



COLUMBUS
CITY SCHOOLS

Broadspire®
A CRAWFORD COMPANY

BROADSPIRE FREQUENTLY ASKED QUESTIONS

Updated 6/29/22

Q: WHY IS THE DISTRICT ADOPTING BROADSPIRE?

A: Broadspire will provide you with a more streamlined and accessible leave of absence process. They are experts at customer service and supporting employees through the details so that you can spend more time on what matters most and less time on managing your leave.

Broadspire will offer several exciting new features to enhance the leave of absence process:

- Communication your way; including email, text, and phone
- 24/7 phone access to live leave of absence experts
- Web portal access to view your leave status, submit documents, and communicate with a leave specialist

Q: WHEN WILL BROADSPIRE START AS THE CCS LEAVES ADMINISTRATOR?

A: Broadspire will officially start on 7/1/2022. They will begin processing new leave applications as well as supporting existing leaves.

Q: HOW DOES BROADSPIRE CHANGE THE LEAVES OF ABSENCE EXPERIENCE AT CCS?

A: Broadspire will now act as a one-stop-shop for all questions and paperwork for leaves. This means that:

- You will contact Broadspire when you need to apply for a leave of absence and they will guide you through the application process and provide you with any necessary paperwork.
- Broadspire will let you know when your leave is approved and communicate this to the CCS leaves of absence team as well as your supervisor.
- Broadspire will also coordinate your return to work when you are ready to end your leave.
- The CCS leaves of absence team will work closely with Broadspire throughout this process and will ensure your leave experience is smooth and seamless.

Q: WILL THERE BE ANYONE AT CCS I CAN TALK WITH ABOUT LEAVES OF ABSENCE?

A: Of course! The CCS Leaves team is available to support your leave experience and can be reached at Leavesofabsence@columbus.k12.oh.us or 614-365-6791 for questions.

Q: WHAT IF I AM CURRENTLY ON A LEAVE OF ABSENCE?

A: If you are currently on an approved leave of absence, there will be no changes to the dates you've been approved for.

You will receive a letter to your home address from Broadspire and the CCS Leaves of Absence Team with instructions to help you transition seamlessly.

Starting 7/1/2022, Broadspire will be your contact for any questions or changes related to your leave of absence. You can reach them via the web portal at www.myleavetech.com or by phone at 888-578-8561.

If there are any changes to your leave of absence after 7/1/2022, you will communicate them to Broadspire.

Q: HOW DO I REPORT MY ABSENCES IF I HAVE AN INTERMITTENT LEAVE?

A: If you have an intermittent leave of absence, starting 7/1/2022, you will need to follow your normal call-off procedures as outlined by your supervisor.

Additionally, you will need to:

- Report your intermittent absence into your CCS absence reporting system. (Red Rover, Kronos, or ESS); **AND**
- **Report your intermittent time directly to Broadspire via phone or web portal. You have 72 hours after your absence to report your intermittent time to Broadspire.**

Q: WHAT IF I NEED TO REQUEST A NEW LEAVE OF ABSENCE?

A: Any new leave through 6/30/22 will be requested through the CCS Leaves of Absence Team at leavesofabsence@columbus.k12.oh.us or 614-365-6791.

Leaves beginning on 7/1/22 and after will be requested through Broadspire by contacting them at 888-578-8561.

Q: WHAT IF I HAVE A PENDING LEAVE OF ABSENCE REQUEST?

A: If your request for a leave of absence is pending as of 7/1/2022, Broadspire will take over the review process and will communicate a decision to you. Any paperwork you have previously submitted to the CCS Leaves of Absence Team will be shared with Broadspire automatically–

you won't have to submit again. Any new paperwork, beginning 7/1/2022, will need to be mailed or faxed to Broadspire at:

Broadspire Services Inc.
PO Box 14773
Lexington, KY 40512
Fax: 859- 550-2744
www.myleavetech.com

Q: HOW DO I CONTACT BROADSPIRE?

A: Broadspire Services Inc.
PO Box 14773
Lexington, KY 40512
Phone: **888-578-8561**
Fax: 859-550-2744
www.myleavetech.com

Q: HOW DO I CONTACT THE CCS LEAVES OF ABSENCE TEAM?

A: Email: Leavesofabsence@columbus.k12.oh.us
Phone: 614-365-6791

Q: ARE THERE ANY TYPES OF LEAVES THE CCS LEAVES TEAM WILL STILL BE HANDLING?

A: Yes, our leave of absence team will continue to process leave requests for jury duty, work-related subpoenas, religious leaves, personal leave, and extended bereavement.

Q: I AM PLANNING TO TAKE A LEAVE OF ABSENCE IN THE NEAR FUTURE, SHOULD I WAIT UNTIL JULY 1 TO NOTIFY SOMEONE?

A: Please contact the CCS leaves team to discuss your particular circumstances at leavesofabsence@columbus.k12.oh.us or 614-365-6791.

Q: WILL BROADSPIRE REQUIRE ME TO SUBMIT DIFFERENT DOCUMENTS THAT CCS DID WHILE I'M ON A LEAVE OF ABSENCE?

A: Broadspire will use the Department of Labor's newly updated medical certification forms, but there will no longer be a paper application for most leaves of absence. Catastrophic Leave will still require an application.

Q: WILL BROADSPIRE APPROVE LEAVES OF ABSENCE USING THE SAME RULES THAT CCS DID?

A: Yes, Broadspire will use the same rules to approve leaves of absence as CCS.

Q: CAN I SEND OR BRING MY PAPERWORK TO HUMAN RESOURCES? CAN HUMAN RESOURCES SEND MY PAPERWORK TO BROADSPIRE FOR ME?

A: No - All leave documents must be sent directly by the employee or medical provider directly to Broadspire.

Have a question that you don't see here? Email leavesofabsence@columbus.k12.oh.us with "Broadspire Question" in the subject line. CCS will regularly update this FAQ.