



## **FREQUENTLY ASKED QUESTIONS ABOUT OUR NEW LEAVE OF ABSENCE VENDOR – BROADSPIRE**

### **Why is Bass Pro making this change?**

Broadspire and The Hartford provide best-in-class service, offering a better experience for Outfitters and managers alike.

### **When does Broadspire begin administering leaves?**

Broadspire will begin managing all leave requests starting January 1, 2026.

### **What programs will Broadspire manage?**

Broadspire will administer Short Term Disability, Family and Medical Leave Act (FMLA), Bass Pro Medical Leave, Military Leave (USERRA), and accommodation requests. Requests for Personal Leave and Student Leave will continue to be submitted in Workday and reviewed by Site Management and HR.

### **What is Broadspire's contact information?**

Phone: 877-361-1461

Website: <https://leavetech.my.site.com/connect/s/bassproso>

Email: [BassProAbsence@choosebroadspire.com](mailto:BassProAbsence@choosebroadspire.com)

### **What are Broadspire's call center hours?**

Broadspire representatives are available from 8:00 AM to 8:00 PM Eastern Time. Broadspire's online portal is available 24/7.

### **Is there an app for applying for leave?**

No. However, Outfitters can use Broadspire's portal to apply for leave, upload documents, and check status using a laptop, tablet, or mobile device. Email and text updates are available.

### **Can health care providers upload medical information directly?**

No, providers do not have access to the portal. However, Broadspire can receive paperwork through the following options:



1. **Mail:** Broadspire Disability & Leave Management  
PO Box 14773  
Lexington, KY 40512
2. **Fax:**  
Standard Fax: 859-550-2744  
E-Fax: 770-723-8746
3. **Self-Service Portal:**  
The outfitter can obtain a copy of their paperwork and upload it to their claim via the portal: <https://leavetech.my.site.com/connect>

### **Can Broadspire email forms to Outfitters?**

Yes. Forms can be emailed upon request and are also available on the portal.

### **Can I request a leave now for dates after January 1, 2026?**

No. Broadspire will not process claims until January 1, 2026. Notify your manager of upcoming leave but apply after January 1 if the leave starts on or after that date.

### **What if I am expecting a baby around the transition date?**

If your pregnancy-related disability or birth occurs before January 1, 2026, contact Voya. If your leave begins after December 31, apply with Broadspire on or after January 1. If you currently have an approved or pending leave with Voya, you will receive additional communication from Broadspire with instructions specific to your situation. There will be no interruption to your benefits during this transition.

### **Can a manager request leave on behalf of an Outfitter?**

No. Managers can reach out to the [hrsupportcenter@basspro.com](mailto:hrsupportcenter@basspro.com) for help requesting a leave on behalf of an Outfitter.

### **What happens if my current leave continues beyond January 1, 2026?**

Broadspire will send letters to Outfitters whose leave extends past December 31. Transition will be as seamless as possible.

### **Will documents faxed to Voya transfer to Broadspire?**

No, all forms should be uploaded to Broadspire's portal or faxed to Broadspire beginning January 1, 2026.

### **Are intermittent or reduced schedule FMLA absences handled differently?**



Yes. Beginning January 1, 2026, Outfitters must notify Broadspire within 24 hours each time intermittent FMLA is used. History will transfer from Voya to Broadspire for continuity.

**Will managers have access to leave status?**

Managers will receive leave status updates via email.

**Is there a deadline for submitting medical documentation?**

Yes. Broadspire will provide due dates. Timeliness is critical. Failure to comply may result in denial of claim or impact employment, which could lead to termination.

**What is the return-to-work process?**

Broadspire will contact you about a week before your return date. Bass Pro requires a release to return to work, provided in your claim packet. If an extension is necessary, Broadspire will guide you through those additional steps.

**What if I cannot return on my expected date?**

Call Broadspire and your manager immediately to discuss next steps.

**Who is responsible for ensuring medical documentation is submitted?**

The Outfitter is responsible for ensuring all required documentation is provided by the due date. Do not rely solely on your health care provider.