



February 27, 2015

Important Announcement: Change in Retiree Health and Welfare Administration

As stated in the letter dated January 30, 2015, Los Alamos National Laboratory wants to keep you informed of the upcoming, April 1st change to **Empyrean Benefits Solutions, the new retiree health and welfare administrator.**

No Changes To Your Benefits

Your current benefit coverages will not change and you will not be required to re-enroll to maintain your coverage. The current retiree health and welfare administrator, Aon Hewitt ('YBR'), will transfer your current benefit enrollment records to the Empyrean Benefits Solutions.

Also, if you have ARAG (legal) coverage, that coverage will be transferred to Empyrean Benefits Solutions for ongoing administration. ARAG will continue as the carrier that provides the legal service, but you will be able to pay all of your benefit and legal premiums to one location and with one payment.

Please log on to your YBR account by March 20th at <http://www.ybr.com/benefits/lanl/> or contact Aon Hewitt YBR at 866-934-1200 to review the accuracy of your account data before it is transferred to Empyrean Benefits Solutions.

Making Your April Premium Payment

For your protection, your financial data on record with Aon Hewitt YBR and/or ARAG will not be transferred. Your April premium payment(s) can be made by submitting a check or money order to the address on the invoice you will receive the first week in April.

Remember you must always include your Z# or the last 4 digits of your Social Security Number on your check or money order to ensure that your premiums are correctly applied to your account.

Please be assured that your coverages will remain intact during this time of transition.

After the initial payment, you will be able to establish an ACH, automatic deduction option, on the Empyrean Benefit Solutions website. Further information on ACH will be provided next month.

If You Have Questions or Need Assistance

If you need assistance prior to April 1, please contact the Aon Hewitt Customer Service Center at 866-934-1200 or the LANL Benefits Office at 505-667-1806.

Sincerely,

A handwritten signature in black ink that reads "Susan Harris".

Susan Harris, CEBS, SPHR
Human Resources Division Leader

Frequently Asked Questions

- **Will my benefit coverage be interrupted due to the change of plan administrators?**

No, your current benefit coverage(s) will continue without interruption during the transition of plan administrators.

- **Will my premium(s) change?**

No, your medical, dental, vision and/or legal premium will all remain the same. The \$1 per month administrative fee charged by ARAG will be eliminated with the transition of retiree benefit administration to Empyrean Benefits Solutions.

- **Can I make changes to my benefit coverage(s)?**

No, this change is not a qualified life event that will allow you to change your current benefit coverage(s).

- **How do I remit payment to Empyrean Benefit Solutions?**

You will receive your first invoice from Empyrean Benefits Solutions during the first week of April. Please wait for this invoice to remit your check or money order to Empyrean Benefits Solutions. After the initial payment, you will be able to establish an ACH, automatic deduction option, on the Empyrean Benefit Solutions website.

- **Will my dependent's coverage data be transferred to Empyrean Benefit Solution?**

Yes, your dependents currently covered under the LANL retiree plan(s) will transfer to Empyrean Benefits Solutions.

- **How do I contact Empyrean Benefits Solutions?**

Our contract with Empyrean will begin April 1, 2015. For your convenience, we have provided their contact information below; however, Empyrean Customer Service Representatives will not be available to LANL retirees until April 1, 2015.

Empyrean Customer Care Center for LANL
PO Box 3128
Bellaire, TX 77402

Phone: 844-805-0002

Office Hours: 8AM–5PM (MT), Monday-Friday