

LCASE HRA – EMPYREAN ADMINISTERED LLNS MEDICAL PLANS

After the implementation of the LCASE HRA in 2021, the Court-appointed Settlement Administrator, ARCHER Systems, LLC ("ARCHER"), and the Administrator's benefits experts, Phillips Consulting Partners, LLC ("PCP"), have noted certain information reporting issues leading to member confusion, particularly regarding the appropriate contact for Class Member / Plan Participant problem resolution. ARCHER and PCP have collaborated with Empyrean and Via Benefits to address this. This document is designed to guide participants in the LCASE HRA who are enrolled in medical plans administered by Empyrean.

First and foremost, keeping your information current with Empyrean allows ARCHER and PCP to fund your annual LCASE HRA Supplements more efficiently, minimizing disruptions in plan years. Therefore, participants in the LCASE HRA and their duly appointed representatives must note that **Empyrean** maintains information related to Social Security numbers (SSNs) and qualifying events (e.g., the death of a retiree or covered family member). For legal and privacy requirements, the covered **participant** or duly appointed representative must first contact Empyrean directly to effect changes and then notify ARCHER. Notwithstanding, **EMPYREAN must be the Class Member's initial point-of-contact for changes or corrections related to Social Security numbers and qualifying events.** Their customer care center can be reached at (844) 750-5567 and/or website at <https://compass.empyreanbenefits.com/llns>.

There are a few essential guidelines that will enhance the LCASE HRA Supplement process for Class Members / Plan Participants:

1. In rare cases, a Participant may discover that a supplement was not credited due to a discrepancy between the Social Security number in Empyrean's records and that in Via Benefits or with ARCHER. In such instances, the participant **must** initiate the change directly with EMPYREAN to be effective. If the Social Security number in Empyrean's records is incorrect, you must provide a copy of your Social Security card. Empyrean's customer care center can be reached at (844) 750-5567 and/or website at <https://compass.empyreanbenefits.com/llns>. After contacting Empyrean, please contact ARCHER to share the same information with the Settlement Administrator—800-978-8522 or LLNLRetireeSettlement@archersystems.com.
2. Upon the death of a Plan Participant, including the retiree or any covered family members, it is important to contact EMPYREAN to confirm the date of death and provide any information required by Empyrean (e.g., death certificate). Empyrean's customer care center can be reached at (844) 750-5567 and website is <https://compass.empyreanbenefits.com/llns>.

3. For those Class Members enrolled in Kaiser Senior Advantage (KSA), requesting reimbursement through the LCASE HRA will require documentation demonstrating premiums and expenses paid. To accomplish this, Class Members should retain a copy of the monthly statement provided by Empyrean. ARCHER and PCP continue to work with Via Benefits and Empyrean to develop specific documentation for Kaiser Senior Advantage enrollees to improve the reimbursement experience.

4. Empyrean provides a package for non-Medicare eligible participants during each open enrollment. That package contains rates unique to the Class Member and is based upon the length of service attained at the time of retirement. Questions related to rates and rate structures should be addressed directly to Empyrean at their customer care center (844) 750-5567 and website is <https://compass.empyreanbenefits.com/llns>. *Please note that this is the only reference for plan pricing each year, so you should retain the package for your records.* During Open Enrollment, pricing is also available on the Empyrean website <https://compass.empyreanbenefits.com/llns>, and members are sent an annual communication from Empyrean and LLNS with instructions to log into the website and make Open Enrollment elections. As stated above, rates are highly variable and individualized, therefore, those rates are not routinely published by Empyrean.

Any questions regarding this publication should be addressed to ARCHER by their toll-free number 1-800-978-8522 or by email at llnretireesettlement@archersystems.com.