



EMPYREAN

Lawrence Livermore National Laboratory

2024 Open Enrollment





# Welcome!

- Your Panelists
  - Empyrean Customer Care Center
- Housekeeping
  - All participants are muted to reduce background noise
  - To ask a question, click the Q&A section on your screen to add your question. We'll cover them at the end of the presentation
  - Any participant specific question will be reviewed after the webinar to protect personal health information
- What we'll cover today:
  - Empyrean 2024 Enrollment



# Empyrean Customer Care Center

What to expect:

- Login to Compass
- 2024 Open Enrollment Review
- Online Enrollment Navigation
- Billing Services
- Medicare Eligible Reminders





# 2024 Open Enrollment Details

- Open Enrollment began **Monday October 23rd** and ends **Friday November 10th**
- Your 2023 coverage will roll over to 2024 and be updated for 2024 pricing
- You can enroll online at [www.lnsretireebenefits.com](http://www.lnsretireebenefits.com)
- You can also enroll via the Customer Care Center at 1-844-750-5567

# Login

[www.llnsretireebenefits.com](http://www.llnsretireebenefits.com)

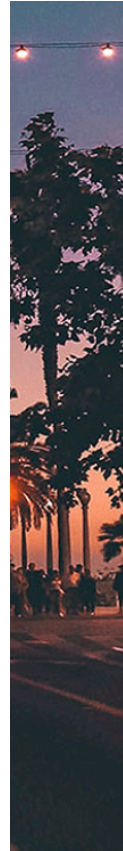
If this is your first-time logging in, click REGISTER and following the steps to setup a User ID and Password.

If you've been here before, enter your User ID and Password.

If you've forgotten your User ID you can click "Did you forget your User ID?"

Forget your password, click "Did you forget your Password?"

Call us for help at 1-844-750-5567



## Welcome to the LLNS Retiree Benefits Website

This easy-to-use application places the power to manage your benefits at your fingertips. Here you'll find detailed information and helpful guidance regarding all of the retirement benefits available to you. Browse your coverage options, select the plan that's right for you and your family, and enroll in your retirement benefits with just a few clicks. Come back to review your selections and update your information at any time.

This portal is available 24/7, providing convenient access to your personal information, election history, beneficiary designations, and more.

Already registered? Enter your User ID and Password below to login.

First time visiting? If you do not have a User ID or Password, please click Register to create one.

For questions or issues with logging into the site, please contact the Empyrean- Lawrence Livermore Customer Care Center at 1-844-750-5567 between 7:00 am - 5:00 pm PST.

User ID

[Did you forget your User ID?](#)

Password

[Did you forget your Password?](#)

LOG IN 

REGISTER

English (US) 

EMPYREAN

# Homepage

On the homepage, enrollment and resources are just a click away! View Plan Documents, Vendor phone numbers, link to Billing Services and much more! Ready to enroll for 2024? You'll be prompted to complete your open action items. Click and follow the screens to enroll!



# My Information

## Step 1

- Review your personal information.
- Click EDIT to make any changes.
- Make sure you have a valid email address on file! Click EDIT to add or change your email address
- Click EDIT to change your mailing address
- Click I'M DONE REVIEWING MY INFORMATION to continue.



# Medicare Questions

## Step 2

- Confirm your Medicare information is correct if applicable.
- If you need to correct any information, you can edit/update any of these fields
- If not Medicare eligible, then click I'M READY TO PROCEED to continue.



