuster Location

Select an Option ▼

Within State of Arizona

Out of State of Arizona

* Payer Designation

A screenshot of a web form showing a dropdown menu for "Adjuster Location". The dropdown is open, showing two options: "Within State of Arizona" and "Out of State of Arizona". A mouse cursor is hovering over the "Within State of Arizona" option. The form is part of a larger registration process, as indicated by the asterisk and the "Payer Designation" label below.



Industrial Commission of Arizona
Claims Division
800W Washington St
Phoenix AZ 85007

Payer Designation?

This question is to determine if the Adjuster handles Insured Claims or Self-Insured Claims, or both.

* Payer Designation

Select an Option

- Carrier
- Self-Insured
- Both

Select an Option

Supervisor Name?

Please list full supervisor name, phone and email address.

* Supervisor Name

Kim

* Supervisor Phone

[Redacted]

* Supervisor Email

[Redacted]

Add one or more Carrier or Self-Insured Employer

Please list ALL Carriers and/or Self-Insured Employers you are assigned to. You will be given a query that allows you to

*Add One or More Carrier or Self-Insured Employer(s)

Search...

TEST CARRIER MST 05/03 X



Industrial Commission of Arizona
Claims Division
800W Washington St
Phoenix AZ 85007

New Accounts requirements

New accounts are required to upload a Business Card, Company Letterhead, Company ID or Email Domain of Organization and Drivers License or other ID as proof of identity. This is required as Claims Files contain significant confidential information where proof of identity and proof of relationship to company are required.

Please allow up to 5 days for approval.

Email us at Claims@azica.gov for help or Call Us at 602-542-4661.

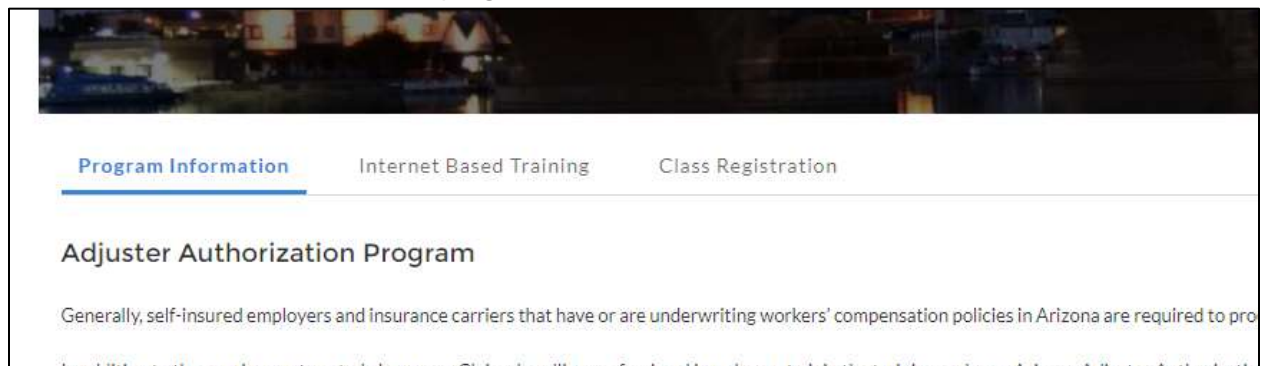
Adjuster Authorization Program Enrollment

Navigation

Once you have been enrolled as a claims adjuster, you will have access to a new tab titled Adjuster Authorization Program. This sizes with the screen so it may be in the MORE tab.



Please review all three tabs for full program information.



How to Enroll in a Course

From the Adjuster Authorization Program, select Class Registration.



Industrial Commission of Arizona
Claims Division
800W Washington St
Phoenix AZ 85007

Each of these will contain upcoming classes, current enrolled classes and courses attended.



Post Test

Successfully passing a post-test by a score of 80% or more is required to obtain Adjuster Authorization. Once you have attended the class, go to My Attended Classes to access the test. Once completed your authorization certificate and score will be posted into your account.

6 Month Renewal Required

Every 6 months, Community will prompt you to update your information. Any changes in carriers, supervisors etc are required at that time.

Portability

In recognition of the Adjuster achievement of this designation, the adjuster can now change carry this designation to new employers. From the My Account Button on the login page, you may change your email address. This will cause any claims you were previously authorized to see to drop off, as you are no longer an interested party to the previous claims.

Need Help? Email Us: Claims@azica.gov Call Us: 602-542-4661