

How to File for Leave of Absence and Disability benefits

Welcome to Broadspire[®]!
We are committed to providing responsive claim services.

[How do I apply for a Leave of Absence/Disability claim?](#)

You should notify Broadspire of the need for leave as soon as possible and no more than 30 days after the need for leave is known at 1-888-398-0079. A claims intake specialist will take your information and initiate the disability/leave process for you.

For intermittent leaves, you should notify Sunrun and Broadspire within 2 (two) days of the absence date at 1-888-398-0079.

[Do I have to file a separate claim for Leave and Disability?](#)

If the reason you need to be out is due to your own illness/injury, you may be eligible for both leave and disability benefits. During your initial call with Broadspire, they will make this determination based on eligibility and the information you provide.

[What if I am not able to call my Leave of Absence in to Broadspire?](#)

You can have your family member or personal legal representative report the time off to Broadspire if you are not able to make the call.

[What will I need to submit for proof of my need for a Leave/Disability claim?](#)

Within two (2) business days from the date you report your claim to Broadspire, you will be emailed or mailed a packet with any required forms to be completed.

A leave packet can also be emailed to you upon request to your Broadspire case manager. For a disability claim for your own serious health condition, Broadspire may contact your physician on your behalf to request any necessary paperwork. You are still responsible for ensuring that Broadspire has all necessary paperwork from your physician.

[Where do I need to submit my documentation/completed paperwork to?](#)

You can send it via fax, upload, or mail:

Fax number: 770-723-8584

Upload at www.myleavetech.com

Broadspire Disability & Leave Management Operations
1391 NW 136th Ave, Sunrise, FL 33323

[How long will I have to submit any necessary paperwork after I report my claim?](#)

You will have 15 calendar days to submit any necessary paperwork.

[What if my doctor does not fill out the paperwork in time?](#)

It is still critical to have your doctor submit the paperwork on time; if appropriate and complete paperwork is not received on time, your claim will be denied. Upon receipt of the appropriate and complete paperwork, Broadspire will review it to determine if it changes the original decision.

[How long will it take to approve/deny my claim?](#)

Once your claim is filed, a Broadspire claims representative will reach out to you within 2 business days. They will explain the claims process and what information is required. Once Broadspire has all the requested information, they will make a claim determination within 5 business days.

Leave and Disability Benefits Common Questions



Welcome to Broadspire[®]!
We are committed to providing responsive claim services.

[How do I reach my Broadspire claims manager?](#)

Direct contact information for your assigned claims manager can be found within the signature line of your initial leave packet sent directly from Broadspire.

[How Does Sunrun's Short-Term Disability \(STD\) plan work?](#)

Sunrun's disability plan provides partial income replacement up to 67% of your regular weekly pay. The plan includes a seven-day unpaid elimination period and benefits will begin paying on day eight once your claim is approved.

[What is my regular rate of pay?](#)

Your gross weekly income in effective just prior to your date of disability/leave start date. It does not include income from commissions, bonuses, overtime pay, extra compensation or any other income received from other sources other than Sunrun.

[What if I live in a state that provides statutory benefits?](#)

If you are in a state that offers statutory benefits for disability or leave, you will need to apply directly with the state for those benefits. Sunrun will offset any STD or paid leave benefits by any state benefit you may be eligible for.

[How do I receive payments approved by Broadspire?](#)

Sunrun pays all benefits through their bi-weekly payroll. Your payments will be issued once the claim has been approved and transmitted to Sunrun. Keep in mind that this can be delayed based on when paperwork is received and the payroll processing date.

[What if Broadspire does not approve my Leave of Absence/Disability claim?](#)

You can contact Broadspire to discuss the decision on your claim. Depending upon the reason for the denial, you may need to do further follow-up with your physician.

[What if I am out of work longer than the maximum benefit duration of my Short-Term Disability plan?](#)

Sunrun provides eligible employees with Long Term Disability coverage through Prudential. Your claim for Long Term Disability benefits is administered and decided by Prudential and you will be required to participate in Prudential's claims process. Broadspire will notify Prudential regarding your potential LTD claim.

[What shall I do if my leave is related to an injury that happened while working?](#)

If your leave of absence is due to an injury that happened on the job, you must report the injury to your manager and file an incident report. Your manager will assist with steps to file a workers' compensation claim for you. If you are out of work as a result of the injury, Sunrun will initiate the appropriate leave of absence claim as leave benefits can run concurrent with your workers compensation claim.

[What if I need to take additional time off after I have been approved for my original leave request?](#)

You should contact Broadspire to request an extension to your leave or disability claim. Your doctor may be required to provide updated supporting medical documentation to Broadspire to review.

Intermittent Leave Commonly Asked Questions

Welcome to Broadspire®!
We are committed to providing
responsive claim services.

If my physician or family members physician indicates that I need to be off work intermittently, what do I do?

You would follow the same leave and claim initiation process and contact Broadspire to request an intermittent leave of absence by calling 1-888-398-0079. They will send the appropriate paperwork to be completed by the physician's office.

If I am approved for intermittent leave, do I report absences to Broadspire or Sunrun?

All intermittent absences must be reported to **BOTH** Broadspire and Sunrun as soon as possible. When possible, absences should be reported in advance if known. If the absence is unexpected, it must be reported within 24 hours of the absence.

What if I take time excess of the frequency and duration on my original medical certification form as approved by Broadspire?

Broadspire may require you to re-certify your leave by sending you additional paperwork indicating why they are requesting re-certification. If you are requested to re-certify, you would be required to have your physician fill out new leave certification paperwork similar to when you initially requested a leave.

What do I do if I'm approved for intermittent FMLA and would like to take Paid Time Off (PTO)?

You would need to submit the PTO time in Workday. Broadspire **DOES NOT** apply PTO time for you.

How much intermittent time do I get?

If eligible, FMLA provides up to 12 weeks of time within a rolling 12-month period. Broadspire will determine your eligibility and how much entitlement you have available when you request a leave.