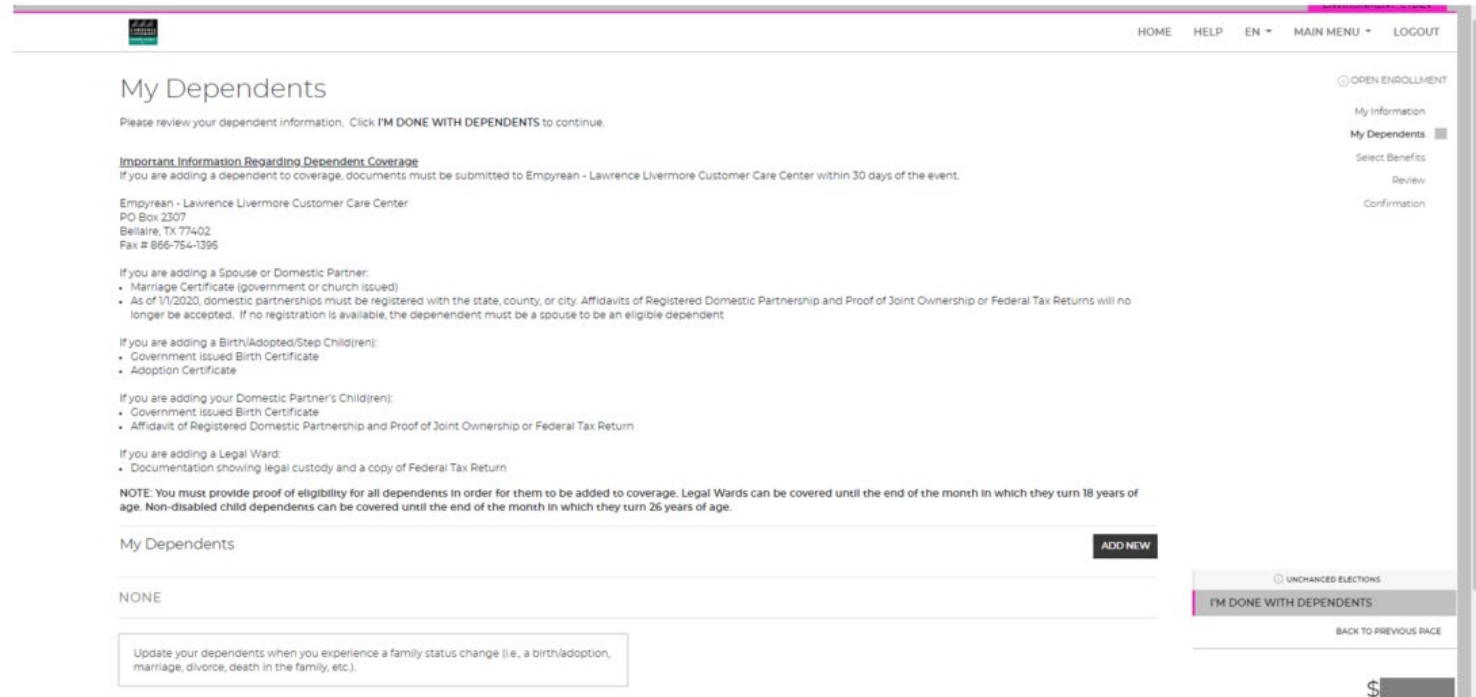
# My Dependents

## Step 3

- Review your Dependent information.
- To add Spouse and/or Child(ren) click ADD NEW.
- If proof of a dependent's relationship is required, PENDING appears in the VERIFICATION Status for that dependent.
- Click I'M DONE REVIEWING WITH DEPENDENTS to continue.

## IMPORTANT!

Enrolling a dependent into a benefit plan is a TWO STEP PROCESS. The Dependent must be eligible and listed on your My Dependents page THEN you must enroll your dependent into each requested benefit plan.



My Dependents

Please review your dependent information. Click **I'M DONE WITH DEPENDENTS** to continue.

**Important Information Regarding Dependent Coverage**  
If you are adding a dependent to coverage, documents must be submitted to Empyrean - Lawrence Livermore Customer Care Center within 30 days of the event.

Empyrean - Lawrence Livermore Customer Care Center  
PO Box 2307  
Bellaire, TX 77402  
Fax #: 866-754-1395

If you are adding a Spouse or Domestic Partner:

- Marriage Certificate (government or church issued)
- As of 1/1/2020, domestic partnerships must be registered with the state, county, or city. Affidavits of Registered Domestic Partnership and Proof of Joint Ownership or Federal Tax Returns will no longer be accepted. If no registration is available, the dependent must be a spouse to be an eligible dependent.

If you are adding a Birth/Adopted/Step Child(ren):

- Government issued Birth Certificate
- Adoption Certificate

If you are adding your Domestic Partner's Child(ren):

- Government issued Birth Certificate
- Affidavit of Registered Domestic Partnership and Proof of Joint Ownership or Federal Tax Return

If you are adding a Legal Ward:

- Documentation showing legal custody and a copy of Federal Tax Return

**NOTE:** You must provide proof of eligibility for all dependents in order for them to be added to coverage. Legal Wards can be covered until the end of the month in which they turn 18 years of age. Non-disabled child dependents can be covered until the end of the month in which they turn 26 years of age.

