

Retiree Benefits

News



Welcome to Lumen's 2022 Annual Enrollment Nov. 3 - 17, 2021

Please note: If you do not wish to make any changes to your benefits at this time, there is nothing that you need to do. However, we would encourage you to log into the new website and update your personal information and beneficiary(ies) for your Life plans, if applicable.

1. **Coming soon!** You will be receiving your Annual Enrollment Guide in the mail within the next few days. The Guide will include step-by-step instructions on how to register with a Username and Password on the new website and set up your new billing account with Businessolver. It will also provide you with some more information regarding MyChoice Accounts which is replacing YSA Accounts for your Health Reimbursement Account (HRA) (if applicable).
2. **Welcome to Businessolver!** Effective Jan 1, 2022, we are pleased to introduce Businessolver – our new benefits administrator – offering a host of tools to help you enroll in your 2022 benefits. Businessolver's services include:
 - a. Online access to all your information: lumen.com/bschealthbenefits (before Jan. 1st) and lumen.com/healthbenefits (after Jan. 1st)
 - b. Member Advocates are available Mon-Fri, 7 a.m. to 8 p.m. (CST) during Annual Enrollment and Mon-Fri, 7 a.m. to 7 p.m. (CST) beginning Jan. 3, 2022.
3. **Getting Started!**
Beginning Nov. 3. at 7 a.m. (CST) you can enroll or update your coverage through the following available options:
 - ✓ **Online Enrollment –**
 - Go to lumen.com/bschealthbenefits
 - You will need to set up a username and password. Go to First time here? Register a username and password and answer a few security questions.
 - Click the Start Here button to review your personal information.
 - ✓ **Phone Enrollment -**
 - We encourage you to enroll through your mobile device or the website; however, if you wish to contact a representative by phone, please call **833-925-0487** or **317-671-8494** (for international callers).
 - **Note:** Virtual Hold may be an option for you if you call during peak hours. You will not lose your place in line if you select this option and a representative will call you back, once available.
 - ✓ **Mobile Device Enrollment –**
 - To complete your enrollment, download the FREE MyChoice™ Mobile, available for free in the App Store and Google Play
 - Before logging into the **MyChoice™ Mobile App**, ensure you have set up a username and password. at lumen.com/bschealthbenefits

4. **More to Come! MyChoice Accounts (MCA)** – your new Health Reimbursement Account (HRA) administration team.
- If you are eligible for an HRA, you will receive a “Welcome Guide” in the mail from MyChoice Accounts, with details on the transition of your HRA in late December/early January that explains how to access reimbursement from your HRA and how to submit claims for reimbursement.
 - There will also be additional communications coming in December regarding your Retiree Healthcare Exchange and claim reimbursement changes and information for 2021 and 2022.