

# Lumen *Health and Life*

## Service Center Voice Menu

For All Retiree Benefits **NOT** related to HRA questions

**(800) 729-7526**

Welcome to the LUMEN Health and Life Service Center. Please listen to the following menu options before making a selection., this will allow us to serve you more quickly and efficiently.

### ➤ **VOICE MENU**

#### ➤ **Employee or Retiree?**

- If you are a current LUMEN employee press 1
- If you are a **Retiree** or *Former LUMEN employee* press 2

#### **1. For *Health and Welfare Benefits* such as medical dental and life insurance, voluntary lifestyle benefits and the Well-Connected program reward reduction, or form 1095C, press 1**

- 1) For Medical, Dental, Flexible Spending Accounts, Life Insurance, and Cobra benefit questions, press 1
- 2) For questions about form 1095C, or to request a copy of this tax form, press 2
- 3) For Voluntary Lifestyle Benefits, such as auto and home insurance, voluntary pet insurance, legal plan, critical illness insurance and more, press 3
- 4) For the Well-Connected program or reward redemption, press 4

#### **2. For *401K in Employee Stock Purchase Plan* press 2**

- 1) For 401K press 1
- 2) For Employee Stock Purchase Plan, press 2

#### **3. For *Pension or Retirement* information press 3**

**4. For *Disability Benefits or Workers Compensation* press 4**

- 1) For Long Term Disability press 1
- 2) For Workers Compensation press 2

**5. For *Tuition Assistance* press 5**

**6. For *Stock Options, Employee Discounts, or Return Refund Concessions*, press 6**

- 1) For Stock-Based Compensation such as Stock Options and Restricted Stock Awards, press 1
- 2) For Employee Discounts, press 2
- 3) For retiree phone concessions
  - I. For retirees living in a Legacy Century Tel or Embarq territory, press Option 1.
  - II. For retirees living in a Legacy Qwest territory, press option 2
- 4) For Title Refund Concessions, press 3

**7. To *Change Your Address after you have left the company*, press 7**

- 1) To change your address following the year of your termination for W2 purposes 401K where STI payments, press 1
- 2) To change your address for health and welfare benefits cobra or retiree, press 2
- 3) To change your address with Wells Fargo for your 401K if you have been gone from lumen more than twelve months, press 3
- 4) To change your address with the pension service center, press 4
- 5) To change your address with the standard for disability benefits or payments, press 5
- 6) To change your address with E\*Trade, press 6
- 7) To change your address with Optum RX for prescriptions, press 7

**8. For all other HR related topics press 8**

- 1) For employment verification, press 1
  - For all other HR topics, email HR Connect at [HRconnect-NA@lumen.com](mailto:HRconnect-NA@lumen.com)
  - To repeat the current menu, press the star (\*) key

❖ **To return to the previous menu, press the pound (#) key.**