# LTD Contacts

## Broadspire Contact Information *(October 2026)*

Broadspire's Customer Service Representatives are available to assist Employers and Employees with any general claim questions or to forward your call to the appropriate specialist listed below.

If you press option 3 between 5:30am-5:00pm Arizona time Monday-Friday, the Broadspire ASRS team will be answering the calls. Anytime outside of the given hours, the Broadspire general customer service will answer the calls to assist with general questions.

Call (877) 232-0596 and use the contact extension list below:

| Name | Title | Extension |
|---|---|---|
| Lorraine Douglas | Disability Benefit Specialist | 1505 |
| Tamique Baker | Disability Benefit Specialist | 4707 |
| Araceli Luna | Disability Benefit Specialist | 2239127 |
| Nancy Barraza | Disability Benefit Specialist | 9980072 |
| Nelson Pacheco | Disability Benefit Specialist | 9983145 |
| Shawn Williams | Disability Benefit Specialist | 2231691 |
| Yvanne Gustave | Disability Benefit Specialist | 1215 |
| Gloria Aycott<br>Gloria.Aycott@choosebroadspire.com | Team Manager | 9980347 |
| Barry O'Dowd<br>Barry_ODowd@choosebroadspire.com or<br>BarryO@azasrs.gov | Account Executive | (480)223-7563<br>(602)240-2133 |
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When sending an email to a Broadspire Disability Benefit Specialist, use email address: ASRSLTD@choosebroadspire.com. Please include the full claim number in the subject line of the email which will automatically route the email to the appropriate resource.

Broadspire's mailing address is P.O. Box 14773, Lexington, KY 40512.

## ASRS Employer Relations Contact Information

Employers may contact ASRS Employer Relations at (602)240-2000.

## ASRS Disability Plan Manager

Briana Martinez at Brianam@azasrs.gov