My Dependents **ADD NEW**

NONE

Update your dependents when you experience a family status change (i.e., a birth/adoption, marriage, divorce, death in the family, etc.).

**I'M DONE WITH DEPENDENTS**

BACK TO PREVIOUS PAGE

# Select Your Benefits

## Step 4

- Review your 2024 benefit enrollments and costs.
- All current year elections will continue into 2024.
- Select CHANGE if you want to make a change to that benefit plan like choosing a different plan, adding/removing dependents.

### Select Your Benefits

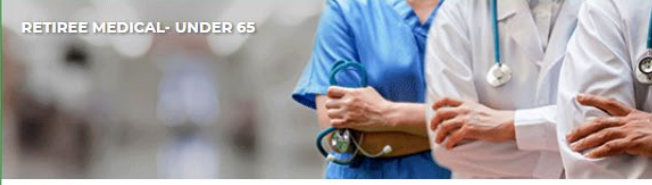
YOU HAVE 5 BENEFITS TO REVIEW.

Scroll to view the benefits that you are eligible for and your current benefit elections. To make changes to your elections, click the **CHANGE** button, and choose a new plan.

Click **I'M DONE SELECTING BENEFITS** to continue.

REMINDER: If you time out or log out, you can log in later and pick up where you left off. However, your final elections are not recorded/confirmed in the system until you accept them and receive a confirmation number on the confirmation page.

**RETIREE MEDICAL- UNDER 65**




Plan: Decline Coverage  
Cost: \$0.00  
MONTHLY  
Effective Date: 01/01/2023

CHANGE

MORE DETAILS

**RETIREE MEDICAL-MEDICARE-OVER 65**




Plan: Decline Coverage  
Cost: \$0.00  
MONTHLY  
Effective Date: 01/01/2023

CHANGE

MORE DETAILS


**LEGAL PLAN**



Plan: BASE PLAN  
Cost: \$12.30  
MONTHLY  
Effective Date: 01/01/2023

CHANGE

**RETIREE DENTAL**



Plan: Delta Dental PPO  
Cost: \$0.00  
MONTHLY  
Tier: Employee Only  
Effective Date: 01/01/2023

CHANGE

# Changing a Benefit

- When you select CHANGE on the benefit, you'll see options available to you and costs for each type of coverage.
- Check the WAIVE option if you don't want coverage.
- Check the plan option for the plan you want.

Follow the instructions on the screen to continue.

### Select Your Legal Plan Plan

Your legal insurance benefit is provided through MetLife. With coverage, you have access to a network of attorneys that can provide you with legal counsel and representation as needed.

Your plan also provides access to standard legal document templates. Coverage can help reduce the costs associated with eligible legal issues such as adoptions, purchasing or selling a home, and will preparation. For detailed information about this plan, please visit the Resource Information page.

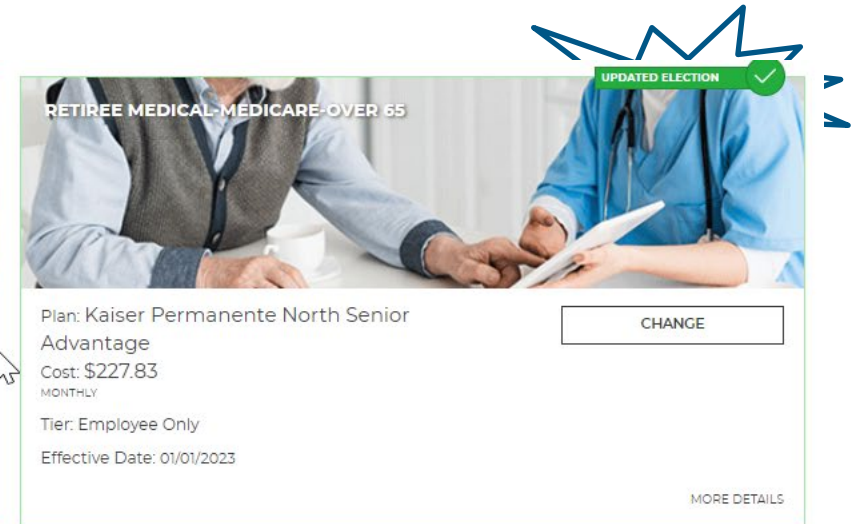
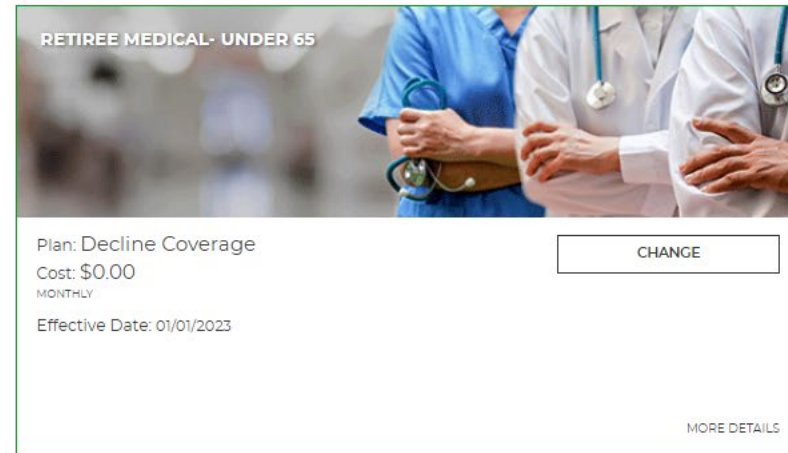
To enroll, select your plan. Click **I'M DONE WITH MY SELECTION** at the bottom of this screen.

