



Empyrean/Compass Portal Job Aid

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Empyrean/Compass Portal Job Aid

To begin, log into your Zintellect account at <https://zintellect.com> and navigate to the Health Insurance tab located at the top of the page or log into the Compass Portal directly at <https://compass.empyreanbenefits.com/orau> or EmpyreanGO (Empyrean Benefits Solutions Inc.) app if you are currently enrolled.

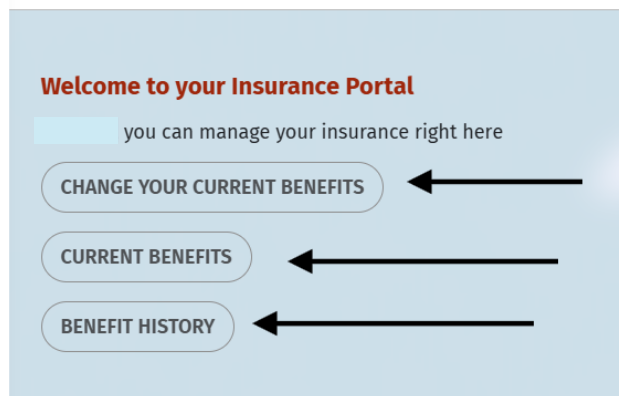
Initial Health Insurance Enrollment

There are two parts to the Health Insurance Enrollment.

- You will log into your Zintellect account at <https://zintellect.com> and navigate to the Health Insurance tab located at the top of the page. Select “I will provide my own insurance” or “I wish to be enrolled in ORAU/ORISE insurance”. Upon selecting the “I wish to be enrolled in ORAU/ORISE insurance” option on the Health Insurance card, you will receive an email confirming the selection. The selection of “I wish to be enrolled in ORAU/ORISE insurance” will be sent to Empyrean/Compass every Sunday and Tuesday evening with enrollments.
- Once your selection has been processed with Empyrean/Compass, you will be given access to the Empyrean/Compass site and will receive an email with further information on how to enroll in coverage. You will receive a confirmation email from Empyrean upon enrollment.

Compass Dashboard

On your Compass Portal Dashboard, you will have the ability to change your current benefits, review current benefits, and review benefit history. Select one of the options to begin.



Change Your Current Benefits

After selecting “change your current benefits” option, you will have to select an insurance change event – each event has a description for when you will use the event. *It is important that you select the correct event, because the events are set up to only allow certain enrollment options based on the type of event.*

Event Types:

- **Add Newborn Dependent Child(ren)**
 - Description: Run this event to enroll your natural, legally adopted, or foster newborn child(ren).
- **Add Dependent Child(ren) and/or Spouse**
 - Description: Run this event to enroll your natural, legally adopted, legal guardian, foster or step-child(ren) of you and/or your spouse.

- **Remove Dependent Child(ren) and/or Spouse**
 - Description: Run this event to remove your natural, legally adopted, legal guardian, foster or step-child(ren) of you and/or your spouse.
- **Change Dental/Vision Coverage** – *please note: ARL RAP participants must remain enrolled in Dental & Vision*
 - Description: Run this event if you would like to Change Dental/Vision Enrollment
- **Death of a Dependent**
 - Description: Run this event if your dependent(s) passed away

Insurance Change

You are able to make certain changes to your benefits if you have experienced an insurance change (also known as a qualified life status change).

Select the appropriate family status change, and then click **SAVE AND CONTINUE**.

☐ ADD NEWBORN DEPENDENT CHILD(REN)	 Description: Run this event to enroll your natural, legally adopted, or foster newborn child(ren).
☐ ADD DEPENDENT CHILD(REN) AND/OR SPOUSE	 Description: Run this event to enroll your natural, legally adopted, legal guardian, foster or step-child(ren) of you and/or your spouse.
☐ REMOVE DEPENDENT CHILD(REN) AND/OR SPOUSE	 Description: Run this event to remove your natural, legally adopted, legal guardian, foster or step-child(ren) of you and/or your spouse.
☐ CHANGE DENTAL/VISION COVERAGE	 Description: Run this event if you would like to Change Dental/Vision Enrollment
☐ DEATH OF A DEPENDENT	 Description: Run this event if your dependent(s) passed away

SAVE AND CONTINUE

[CANCEL EVENT](#)

Every event will ask you to:

