

Empyrean & MetLife - Benefits FAQs

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General Overview:

You now have access to:

- **Empyrean's custom benefits portal**, EMPowerMyTotalHealth.com, for your benefits administration. Set up your account by following the instructions on the **FAQs**. Be sure to check your profile information, select your communication preferences and confirm your beneficiary designations.
- **MetLife's robust platform**, mybenefits.metlife.com, to initiate or update leave requests, check your claim status, review your history, and more. Avangrid people leaders also have access to some features for their employees. Set up your account by following the instructions on the **FAQs**.

Q: Where can I review archived communications that were sent out in relation to this transition?

A: You can review the [Empyrean Transition Website](#) to review all archived communications and learn about key enhancements to your benefits experience.

Q: Will educational materials be made available?

A: Yes, there will be additional materials that will be shared in the coming months, such as live webinars and custom videos.

Empyrean FAQs:

Q: Do I need to re-enroll or update my benefits at Empyrean?

A: No, you do not need to re-enroll and you only need to update your benefits if you are a new employee or have a Qualifying Life Event (i.e., divorce, newborn baby, etc.). Your existing benefits information, if applicable, transferred to Empyrean seamlessly and without a lapse in coverage. If you are planning to retire and are eligible for retiree health benefits, you will need to confirm your retiree health elections.

You should ensure your communication preferences and beneficiary designations are up to date on your new custom benefits portal at EMPowerMyTotalHealth.com.

Q: What should I do if I had a Qualifying Life Event in June, prior to the transition on July 1, 2024?

A: If you haven't already, you can now submit the proper documentation on your new custom benefits portal with Empyrean at EMPowerMyTotalHealth.com. You are still provided with a grace period of 30 calendar days to report your Qualifying Life Event irrespective of the Blackout Period (June 14-30).

Q: How do I report a Qualifying Life Event?

A: After setting up your Empyrean account (see account registration [below](#)):

1. Log into your account at EMPowerMyTotalHealth.com and click **UPDATE BENEFITS** from the Home page.
2. Review the life event options available and click the appropriate radio button.
3. Click **SAVE AND CONTINUE** when finished.
4. Enter in the date the life event occurred (some changes may force you to use the current date as the date of the change).
5. Review and agree to the disclaimer by clicking the radio button.
6. Click **SAVE AND CONTINUE**.

(NOTE: Some steps may not apply depending on the selected life event type)

Q: How do I enroll in my benefits on the Empyrean platform?

A: Visit EMPowerMyTotalHealth.com during Annual Enrollment in the fall to make your 2025 benefit elections. **Annual Enrollment will be an ACTIVE enrollment this year for ALL employees**, meaning you will be required to make affirmative benefit elections via Empyrean. It will **NOT be** a passive enrollment where benefit elections are automatically continued into the new year. Stay tuned for updates and information as our Annual Enrollment period approaches.

Q: How do I set up my Empyrean account?

A: Set up your account on your new custom benefits portal:

1. Visit EMPowerMyTotalHealth.com (Please use Google Chrome for the best experience)
2. Click on **Register** and enter your:
 - a. First and last name (as it is at Avangrid)
 - b. Date of birth
 - c. Social Security Number/Employee ID
3. Click **Next** and add a new User ID (i.e., work email address)
4. Create a new password with at least:
 - a. 8 characters
 - b. 1 letter

- c. 1 number
- d. 1 symbol (i.e., *, &, +, #, \$)
5. Set a security question and answer that is at least 6 characters long in case you forget your password later
6. Click **Next** and read the terms of use agreement. To continue enrolling, click **I Agree** at the bottom of the page.
7. Set up 2-Factor Authentication to make your account more secure

Q: Is there a mobile app for Empyrean?

A: You will have access to a **custom benefits app** for Annual Enrollment that will provide you with an enhanced experience. In the meantime, you can download the EmpyreanGO mobile app from your App Store® or Google Play® to access your healthcare ID cards whenever you need them and manage your benefits on the go.

Q: How will the Empyrean platform improve my employee benefits experience?

A: For your Annual Enrollment this year you will have a tailor-made benefits experience with their cutting-edge AI-enabled technology, **Precision Benefits**. This innovative decision support platform leverages individual health data to deliver personalized recommendations, offering insights into the costs of major health services, and anticipated out-of-pocket expenses.

By aligning your unique needs with the health plans that are appropriate for you and your family you can maximize the value of your benefits package and prioritize the wellbeing of both you and your loved ones.

Q: Do I need to inform Empyrean if I plan to retire soon and confirm that I am eligible for retiree health benefits?

A: Yes, in addition to submitting an approved Intent to Retire Form to the HR Hub, you also need to inform the Empyrean Benefits Center of your plan to retire by visiting EMPowerMyTotalHealth.com or by contacting them directly at 877-AVGHLTH, (877-284-4584). In addition, if you are pension eligible, you need to inform the Pension Service Center by contacting them directly at 866-AVNGRID (866-286-4743).

If you have already submitted an Intent to Retire Form to the HR Hub, you must also confirm your benefit options and elections with Empyrean and the Pension Service Center if you are commencing your benefit(s) in 2024.

