

Guide to Navigating the Service Center Voice Response System

By Jim Heinze

Effective January 1, 2022, the Lumen Service Center for the administration of our retiree benefits was changed to Businessolver, Inc. As a result of this change there are now two telephone numbers to access the system, dependent upon the benefit about which you are inquiring.

It is important that the first contact in receiving answers to your questions or seeking a resolution to an issue dealing with your benefits is the Service Center. The Guide below will assist you in reaching the appropriate representative for your issue. Also, a new Navigation Guide for accessing the lumen.com/healthbenefits website was distributed by Lumen in March, 2022. Log into [Lumen.com/healthbenefits](https://lumen.com/healthbenefits), then – “Reference Center” / “Retiree” / “Retiree Benefits System Navigation”.

- For matters relating to the Health Reimbursement Account the telephone number is 833-925-0487.
 - For All Other Retiree Benefits the telephone number is 800-729-7526.
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For matters relating to your **Health Reimbursement Account**, call **833-925-0487** and press Option 1. Then press Option 2. Then:

- To check your account balance, press Option 1.
- For instructions on how to submit a reimbursement request, press Option 2.
- For questions about an HRA claim form, press Option 3.
- For questions about eligible HRA expenses, press Option 4.
- To speak with a representative on other HRA matters, press Option 5.

Email option: (LumenRetireesHelp@businessolver.com) for questions related to

- Website access, resetting passwords, new account setup and navigation
- Lumen benefit premium payments and HRA reimbursements
- Requests to delete or change HRA reimbursements you have uploaded

* Be sure to state your issue, in detail, and include your name, date, and what company your benefits are under. You might also want to provide the last 4 of your SS# and your date of birth to help them to locate and access your records. Ask to have a service rep call you back. Also ask to be notified of when that call will be scheduled so you that you arrange to be available. (You will receive a confirmation email first)

For matters relating to **All Other Retiree Benefits** call **800-729-7526**. Then,

To report a death, press Option 3. (Also see – [What to do when a retiree dies](#))

For questions related to other retiree benefits, press Option 2. Then:

- For Medical, Dental, Life and COBRA Insurance, press Option 1; then press Option 1 again.
 - For Pension information, press Option 3.
 - For Phone concession, press Option 6, then press Option 3, Then,
 - For retirees living in a Legacy Century Tel or Embarq territory, press Option 1.
 - For retirees living in a Legacy Qwest territory, press option 2.
 - To report a Change of Address, press Option 7, Then,
 - Health & Welfare benefits, press Option 2.
 - Pension benefits, press Option 4.
 - Optum Rx benefits, press Option 7.
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OTHER LINKS

Lumen benefits webpage: <https://www.lumenbenefits.com/httpdocs2/index.html>

HR Connect: HRconnect-NA@lumen.com