



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF INDUSTRIAL ACCIDENTS

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ADMINISTRATIVE BULLETIN
DIA PROCEDURES AND SUBMISSION OF DOCUMENTS/VIDEOS

To: All Interested Parties
From: Office of Claims Administration and Dispute Resolution
RE: Submission of Documents and Video Evidence
Date: March 4, 2024

This Administrative Bulletin serves as a reminder about the procedures for submitting documents and/or evidence to the Office of Claims Administration and Dispute Resolution. Adhering to the guidance ensures accuracy and timely processing.

Document Submission – Scanned versions of documents are preferable rather than cellphone photographs. Cellphone photographs of documents do not always allow for a clear image and the information is often skewed and/or out of focus, making them difficult to read. If a cellphone photograph is necessary, please ensure the document is free from creases, wrinkles, tears, and is in focus. Please remember that these images and documents are part of the DIA's permanent file.

Insurance Carrier Identification – Proper identification of the insurance carrier is critical to the timely and accurate importation of data. There are instances in which the insurer or self-insurer may have multiple corporate names or subsidiaries, please check the number prior to submission of the form. This is particularly true for self-insurers with multiple corporate entities and possibly more than one self-insurance license.

Joint Pre-Hearing Memoranda – Kindly note, the updated letterhead is available. Please refrain from using and submitting documents using the prior versions. The current form with the updated letterhead can be found on the DIA website at this address – [Joint Pre-hearing Memo](#).

Video Evidence Submission – Videos submitted to the Administrative Judge must be in WVM or AVI format (WVM is preferred) via a secure online link or CD. The DIA does not accept DVDs. Files can be no larger than 150 MB which is approximately 15 minutes. The prescribed procedures can be accessed on our website or [DIA Parameters for submission of video evidence: \(mass.gov\)](#).

Thank you for your consideration and anticipated cooperation.