

Lumen Health and Life Service Center Voice Menu

(January 2026)

(833) 950-0487

“Thank you for calling the Lumen Health and Life Service Center at Businessolver.
For quality purposes your call may be monitored or recorded.”

“A.I. technology may be used to help support your call. By continuing, you consent to the use of A.I. The A.I. responses are intended for assistance only, and do not provide final benefits, or eligibility determinations.”

“If this is the first time you are reporting the passing of a loved one you can notify WTW, Lumen’s Pension Administrator, who will then report the passing to all vendors and third parties who administer benefits for Lumen.” **To be directed to WTW, press 1.**

“If you have already reported the passing of a loved one, and have questions about a life insurance policy, you can reach out to MetLife, Lumen’s life insurance vendor.” **To be directed to MetLife, press 2**

- **For all other questions, including if you are a lumen retiree or planning to retire, press 3.**
 - Please enter the last four digits of your social security number.
 - Please enter your date of birth by entering 2 digits for the day, 2 digits for the month, and 4 digits for the year.
 - Please enter your 5-digit zip code.

“Before we continue, please listen to this important announcement. * Please be aware that monthly account statements will now be available on the 11th of each month for the following month benefit premiums. (for participants who pay by direct bill)”

If you would like to repeat this message, press **1** **To continue**, press **2**, or just remain on the line.

For questions about your bill or bill payment - Press 1

“Did you know that you can review your payment, pay your bill, and confirm your account status all online at your benefits portal at www.Lumen.com/healthandlife. That’s www.Lumen.com/healthandlife”

- For the status of your most recent payment, press **1**
 - To learn how to pay your bills, press **2**
 - To speak with a live representative, press **3**
 - To repeat this information, press **9**
 - If your question has been answered you may simply hang up at any time.
 - To speak with a live representative, press **Zero**
 - To return to the previous menu, press the **Star Key**
- To learn how to pay your bills, press 2
 - To speak with a live representative, press **3**
 - To repeat this information, press **9**
 - To return to the previous menu, press the **Star Key**

- For the status of your most recent payment, press 1
 - To learn how to pay your bills, press 2
 - To speak with a live representative, press 3
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If you have questions about your HRA, press 2

- If you are calling for the status of a recent claim, press 1
- To check your account balance, press 2
- For instructions on how to submit a reimbursement, press 3
- To learn where to access an HRA claim form, press 4
- For more options, press 5
 - For questions about eligible HRA expenses press 1
 - To speak with a live representative, press 2
- To repeat this information, press 9
- To return to the previous menu, press the **Star Key**

If you are calling about the passing of a member or a dependent, press 3

- Please accept my condolences.
 - To speak with a live representative, press **Zero**
 - To repeat this information, press 9
 - If your question has been answered you may simply hang up at any time.
 - To speak with a live representative, press **Zero**
 - To return to the previous menu, press the **Star Key**

To reset your password, or get technical assistance, press 4

- For help resetting your password, press 1
- For help with multi factor authentication, press 2
- To retrieve your company key to log in online, press 3
- For instructions on how to access the My-Choice mobile app, press 4
- To repeat this information, press 9
- To return to the previous menu, press the **Star Key**

For more options, press 5

- For questions about enrollment, press 1
- To hear which plans you are enrolled in and who is covered, press 2
- To connect to your plan to learn more about ID cards, claims, or to find a provider, press 3
- For questions about verification for your dependent or life event, press 4
- To repeat this information, press 9
- To return to the previous menu, press the **Star Key**