

Lumen ***Health and Life*** Service Center Voice Menu

For Retiree Benefits NOT related to HRA questions

(January 2026)

(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.

Employee or Retiree?

- If you are a current LUMEN employee, press **1**
- If you are a ***Retiree*** or *Former LUMEN employee* press **2**
- If you are calling to report a death, press **3**
 - To report a death of a former employee, Retired employee or their dependent, press **1**
 - To report a death of a current employee or their dependent, 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**

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

2) 2. For 401K and Employee Stock Purchase Plan, press **2**

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

3) For Pension or Retirement information, press **3**

4) For Disability Benefits or Workers Compensation, press **4**

- For Long Term Disability, press **1**
- For Workers Compensation, press **2**

5) 5. For Tuition Assistance, press **5**

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

- For Stock-Based Compensation such as Stock Options and Restricted Stock Awards, press **1**
- For Employee Discounts, press **2**
- For retiree phone concessions
 - 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**
- For Title Refund Concessions, press **3**

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

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

8) 8. For all other HR related topics, press 8

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

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