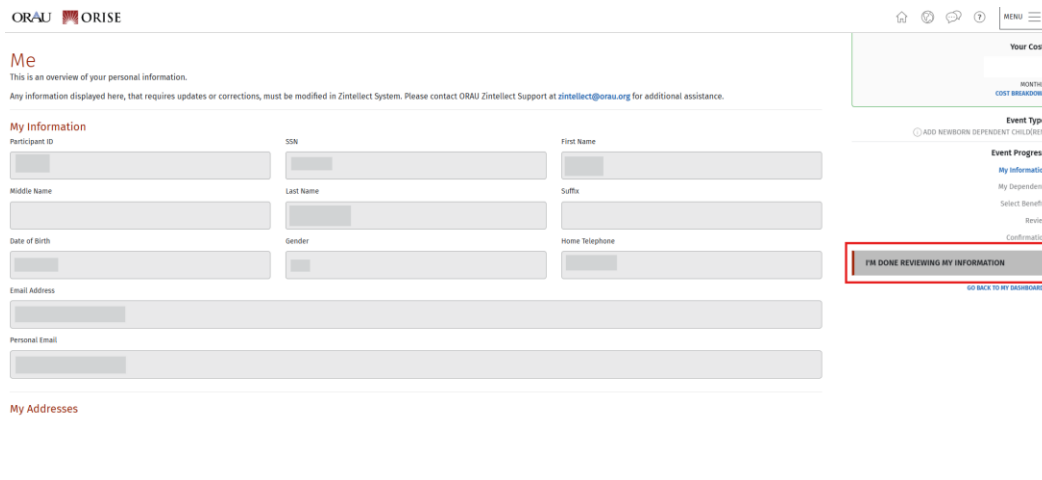
- Select an event date/verify the date you are completing the event
- Certify that you have experienced the event
- Verify your personal information and address
- Verify your dependent(s) data and add new dependents, if applicable
- Select Insurance— you must select into each insurance tile to add/remove coverage to your dependent
- Review changes made
- Receive confirmation of enrollment

You must select the gray box after each step to move forward.

My Information

The “My Information” step allows you to review your information that was entered by you in Zintellect. It is important that this information is accurate as this is the information that will be used for your insurance enrollments. If your information is incorrect, please update your information in Zintellect. Once your information is updated, it may take up to one week for your information to be updated with the insurance vendors. Please note for Foreign National participants, Zintellect will need to be updated with your Social

Security Number upon receipt. Foreign National participants cannot enroll in Dental and Vision coverages without a Social Security Number.



Me
This is an overview of your personal information.
Any information displayed here, that requires updates or corrections, must be modified in Zintellect System. Please contact ORAU Zintellect Support at zintellect@orau.org for additional assistance.

My Information

Participant ID: [Field] SSN: [Field] First Name: [Field]

Middle Name: [Field] Last Name: [Field] Suffix: [Field]

Date of Birth: [Field] Gender: [Field] Home Telephone: [Field]

Email Address: [Field]

Personal Email: [Field]

My Addresses

I'M DONE REVIEWING MY INFORMATION

[GO BACK TO MY DASHBOARD](#)

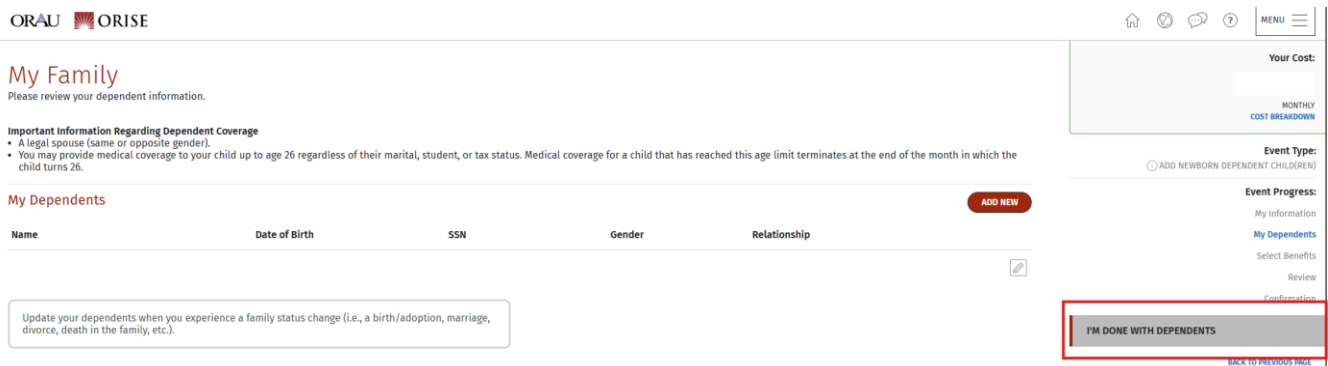
Your Cost:
MONTHLY COST BREAKDOWN

Event Type:
[ADD NEWBORN DEPENDENT CHILD\(REN\)](#)

