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Empyrean - BenefitsGo Instructions

1 message

CSD Insurance Trust Support <csdtrustsupport@wtwco.com>
To: CSD Insurance Trust Support <csdtrustsupport@wtwco.com>
Cc: Jennifer Heilweck <Jennifer.Heilweck@wtwco.com>

Mon, Aug 3, 2026 at 10:01 AM

Good morning,

We have received questions on the new enrollment site through Empyrean. Attached are instructions for the Empyrean BenefitsGo platform to share with your employees. This includes detailed instructions on how to register and access the site.

If employees need additional help and support, they can reach out to the Empyrean CSD Benefit Center at 833.269.2142 opt. 1.

WTW Trust Support

csdtrustsupport@wtwco.com

Empyrean contact:

Administrators Customer Service: Employer Benefit Center (EBC)

- EBC contact 1-888-816-5686
- Email for administrators: dl-csdtrust@goempyrean.com
- Available: Monday – Friday: 8:00 a.m. – 5:00 p.m. CST
- Available for Administrator questions regarding the MAP site

Employee Benefit Service Center 1-833-269-2142 (participants)

- Available: Monday – Friday: 7:00 a.m. – 7:00 p.m. CST
- Available for employee questions regarding COMPASS enrollment site and benefit questions

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 **Getting Started with BenefitsGO_CSD v2 (5).pdf**
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