MetLife FAQs:

Q: How will the new MetLife platform improve my employee benefits experience?

A: MetLife's robust online platform at mybenefits.metlife.com integrates your new Life, Disability, Leaves & Accommodations administration with your former MetLife benefits

offerings. This extension offers you a holistic benefits experience. As a reminder, MetLife also offers legal services as well as accident, critical illness, hospital indemnity, and pet insurance.

As an added benefit, employees enrolled in Basic and Supplemental Life coverage will have access to MetLife AdvantagesSM with enhanced features and services that can help you and your family better prepare for life today and in the future (i.e., Online Will Preparation, Grief Counseling with Funeral Assistance, Digital Estate Planning, etc.).

Q: Where can I find my claims history?

A: All **claims history** from The Standard was transferred to MetLife and can be found on the MetLife platform starting July 1, 2024. New leave requests should be submitted through MetLife at mybenefits.metlife.com or by calling 1-800-GET-MET8 (800-438-6388). The Standard will continue to handle certain long-term disability (LTD) claims and any claims in review for LTD consideration prior to July 1, 2024. LTD participants with The Standard may contact them by calling 866-829-8863.

Q: What if I submitted a long-term-disability (LTD) request with The Standard prior to July 1, 2024, and it is still in review?

A: The Standard will continue to administer services for certain participants actively on long-term disability (LTD) prior to July 1, 2024. In addition, The Standard will handle any pending short-term claims that were in review and/or submitted prior to July 1, 2024, that are being considered for LTD. You can contact The Standard at 866-829-8863 to check on the status of a previous LTD request.

Q: Who should I contact to arrange an accommodation?

A: Accommodation requests should continue to be submitted through the HR Hub by emailing HRHub@avangrid.com.

Q: If I already have an account with MetLife, do I need to register again?

A: No, you can continue to use your current MetLife account username and password to view the additional benefits available starting July 1, 2024.

Q: How do I set up my MetLife account?

A: Set up your MetLife account on your new robust platform:

1. Visit mybenefits.metlife.com
2. Enter **Avangrid** into the field in the upper-right corner (a dropdown menu of organizations may appear with options to choose from)
3. Depending on your browser, select **Create a New Account** or **Register Now** and enter your:
 - a. First name
 - b. Last name
 - c. Email address

- d. Phone number
 - e. Date of birth
 - f. Date of Birth
 - g. Zip Code
 - h. State
 - i. Social security number
4. Click **Next** and verify your identity via a **verification code** sent to you as a text message, voice message, or email if available (expires after 15 minutes)
 5. Enter your preferred username and password in the fields
 6. Read the terms of use agreement and click **I Have Read and Agree**
 7. Choose whether you would like to receive paperless documents by selecting one of the buttons at the bottom of the page (you may review the eConsent Policy by clicking on the relevant links) then click **Submit**

Q: How do I initiate or update leave requests on the MetLife platform?

A: After setting up your MetLife account (see [account registration](#)), you can use the site to easily check your claim status, update your claim and leave information, receive alerts, sign up for direct deposit, and more.

Q: Is there a mobile app for MetLife?

A: Download the **MetLife US Mobile App** from your App Store® or Google Play®. The MetLife App allows you to easily manage your MetLife benefits at your convenience in a centralized place. Key features of the app include:

- Access to plan and coverage details anytime
- Ability to submit claims, view claim status, and upload documents on-the-go
- Easily set up direct deposit for benefit payments (as applicable)

Q: How do I enroll in MetLife legal services, accident insurance, critical illness, hospital indemnity, or pet insurance?

A: Visit the Empyrean Benefits Platform during Annual Enrollment in the fall to make your 2025 benefit elections. **Annual Enrollment will be an ACTIVE enrollment this year for ALL employees**, meaning you will be required to make affirmative benefit elections via Empyrean. Annual Enrollment will **NOT be** a passive enrollment where benefit elections are automatically continued into the new year.

Benefits Contacts:

Empyrean: For your benefits administration and enrollment.

Website: EMPowerMyTotalHealth.com (Please use Google Chrome for the best experience)

Mobile App: Download the EmpyreanGO mobile app from your App Store® or Google Play®

Phone: 1-877-AVGHLTH, (1-877-284-4584) | Monday – Friday from 9am – 7pm ET

MetLife: For short or long term disability, federal or state leaves, accommodations, legal services, life insurance, accident insurance, critical illness, hospital indemnity, and pet insurance.

Website: mybenefits.metlife.com

Mobile App: You will have access to a **custom benefits app** for Annual Enrollment. In the meantime, you can download the EmpyreanGO mobile app from your App Store® or Google Play®.

Phone: 1-800-GET-MET8 (800-438-6388)

To connect with a member of the Avangrid Total Health Team regarding leaves (i.e., short-term or long-term disability, FMLA, Parental Leave (Non-union only), Bonding, etc.):

Avangrid Leaves Email: leaves@avangrid.com

For general questions, please contact the Avangrid Total Health Team:

Health and Welfare Benefits Questions: benefits@avangrid.com

Retirement Benefits Questions: retirement@avangrid.com

Website: (Coming Soon)

Total Health Team