Event Progress:
[My Information](#)
[My Dependents](#)
[Select Benefits](#)
[Review](#)
[Confirmation](#)

My Family

The “My Family” step allows you to add new dependents to your family or review and make some changes to your dependent information that is already in the Compass system. If your dependent information is incorrect and you cannot update their information in the Compass portal, please reach out to HRHealthInsurance@orau.org to update your dependent information on the Compass portal. Once their information is updated, it may take up to one week for this information to be updated with the insurance vendors.



My Family
Please review your dependent information.

Important Information Regarding Dependent Coverage

- A legal spouse (same or opposite gender).
- You may provide medical coverage to your child up to age 26 regardless of their marital, student, or tax status. Medical coverage for a child that has reached this age limit terminates at the end of the month in which the child turns 26.

My Dependents [ADD NEW](#)

Name	Date of Birth	SSN	Gender	Relationship
[Empty Row]				

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](#)

Your Cost:
MONTHLY COST BREAKDOWN

Event Type:
[ADD NEWBORN DEPENDENT CHILD\(REN\)](#)

Event Progress:
[My Information](#)
[My Dependents](#)
[Select Benefits](#)
[Review](#)
[Confirmation](#)

Select Your Insurance

The “Select Your Insurance” step shows each benefit insurance cost, enrollment level (individual, member + one, family), effective date of coverage, and covered dependents. On the left side, under the Select Your Insurance dashboard, the total insurance cost reflects the total rate to be paid for enrolled insurance. Please note this cost is the full rate not accounting for the supplement that may be provided from your program. On the right side, in green, under “Your Cost”, reflects the total insurance costs and deducts the program supplement provided, if applicable. You can select “more details” on the bottom left of each tile to review more information about your enrollments. Timing is critical for supplement changes. Files will be transmitted to Empyrean/Compass on Sunday night and Tuesday night to update their system, and then the information must be sent back to Zintellect on Friday.

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

MEDICAL
Plan: ORAU/ORISE Insurance
Cost: \$1,405.94
MONTHLY
Tier: Member + Family
Effective Date: 10/01/2025
Covered: [Dependents]
CHANGE **MORE DETAILS**

PRESCRIPTION
Plan: Prescription
Cost: \$395.92
MONTHLY
Tier: Member + Family
Effective Date: 10/01/2025
Covered: [Dependents]
CHANGE **MORE DETAILS**

DENTAL

VISION

Your Cost:
(\$0.78)
MONTHLY COST BREAKDOWN

Event Type:
DEATH OF A DEPENDENT

Event Progress:
My Information
My Dependents
Select Benefits
Review

I'M DONE SELECTING BENEFITS
BACK TO PREVIOUS PAGE

Review Elections

The “Review Elections” step allows you to check that your enrollments are correct on one screen. This screen includes your program supplement amount as well. If you change programs or your supplement amount changes, this amount may take several days to update in the system. If you have any questions, reach out to your program point of contact to verify your supplement and cost amount. Please note that “Your Cost” may appear negative depending on the change made, it may take up to one week for this information to be updated.

Review Elections
Please take a moment to review all of your insurance selections to ensure they are correct. Click **Edit** next to any insurance that you wish to change.