Review and select your plan

BASE PLAN	TIER: COVERAGE \$12.30 Monthly <b>YOUR SELECTION</b>
ENHANCED PLAN	TIER: COVERAGE \$18.30 Monthly <b>SELECT</b>
ENHANCED PLAN PLUS PARENTS	TIER: COVERAGE \$24.30 Monthly <b>SELECT</b>
Waive Select This Plan To Waive Coverage. <b>SELECT</b>	

# Saving a Benefit Plan Election

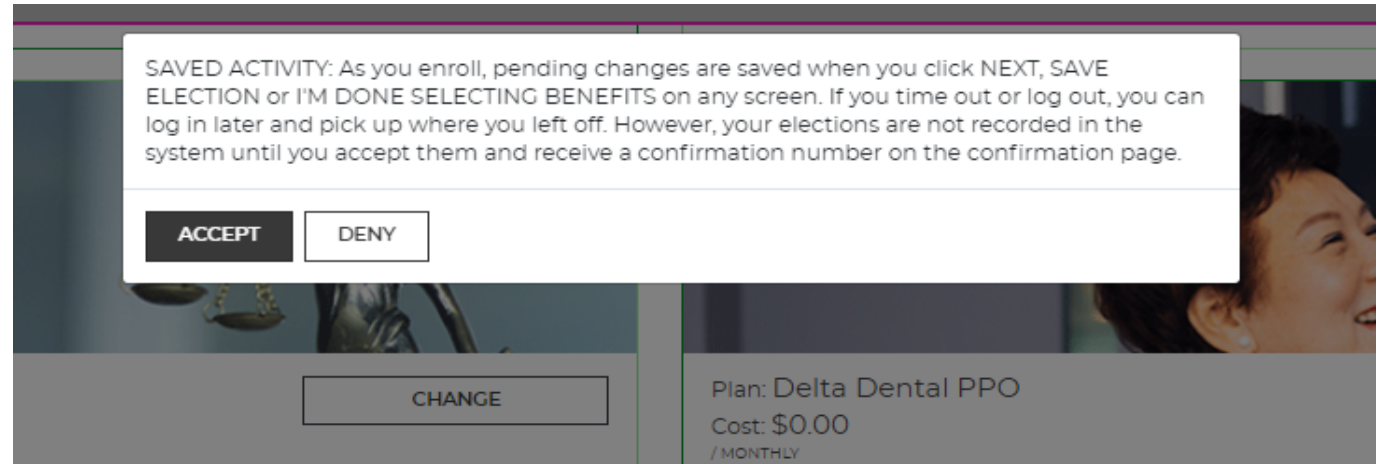
- When you've updated a benefit, you'll see the green "UPDATED ELECTION" notification on that benefit
- When you're ready, click I'M DONE SELECTING BENEFITS to continue
- Reminder – no action is needed on your part unless you want to make change to a benefit OR change your 2024 Legal Plan. Your 2023 enrollments will carry forward into 2024 with the new year pricing.



