

What is workers' compensation insurance?

A no-fault system of benefits

Regardless of fault, covered benefits are payable for most injuries that occur while you are performing on the job duties at work.

Financial compensation is limited to partial wages and approved medical costs.

Time loss less than eight consecutive days and time away from work for medical appointments are not covered by workers' compensation.

Am I compensated if I lose more than seven consecutive calendar days from work? Yes, if you are off work due to an accepted medical condition you will be compensated for your total disability up to the max allowed by statute at the time of injury.

The state has a right to recover claim costs from any responsible third party.

You are not responsible for the costs of covered medical expenses for an accepted claim.

What medical benefits are covered?

Primarily, reasonably necessary medical, surgical, hospital, and pharmacy benefits.

In some situations you may be entitled to a permanent impairment award.

Contact the Industrial Commission of Arizona (ICA) if:

You need to leave the state for a period of two or more weeks.

You would like to change physicians (does not include a referral).

You do not agree with a notice issued by us or the ICA.

Phoenix: 800 W Washington St, Phoenix AZ 85007 - Phone: (602) 542-4661

<https://www.azica.gov/divisions/claims-division>

<https://azicawc.force.com/claims/s/contact-us>

Please ask your doctor to send medical reports and bills to:

Corvel Corporation
P O Box 6966
Portland, Oregon 97228

Email: CorVelPrime@onlinecapturecenter.com

Billing Phone: 602-288-2020

Have you received a collection notice?

1. Contact the provider to verify that the bill has been filed with Corvel Corporation.
2. Please provide a copy of the notice to your HR right away.

Workers' Compensation for the State of Arizona employees

What you need to know

Arizona Department of Administration
Risk Management Division, Workers' Compensation



Working in collaboration with employees recovering from a work-related injury to return to pre-injury status as soon as possible.

State of Arizona

ADOA – Risk Management

100 N 15th Ave., Suite 301

Phoenix, AZ 85007

Phone: (602) 542-5218, option 4

Why should I return to work?



Benefits of Returning to Work

You will:

- Not be required to use accrued leave to supplement your benefits
- Continue to accrue leave
- Reduce risk of co-morbidities
- Maintain state security
- Maintain productivity
- Improve morale

Please let your doctor know that pre-authorization for treatment is not needed. We use the ODG guidelines for accepted claims.

To avoid disruption in care, let your doctor know that we automatically authorize the below treatments and supplies.

- Six physical therapy visits (no surgery)
- Twelve physical therapy visits (post-surgery)
- Non-invasive diagnostic studies (X-ray, MRI, CT, ultrasound)
- Emergency dental consultation and emergency treatment
- One diagnostic injection
- Reasonably necessary braces, walkers, wheelchairs, and supplies
- Specialty referral for related medical conditions

If your doctor still wants preauthorization, please have your provider send an email to wcauthorizations@azdoa.gov or fax to (602)382-2370.

Do you or your doctor need help scheduling?

Contact ptpnreferrals@ptpnaz.com for physical therapy services

Contact diagnostics@onecallcm.com for X-rays, MRI, CT, ultrasound

Contact dental@onecallcm.com for a dental consultation or emergency dental care

Contact equipment@onecallcm.com for wheelchairs, crutches, walkers and other durable medical supplies

Doctors usually prefer to submit a request for review and approval for surgery.

Stay in touch with your HR department and State Risk Management to let us know when:

- You are released to return to light duty or regular duty
- You are placed on a no-work status
- You are having surgery
- You are having problems with scheduling care
- You are leaving the state for more than two weeks
- You run out of leave time

If you are in a paid status, the cost of your health benefits may continue to be paid through your paycheck.

If you are on Leave Without Pay status, make sure you communicate with your HR department or Benefits office to discuss your options.