Your Insurance Selections

Category	Plan	Effective Date	Tier	Cost
Medical	ORAU/ORISE Insurance	Effective 10/01/2025	Tier: Member + Family	\$1,405.94 Monthly Cost
Prescription	Prescription	Effective 10/01/2025	Tier: Member + Family	\$395.92 Monthly Cost
Dental	Dental	Effective 10/01/2025	Tier: Member + Family	\$108.08 Monthly Cost
Vision	Vision	Effective 10/01/2025	Tier: Member + Family	\$31.28 Monthly Cost
Program Supplement	Program Supplement	Effective 10/01/2025		(\$1,942.00) Monthly Cost
Participant Assistance Program (PAP)	Coverage	Effective 10/01/2025		\$0.00 Monthly Cost

Your Cost:
(\$0.78)
MONTHLY COST BREAKDOWN

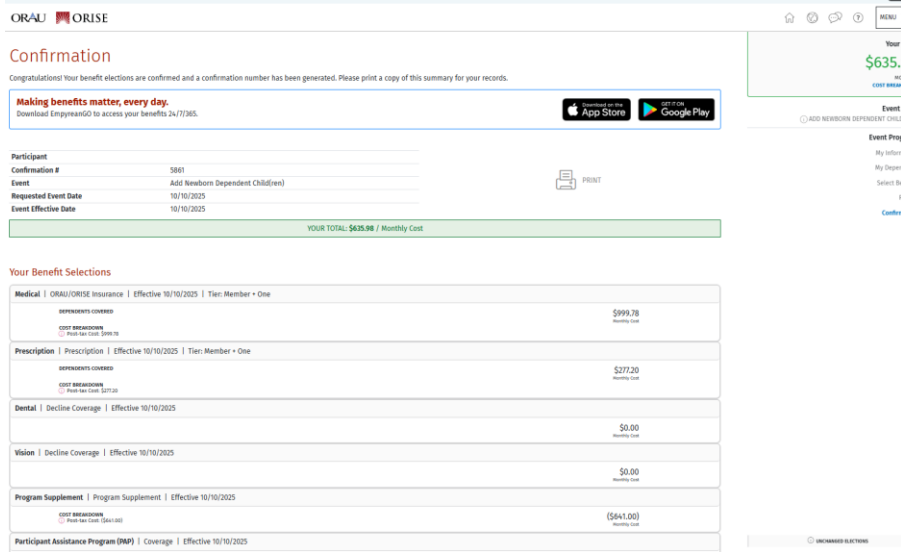
Event Type:
DEATH OF A DEPENDENT

Event Progress:
My Information
My Dependents
Select Benefits
Review
Confirmation

SUBMIT MY ELECTIONS
BACK TO PREVIOUS PAGE

Confirmation Step

The “Confirmation Step” provides an approval statement of all changes made during the event. It allows you to review updated coverage start date, event date, type of event, updated insurance information, covered dependents, updated cost amount, etc. This step gives you the choice of printing a copy of your event for your records. *Once this step has been confirmed, your change has been submitted. If any change is needed, you must begin a new event.*



The screenshot shows the ORAU/ORISE Confirmation page. At the top, it says "Confirmation" and "Congratulations! Your benefit elections are confirmed and a confirmation number has been generated. Please print a copy of this summary for your records." Below this, there's a box with the text "Making benefits matter, every day. Download EmpyreanGO to access your benefits 24/7/365." and links to the App Store and Google Play. The page displays participant information: Participant # 5881, Event Add Newborn Dependent Child(ren), Requested Event Date 10/10/2025, and Event Effective Date 10/10/2025. A green bar shows "YOUR TOTAL: \$625.98 / Monthly Cost". Below this is a section titled "Your Benefit Selections" with a table of selected benefits and their costs.

Benefit Selection	Effective Date	Member	Cost
Medical ORAU/ORISE Insurance	Effective 10/10/2025	Tier: Member + One	\$999.78 Monthly Cost
Prescription Prescription	Effective 10/10/2025	Tier: Member + One	\$277.20 Monthly Cost
Dental Decline Coverage	Effective 10/10/2025		\$0.00 Monthly Cost
Vision Decline Coverage	Effective 10/10/2025		\$0.00 Monthly Cost
Program Supplement Program Supplement	Effective 10/10/2025		\$641.00 Monthly Cost
Participant Assistance Program (PAP) Coverage	Effective 10/10/2025		

