



RETIREE BENEFITS

News

LUMEN®

Health Reimbursement Account (HRA)- Important Reminders

Don't miss your chance to get reimbursed for 2020 expenses.

Do you still have 2020 expenses you still need to claim for reimbursement from your health reimbursement account (HRA)? Then you should be aware of the new deadlines and details to submit claims:

- Deadline to incur 2020 Expenses was December 31, 2020.
- Deadline to Submit any remaining 2020 expense is December 31, 2021.
- Any funds not used by these dates will either be lost or roll over for you to use during the next plan year. Please review your account documents or online profile to confirm your plan specifics.

You have three options to submit claims:

1. **On-Line:** Retirees can submit their request via our on-line portal by going to lumen.com/healthbenefits. Click on the Reimbursement Tab and then the "Get Reimbursed" button. You can upload your documentation or print the fax cover page and send it to the phone number provided on the cover page.
2. **Mobile App:** Retirees can download our free REIMBURSE ME application by going to your app store. Once you have the app downloaded, search for LUMEN as your employer and then enter your web portal credentials. From there you can enter your claim information and take a picture of your documentation and upload it.
3. **Paper Claim Form:** Retirees can request a paper claim form by calling the Lumen Health and Life Benefits Center at 866-935-5011. You can have the form either mailed to you via USPS or emailed to you, if we have your email address on file. Once you complete the form; you can mail it back to the address provided on the form or by faxing it to 888-211-9900.

Documentation Process for HRA Premium Reimbursement

The documents below show the type of insurance associated with your premium and, as a result, are considered acceptable "proof." While you may receive certain items automatically or find them online, in other cases, you may need to contact your insurer for the required document. Acceptable documents include:

- **Confirmation of Enrollment (COE)** that you can print after enrolling to reference your elections during the year;
- A **premium statement** from your insurance carrier showing the amount you owe for the coming month;
- A **Confirmation of Coverage** sent early each year from one or more carriers, depending on the type(s) of coverage you elect;
- An **Explanation of Benefits (EOB)** that you'll receive after using coverage to explain which services or products are covered versus your responsibility, and why;
- A **copy of your insurance ID card**, as long as it describes the premium type and accompanies other information showing the date of payment or coverage period, insurance carrier's name, and premium amount; or
- **Pension statements** that specify the premium type.

In some cases, the document you submit may indicate the before- or after-tax status of your account. If it doesn't, your claim will be treated as before-tax. ***Hand-written explanations regarding your premium will NOT be accepted.***

The information in this article is intended to provide guidance about the retiree benefit plans presently sponsored by Lumen Technologies, Inc. and doesn't waive any reserved rights the company has with regard to the plans or their benefits, nor does this affect the terms of the written agreement specific to Legacy Qwest Pe-1991 and Legacy Qwest ERO'92 retirees. If there is any difference between the information in this article and the terms of the official plan documents, the terms of the official plan documents will govern. If you have questions regarding your benefits, please consult the Annual Enrollment Summary of Material Modifications (SMM), the Summary Plan Description, and prior SMMs or call the claims administrator for the plan or the Service Center directly.