

## Tips for Quick and Easy Claims Processing

1. Immediately notify your supervisor of the accident, injury, or industrial illness and seek medical treatment, if necessary--preferably at a facility that specializes in treating work-related injuries.
2. Call your injury into Risk Management's Claim Reporting Hotline (602)542-WORK or (800) 837-8583. This will begin the process of setting up your claim. Contact us directly at (602)542-5218 if you miss, or anticipate missing, more than seven days from work. You can also contact us by email at [workers.comp@azdoa.gov](mailto:workers.comp@azdoa.gov).
3. Your doctor will have the Worker's and Physician's Report of Injury form (Form 102). Fill out your portion and sign it. Request that your physician immediately send the required reports to the Industrial Commission of Arizona and ADOA Risk Management.
4. Notify Risk Management if your work status changes, including when you return to work.
5. Your agency liaison may now enter their initial reports directly into our Web site for reporting claims (WebEnvision); or they can FAX the information to (602) 382-2380. This enables Risk Management to begin managing your claim much sooner. Initial physician reports, specifically the Workers' and Physicians' Report of Injury (Form 102) can be FAXED to Risk Management using 602-382-2380. (The original copy of both forms must still be mailed to Risk Management at 100 North 15<sup>th</sup> Avenue, Suite 301, Phoenix, AZ 85007.)
6. Sign your name as it appears on your employer's payroll, and use it the same way on all forms relating to your injury.
7. Always use your claim number, which is assigned by Risk Management, for identification purposes. It appears at the upper right-hand corner of all correspondence.
8. If you require prescription drugs or medical services such as X-rays or laboratory tests, ask all providers to send their reports and billings to ADOA Risk Management at 100 North 15<sup>th</sup> Avenue, Suite 301, Phoenix, AZ 85007.
9. Always keep your claims adjuster informed of your current mailing address and whereabouts. It is also necessary to let Risk Management know your physical address if it is different than your mailing address.
10. Obtain written permission from the Industrial Commission if you want to leave the state for more than two weeks. Also, obtain permission from Risk Management or the Industrial Commission if you want to change doctors.
11. Complete and return immediately all requests for information sent to you about your claim.