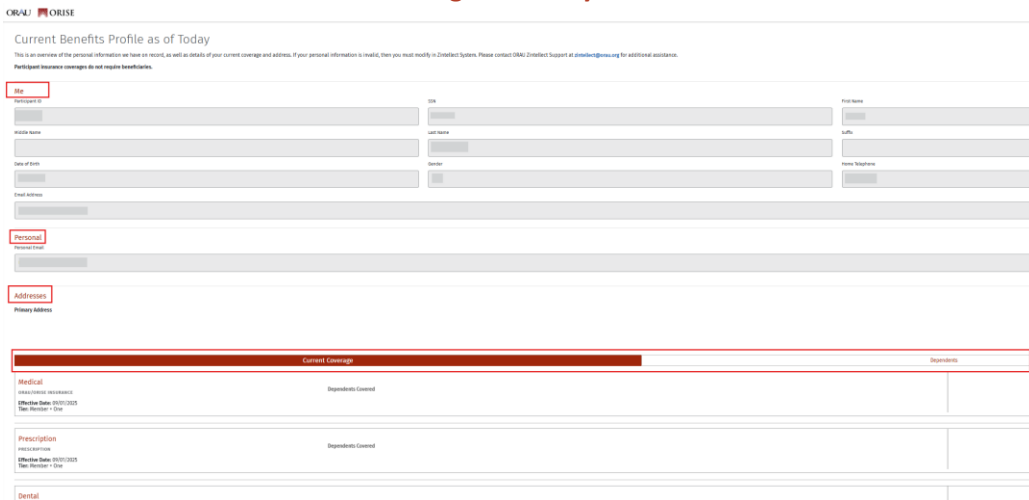
You must select the “home” icon in the left corner to go back to your dashboard screen.

Current Benefits

From the dashboard menu, select “Current Benefits” to review your current personal and dependent information and current insurance enrollments.

It is important that this information is accurate as this is the information that will be used for your insurance enrollments. If your information is incorrect, please log into Zintellect and update the information which will then be sent to Empyrean/Compass on Sunday or Tuesday night.

You must select the “home” icon in the left corner to go back to your dashboard screen.



The screenshot shows the ORAU/ORISE Current Benefits Profile page. It has a header "Current Benefits Profile as of Today" and a note: "This is an overview of the personal information we have on record, as well as details of your current coverage and address. If your personal information is invalid, then you must modify in Zintellect System. Please contact ORAU Zintellect Support at zintellect@orau.org for additional assistance. Participant insurance coverages do not require beneficiaries." The page is divided into sections: "Me" (Personal Information), "Personal" (Personal Information), "Address" (Primary Address), and "Current Coverage" (Insurance Enrollments). The "Current Coverage" section shows a table of active coverages.

Coverage Type	Effective Date	Member	Cost
Medical	Effective Date: 10/10/2025	Tier: Member + One	
Prescription	Effective Date: 10/10/2025	Tier: Member + One	
Dental			



Benefit History

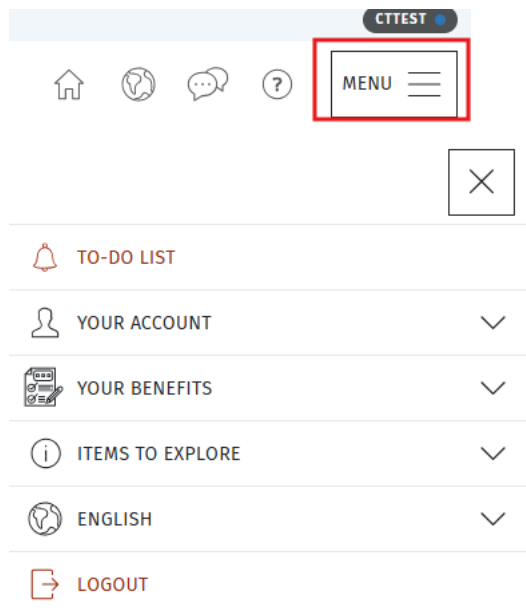
From the dashboard menu, select “Benefit History” to review a timeline of all insurance enrollment events that have been completed. You can select into each event to review what changes were made. If you have any questions regarding an event, please reach out to your program point of contact (POC).

You must select the “home” icon in the left corner to go back to your dashboard screen.

ORAU 				
Election Timeline				
Below is a list of your events. Click on the event of your choice to view the list of detailed elections for that event.				
My Timeline of Events				
Show:				
All Events				
Event	Enrollment Window	Request Date	Effective Date	Status
Add Newborn Dependent Child(ren)	10/10/2025 - 11/08/2025	10/10/2025	10/10/2025	Confirmed
Add Dependent Child(ren) and/or Spouse	10/02/2025 - 10/31/2025	10/02/2025	10/02/2025	Confirmed
Change Dental/Vision Coverage	09/30/2025 - 10/29/2025	09/30/2025	09/30/2025	Confirmed
Change Dental/Vision Coverage	09/23/2025 - 10/22/2025	09/23/2025	09/23/2025	Confirmed

Menu

On the left side of the dashboard screen, select “Menu” for additional information regarding your insurance.



