



ARIZONA STATE
RETIREMENT SYSTEM

Your investment.
Your future.
Secure for your lifetime.

LONG-TERM DISABILITY

LTD REMINDERS

- Make sure the most current employee & employer claim packets are being used.
- Employers are responsible for starting the LTD claims process by providing the LTD claim packet.
- Employee does not have to be completely off work to qualify for LTD.
- Normal claim processing time is 45-60 days
- If Employee doesn't have 12 continuous months of contributions an additional review may need to be completed which will take longer than the 60 days.
- If you need to terminate an employee or they resign prior to or during the LTD application process it does not impact the LTD claim.

LTD REMINDERS

- If employee is on an intermittent leave make sure you include
 - FMLA/Medical leave documents
 - Timesheets/Absence reports from the timeframe of the leave.
- DO NOT Submit any of the following using the “Send LTD Document” option:
 - General Questions with out documents
 - 65+ Waiver forms
 - Health Insurance Premium Benefit forms
 - Annual Health Insurance Plan forms

LTD REMINDERS

- If member begins Social Security Disability (SSD) process they are required to appeal thru the Administrative Law Judge Hearing Level before meeting statutory requirement.
- All approved LTD claims are referred to either Integrated Benefits, Inc. (IBI) or Allsup Inc, Social Security advocacy groups to be evaluated for SSD and assist with SSD process which is “FREE” no cost to the members.
- Broadspire/ASRS does not have access to add, remove, or update individuals from the Employer email distribution list that receives communications from Broadspire. The Employer’s ASRS website administrator would need to access the “Maintain Employer User” link in the secure employer portion of the ASRS website to add, remove, or update the LTD roles for your facility. ASRS sends an updated list to Broadspire on the last business day of each week.

LTD REMINDERS

- “Compensation Received” or “Unreported Compensation” email please make sure to respond or benefits will be suspended for the member after 14 days.
- Employers are responsible for reporting to Broadspire if a member has passed away or if they have return to work in any capacity.
- When providing return to work information please indicate the date and if it is “Full Time Regular Duty” or “Restricted Duty”. If restricted paystubs will be needed.
- Employers are responsible for providing paystub information every month for compensation received while receiving LTD benefits. This can be uploaded in the Broadspire portal or sent through ASRS Secure messaging using the “Send LTD Document” button.

GETTING INFORMATION TO BROADSPIRE

- After a claim has been created and you need to submit additional information or any additional documents you can use one of the following methods:
 - Broadspire portal is the preferred method (**“LTD Associate” Role can only access**)
 - Issues accessing, logging in or need reactivation to the Broadspire portal? Send email to BroadspirePortalSupport@choosebroadspire.com
 - Email ASRSLTD@choosebroadspire.com , include claim number in the subject line if known.
 - Include employee’s name, your information in the message. Do NOT send password protected. Box is not monitored.
 - ASRS Secure messaging, if needing to send a document include the employee’s name in the body of the message. DO NOT use secure messaging to ask a question or status.

ONLINE RESOURCES

ARIZONA STATE RETIREMENT SYSTEM

Long Term Disability Program Employee Guide

Updated January 2025

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ASRS Long Term Disability Program

This document, published by the Arizona State Retirement System (ASRS), is issued as a convenience to those persons applying for and/or participating in the ASRS Long Term Disability program. It is a compilation of Arizona Revised Statutes (A.R.S.) Title 38, Chapter 5, §§ 38-707 et seq. and the administrative rules and regulations promulgated thereunder, Arizona Administrative Code (A.A.C.) Title 2, Chapter 5, that constitute the laws and regulations governing the ASRS Long Term Disability program.

These laws and regulations apply to ASRS Long Term Disability benefits and may impact your claim for benefits, any benefit payments you receive, and/or any benefit payments you are required to repay to the ASRS or the ASRS contracted LTD claims administrator.

Although every effort has been taken to ensure the accuracy of the material presented, it is not intended or represented to be the official record of laws and regulations of the State of Arizona. True and correct copies of statutes of this State are found in the Arizona Revised Statutes filed and issued by the Secretary of State. As a courtesy, the Arizona Legislature also publishes statutes at azleg.gov/ar395/. True and correct copies of the administrative rules and regulations are contained in the Arizona Administrative Code filed and issued by the Secretary of State at <https://azsos.gov/rules/arizona-administrative-code>.

Each person who may be involved with any action that requires a review of the official list is cautioned to consult the Arizona Revised Statutes and Code.

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ARIZONA STATE RETIREMENT SYSTEM

Long Term Disability Program Employer Guide

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Secure Employer Login

Frequently Asked Questions

- Does the Employer have to terminate an Employee when the Employee is approved for LTD benefit payments?
- What happens if you terminate the Employee or ask the Employee to resign?
- If the Employee has been terminated, should the Employer still provide the LTD claim packet to the Employee?
- Should an Employee apply for LTD if she/he has been approved for Workers' Compensation benefits?
- If the Employee needs to reduce their work hours due to a medical condition, are they eligible for LTD benefits?
- What if an employee is or has been working intermittently or in a modified/limited duty position due to an approved FMLA/medical leave for a medical condition?
- Is the Employer required to include the Attending Physician's Statement of Patient Disability when the claim packets are submitted to Broadspire?
- How does the Employer get access to the "Active Claimants" report?
- How does the Employer check the status of an Employee's claim?
- How long does it take to process a claim?
- Is the Employee eligible to receive Social Security Disability benefits and also receive LTD benefits?
- Is the Employee able to receive retirement benefit payments and LTD benefit payments at the same time?
- Is the Employee permitted to work during the six-month elimination period?

[Watch the Broadspire Portal instructional video](#)

ASRS LTD Frequently Asked Questions

LTD SCENARIOS

BROADSPIRE CONTACT

Barry O'Dowd – Account Executive

Mobile (480) 223-7563 or Phone: (602) 240-2133

Email: BarryO@AzASRS.gov or Barry_ODowd@choosebroadspire.com

- Broadspire office (877) 232-0596
- Benefit Specialist and their extensions in the Employer Guide

ASRS Contact

Briana Martinez – ASRS LTD Plan Manager

Email: BrianaM@AzASRS.gov

ASRS Fraud Hotline (602) 240-5360