



Total Health Team
People & Organization

Empyrean & MetLife - Benefits Transition Update

June 5, 2024

Dear Colleagues,

As previously [communicated](#), we are thrilled to be transitioning to two new benefit partners on **July 1, 2024**:

- **Empyrean** will be replacing Alight as our new benefits administrator.
- **MetLife** will be replacing The Standard as our life insurance and disability benefits provider, along with managing our accommodations and leave events.

As we gear up for these exciting transitions, please review the key dates below.

Key Dates	
Date	How this impacts you
Empyrean	
Prior to the-Blackout Period Now – June 13	If you have a qualifying life event prior to June 14 th , we encourage you to submit the proper documentation to the Alight Benefit Center before the Blackout Period begins. Otherwise, you can visit the new Empyrean site when available on July 1, 2024 . You will still be provided with a grace period of 30 calendar days to report your qualifying life event irrespective of the blackout period.
Blackout Period June 14 – June 30	To ensure your information is transferred accurately from Alight to Empyrean, you will not be able to make any changes to your benefits or access the Alight benefits platform during the Blackout Period. In addition, you should contact the Alight Benefit Center by calling (855)577-4237 for URGENT issues ONLY.
Transition Complete July 1	Starting July 1, 2024 , you will have access to Empyrean’s enhanced benefits platform and its full capabilities. Set up your account by following the instructions on the FAQs. Be sure to set your communication preferences and confirm your beneficiary elections. Please note the Alight benefits platform will no longer be available.
MetLife	
Live Date July 1	Starting July 1, 2024, you will have access to MetLife’s robust platform to initiate or update leave requests, check your claim status, review your history, and more. Avangrid people leaders will also have access to some features for their employees. Set up your account on the MetLife platform effective July 1, 2024, by reviewing the instructions on the FAQs . Please continue to initiate or update leave requests by contacting The Standard through June 30, 2024.

To help you better understand our new partnerships, please review the transition [FAQs](#). Should you have any questions or concerns, please contact the Total Health Team at benefits@avangrid.com.

Total Health Team