# Enrollment Acknowledgement

## Step 5

- Your progress is saved when you click to continue to the next screen in the enrollment event.
- However, your elections will not be recorded/confirmed in the system until you SAVE them and receive a confirmation number on the confirmation page.
- Click **ACCEPT** to continue.

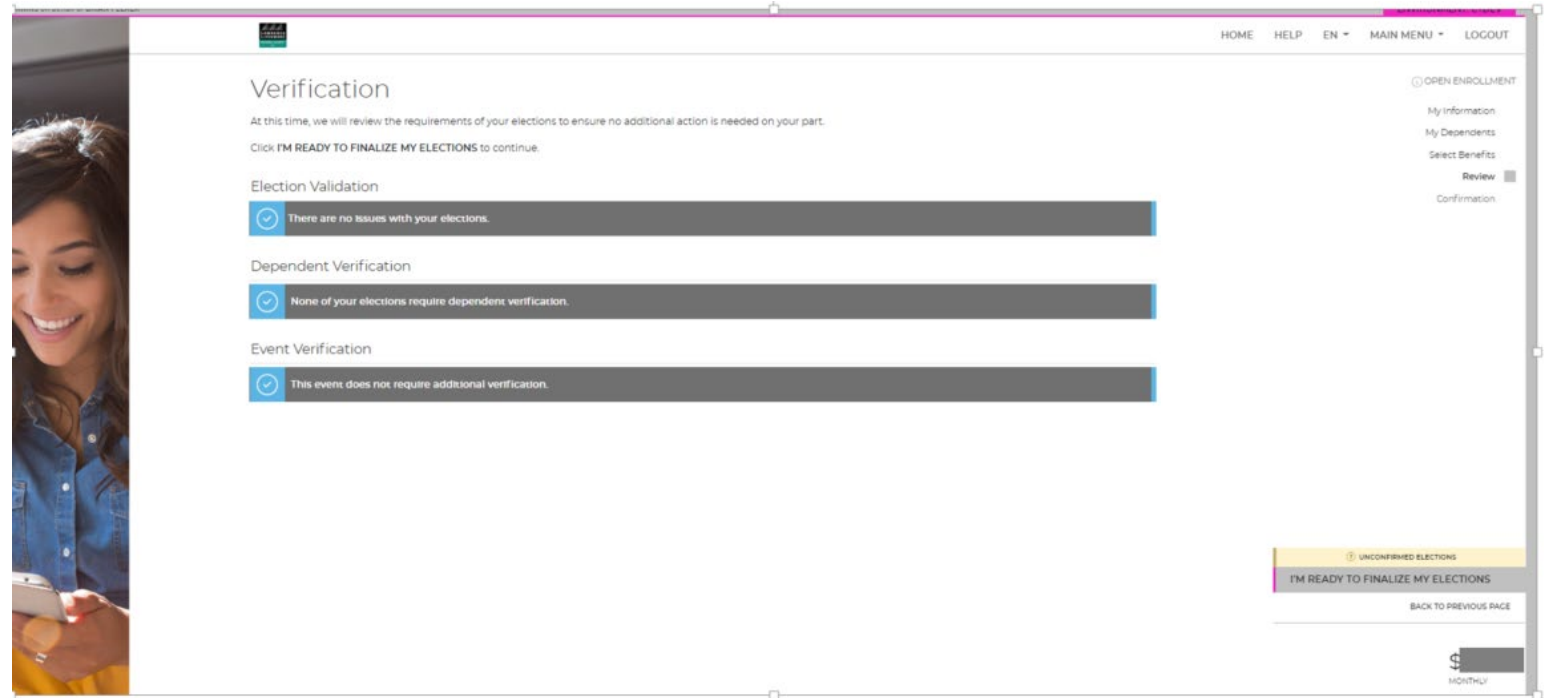


# Verification

## Step 6

If additional verification is needed, you'll see a warning on this page. Example – submitting dependent eligibility documentation.

Click I'M READY TO FINALIZE MY ELECTIONS to continue.





# Review & Accept Your Elections

## Step 7

Carefully review your cost summary, benefit elections and dependent data for accurate.

Click the pencil icon to make changes.

Click SUBMIT MY ELECTIONS when you are ready to save your 2024 Open Enrollment elections.

- When you click ACCEPT, your elections are recorded/confirmed in the system.
- If you do not click ACCEPT, pending updates/changes will not take effect.

