

# Retiree Benefits

## News



## Welcome to Lumen's 2023 Annual Enrollment, Nov. 7 - 18, 2022

### Take Action and Enroll for 2023!

Annual Enrollment is your opportunity to take action to find the benefit options and plans that are right for you and your eligible/declared dependents.

Go to the Health and Life website at [lumen.com/healthbenefits](https://lumen.com/healthbenefits) to learn about your 2023 benefits. It's important to see what's new, what's changing and what will impact you, even if you do nothing! On the home page of the website in the Reference Center and in your guides, you'll find helpful information, an Enrollment Checklist and much more.

1. **Tips to Help you Enroll!** Coverage Effective date is Jan 1, 2023
  - Online access to all your information: [lumen.com/healthbenefits](https://lumen.com/healthbenefits). