

## Lumen *Health and Welfare at BusinessSolver* Service Center Voice Menu

For matters relating to your **HRA** (Health Reimbursement Account)

\* It may be faster to check the *Retiree Benefits System Navigation Guide*:  
<https://www.lumenbenefits.com/pdf/001903.pdf>

\* The login to your *personal* Health and Life benefits page is here:  
[Lumen.com\healthbenefits](https://lumen.com/healthbenefits)

**(833) 925-0487**

Thank you for calling the LUMEN health and Welfare at BusinessSolver Service Center.  
For quality purposes all calls may be monitored, or recorded.

❖ You will be asked to answer a few security questions before proceeding to the voice menu.

### ➤ VOICE MENU

#### ➤ Employee or Retiree?

- If you are a **Retiree** or an employee or planning to retire, press **1**
- All other callers, press **2**

**1. If you are calling to report the passing of the loved one press 1**

**2. For questions about your HR, press 2** (you may get a message directing you to log into Lumen benefits. The link is above, stay on the line for the options below)

- 1) To check your account balance, press 1
- 2) For instructions on how to submit a reimbursement request press 2
- 3) To access an HR a claim form, press 3
- 4) For questions about eligible HR expenses, press 4
- 5) To speak to the next available live representative, press 5

**3. For questions regarding direct bill and payment, press 3**

- 1) For the status of your most recent payment, press 1
- 2) To learn how to pay your bill press 2
- 3) for coverage information, press 3
- 4) to connect with your health plan to learn more about ID cards, claims, or find a provider, press 4
- 5) For information on how the American Rescue Plan will affect COBRA coverage, press 5
- 6) To speak to the next available representative, press 6

**4. For technical assistance including password reset, press 4**

- 1) For help resetting a password, press 1
- 2) To retrieve a Company Key, press 2
- 3) To request instructions on how to access the My-Choice mobile app, press 3
  - To speak with a live representative, press 0
  - To return to the previous menu press the star key (\*)

**5. If you are a COBRA member or calling about COBRA billing or coverage, press 5**

- 1) To confirm your current account status, press 1
- 2) For the status of your most recent statement, press 2
- 3) To learn how to pay your bill, press 3
- 4) To learn how to enroll in COBRA, press 4
- 5) To learn how to cancel COBRA, press 5
- 6) If your coverage has been terminated, press 6
- 7) To speak to the next available representative, press 7

**6. If you are an active employee planning to retire, press 6**

**7. If you have a general question on retirement benefits, press 7**