Menu Options

- **To-Do List**
 - This will show any items that are outstanding and waiting for you to complete (i.e. enrollment event)
- **Your Account**
 - This will show your personal information, dependent information, and current insurance enrollments.
- **Your Benefits**
 - This will show your current benefits, dependents, and benefit history. Please note: the menu option “beneficiaries” is shown, but not applicable to your insurance coverage. Participant insurance coverage does not require beneficiaries. Please disregard this menu option.
- **Items to Explore**
 - Resources option provides a variety of documents that will guide you with online insurance account registration, insurance plan information, Participant Frequently Asked Questions (FAQs), and more. You can select each option for more detailed information.
 - Vendor Contacts option provides customer service numbers and websites for each insurance vendor.
- **English/Preferred Language**
 - This will give you the option to change your preferred language to either English, Español, or Français.
- **Logout**
 - This will give you the option to log out of your Compass account.

You must select the “home” icon in the left corner to go back to your dashboard screen.

Items To Explore

Resources:

ORAU ORISE

Resources

- BENEFIT GUIDES & NOTICES
- MEDICAL & PRESCRIPTION
- DENTAL
- VISION
- PARTICIPANT ASSISTANCE PROGRAM

FREQUENTLY USED RESOURCES

- Blue Cross Blue Shield of Tennessee
- CVS Caremark
- Delta Dental
- VSP
- Telus Health

NEED HELP?
Participant Health Insurance Service Center
Tel: 888-844-0260

Insurance Contact
HHealthInsurance@orau.org

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8:44 AM 10/13/2025

Vendor Contacts

Vendor Contacts

Carrier Benefit Program	Phone	Electronic Communication
Medical		
Blue Cross Blue Shield/Group # 89513	800-810-2583	bcbst.com
Blue Cross Blue Shield Claims Service	800-565-9140	bcbst.com
Blue Cross Blue Shield Out-of-State	800 810-BLUE (2583)	bcbst.com
Prescription		
CVS Caremark Member Services	(844) 345-2786	https://www.caremark.com/
CVS Specialty Pharmacy Member Services	800-237-2767	https://www.caremark.com/
Dental		
Delta Dental Member Services	(800) 524-0149	www.memberportal.com
Vision		
VSP Member Services/Group # 30049242	(800) 877-7195	vsp.com
Participant Assistance Program (PAP)		
Telus Health	844-664-0379	one.telushealth.com Shared Login User Name: orau Password: orau
Virtual Doctor		
Teladoc Health	800-835-2362	https://www.bcbst.com/teladoc

Dashboard – Additional Items to Explore

ADDITIONAL ITEMS TO EXPLORE

ORAU Website | ORAU Participant Benefits Communication | FAQs For Non-Employees |

- **ORAU Website**
 - This link will take you directly to the ORAU main site.
- **ORAU Participant Insurance Communication**
 - This will provide you with the most recent participant insurance communication.
- **FAQs for Participants**
 - This will provide you with Frequently Asked Questions (FAQs) regarding your ORAU/ORISE Insurance.

Dashboard – Frequently Used Resources and Need Help

FREQUENTLY USED RESOURCES • Blue Cross Blue Shield of Tennessee • CVS Caremark • Delta Dental • VSP • Telus Health	NEED HELP? Participant Health Insurance Service Center Tel. 888-844-0260	Insurance Contact HRHealthInsurance@orau.org
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- **Frequently Used Resources**
 - Provides links to each insurance vendor's website
- **Need Help?**
 - Provides contact information for the Participant Health Insurance Service Center (Compass System) and ORAU Insurance email address.

Additional Dashboard Options



- **Home Icon**
 - Will take you back to the Dashboard page.
- **World Icon**
 - Will give you the option to change your preferred language.
- **Text Bubble Icon**
 - Will give you the option to chat online with a Health Insurance Service Center (Compass) Representative.
- **? Icon**
 - Will give you the Health Insurance Service Center help information: online chat or request a call.