### Review Elections

Please take a moment to review all of your benefit selections to ensure they are correct.

Click the pencil icon below to **edit** any benefit that you wish to change.

Click **SUBMIT MY ELECTIONS** to confirm/save your elections.

#### Your Benefit Selections

Retiree Medical- Under 65   Decline Coverage   Effective 01/01/2023		
	\$0.00 Monthly Cost	
Retiree Medical-Medicare-Over 65   Kaiser Permanente North Senior Advantage   Effective 01/01/2023   Tier: Employee Only		
DEPENDENTS COVERED None	\$227.83 Monthly Cost	
COST BREAKDOWN Post-tax Cost: \$227.83		
Legal Plan   BASE PLAN   Effective 01/01/2023		
COST BREAKDOWN Post-tax Cost: \$12.30	\$12.30 Monthly Cost	
Retiree Dental   Delta Dental PPO   Effective 01/01/2023   Tier: Employee Only		
DEPENDENTS COVERED None	\$0.00 Monthly Cost	
COST BREAKDOWN EMPLOYER COST: \$49.20		
Retiree Vision   VSP Discount Program   Effective 01/01/2023   Tier: Employee Only		
DEPENDENTS COVERED None	\$0.00 Monthly Cost	

[Election\_Review\_TextBlock2]

# CONGRATULATIONS! You're Enrolled!

You may print/save a confirmation statement by clicking the PRINT icon.

Paper confirmation statements will be mailed on November 21<sup>st</sup> to anyone that made a change.

You can also take a participant survey here to provide enrollment feedback. We want to hear from you!

# EMPYREAN

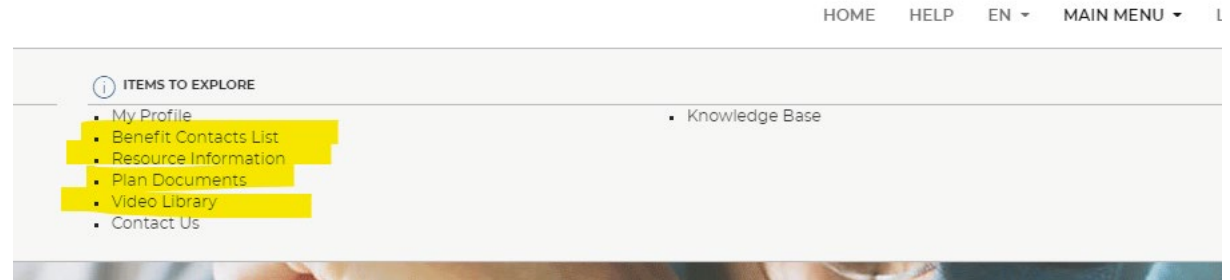


# Compass Resources & Benefit Contacts

Information at your fingertips  
& at the click of a button!

View the 2024 Retiree Guide,  
Plan Comparisons, and more!

You can also find important  
benefit phone numbers and  
websites



## Frequently Used Resources

### 2023 Open Enrollment

[OE 2023 Retiree Guide](#)

[OE 2023 Retiree Guide Medical Plan Comparison](#)

[OE 2023 Retiree Guide Dental Plan Comparison](#)

[OE 2023 Retiree Guide Vision Choice Information](#)

# Billing Premiums Payment Reminder!

1.) If you had Kaiser HRA automatic payments setup in 2023, these WILL roll over automatically into 2024. However, the HRA does not cover ALL annual premium cost for the year. No need to call Kaiser.

2.) You will be responsible for paying any remaining premiums after your HRA funds are used.

The maximum HRA contribution remains the same with a maximum of \$2,450 per year per KPSA-enrolled participant. Those eligible for 100% employer subsidy will have a shortfall per person at the end of the year for their premium.

Consider setting up Direct Debit to keep your coverage active & avoid cancellation of coverage. You can set up your direct debit online at [www.lnsretireebenefits.com](http://www.lnsretireebenefits.com) and click Billing Services on the homepage or click Resources Information on the homepage to download the form.



## Next Steps

- ✓ Q&A time – Reminder – if there are questions specific to a personal situation/retiree then we'll cover those separately in order to protect privacy.
- ✓ This recorded presentation will be available on the enrollment site homepage in about a week. You can access it anytime once it's posted.
- ✓ Reminder that Empyrean enrollment ends 11/10/2023!





**THANK YOU FOR YOUR TIME TODAY**