



Total Health Team
People & Organization

Great News! Your Benefits Transitions are Now Complete

July 1, 2024

Dear Colleagues,

We are excited to share that the transitions to Empyrean and MetLife are complete!

- You can now access **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.
- You can now access **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](#).

Key Reminders:

- If you had a **Qualifying Life Event** in June and have not yet submitted the proper documentation, you can do so now 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 any Qualifying Life Event regardless of the transition.
- Annual Enrollment in the fall will be an **ACTIVE enrollment** for ALL employees, meaning you will be required to make affirmative benefit elections via the custom Empyrean [portal](#), **NOT** a passive enrollment where benefit elections are automatically continued into the new year.
- New leave requests should be submitted through MetLife at mybenefits.metlife.com or by calling 1-800-GET-MET8 (800-438-6388). All **claims history** from The Standard was transferred to MetLife and can be found on the MetLife platform starting July 1, 2024. The Standard will continue to handle certain long-term disability (LTD) claims and any potential LTD claims in review prior to July 1, 2024. LTD participants with The Standard may contact them by calling 866-829-8863.

Educational Resources:

- [Empyrean Transition Website](#) (view all archived communications and more).
- Empyrean and MetLife [FAQs](#)
- Live Webinars (coming soon)

Please look for welcome emails or letters from Empyrean and MetLife in the coming weeks. If you have any questions or concerns, please contact the Total Health Team at benefits@avangrid.com.

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