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CLAIMS SEMINAR 2026

INDUSTRIAL COMMISSION OF
ARIZONA



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Adjusters who handle claims in an out-of-state office and/or Adjusters who handle claims for an Authorized Self-Insured Employer must obtain authorization from the Commission.

70 DO

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Once Enrolled, enroll in the ICA Claims Seminar under Classes

70 KNOW

The post-test will be sent on Tuesday, August 11, 2026

A test score of 80% or better is required to obtain your 2-year authorization

Visit: azica.gov/out-state-adjuster-authorization-program for more information about the ICA Adjuster Authorization and other resources.

Questions? Find an ICA Claims Division Staff Member for assistance. After the seminar, email seminar@azica.gov.

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CRAIG

Get the most out of your Seminar

1. Join the Wifi!
2. We are paperless! Open the claims manual and save as a favorite!
3. Thursday: Review the schedule and choose your own adventure. Classes are color-coded to help you select the ones that best fit your career needs.
4. Say HI! Meet your AZ Workers Compensation Community. Introduce yourself to the people around you. Talk with the vendors to learn how they can help you do your job better.



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Thursday August 6, 2026

8:15 – 9:00	Check-In
9:00 – 10:20	Session One
10:20 – 10:40	Refreshment Break with Sponsors
10:40 – 12:00	Session Two
12:00 – 1:30	Lunch served in Ballroom
1:30 – 2:50	Session Three
2:50 – 3:10	Refreshment Break with Sponsors
3:10 – 4:30	Session Four
4:30 – 5:30	Social Hour in Lobby with Sponsors

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2026 'Get Worker' Compensation Claims Seminar
August 6, 2026, Thursday Session Schedule
WiFi: Select TSR-Guest and then press Accept

Session	Salt River 3	Salt River 2	Salt River 1	Salt River 6	Salt River 7
1 9:00-10:20	ADJUSTING OVERVIEW*	TO ACCEPT OR DENY*	UNSCHEDULED PERMANENT DISABILITY*	MEDICAL RESOURCE OFFICE UPDATE	ADOSH
2 10:40-12:00	SCHEDULED PERMANENT DISABILITY*	GOOD FAITH CLAIMS MANAGEMENT	HEARING PROCESS	LABOR	PETITION TO REOPEN
3 1:30-2:50	UNSCHEDULED PERMANENT DISABILITY*	MEDICAL RESOURCE OFFICE UPDATE	PETITION TO REOPEN	ADJUSTING OVERVIEW*	ADOSH
4 3:10-4:30	GOOD FAITH CLAIMS MANAGEMENT*	HEARING PROCESS	SCHEDULED PERMANENT DISABILITY*	TO ACCEPT OR DENY*	LABOR

*Recommended New Adjuster Courses

Learning Tracks: Color below is tagged on each session				
New Arizona Adjuster	Experienced Arizona Adjuster	Employer	Nurse Case Manager	Legal/Attorney



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Friday, August 7, 2026

8:15 – 9:00	Check-In
9:00 – 9:10	Welcome Activity Ruby Tate, Claims Manager Audrika Gavins, Assistant Claims Manager
9:10 – 9:45	State of the ICA Gaetano Testini, Director Dennis Kavanaugh, Chairman
9:45 – 10:30	Refreshment Break with Sponsors
10:30 – 11:30	Steering Around Medical Detours Pamela Rizza, MD, MBA, Chief Medical Officer Troy Prevot, MBA, Associate Vice President ODG Strategic Solutions and Regulatory Affairs
11:30-12:30	Lunch
12:30 – 1:30	Legal Updates Afshan Peimani, Chief Counsel David T. Lundmark, Attorney Nicholas C. Whitley, Attorney
1:30 – 3:00	New 108 FORM! Recommended Average Monthly Wage Ruby Tate, Claims Manager Alma Tellez, Compliance Supervisor
3:00 – 3:30	Final Notes & Closing Ceremony

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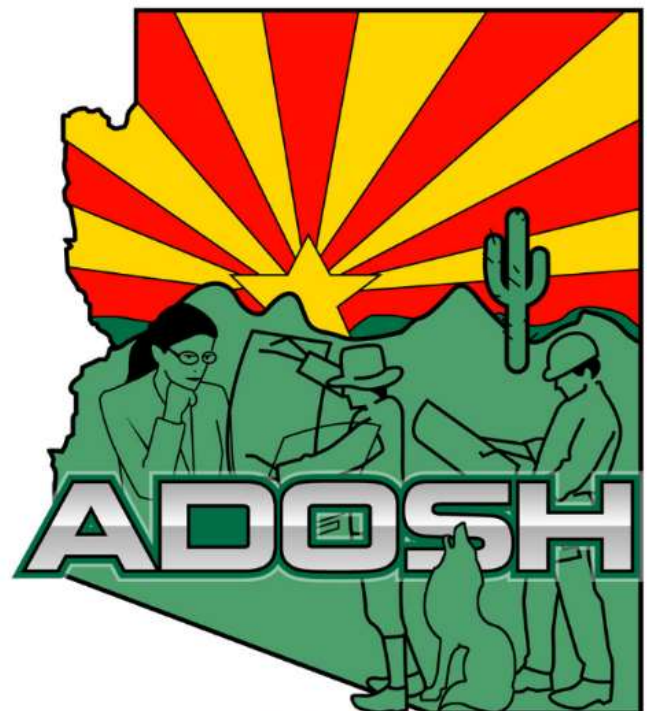


The IMA Group focuses on medical and behavioral health. While most companies do one or the other, IMA provides evaluation services and clinical research in both domains. Throughout the enterprise, we see over 10,000 unique individuals weekly, stimulating a growing database and greater trial outreach, enrollment and diversity. Our flexible delivery model allows us to customize offerings to your every need.



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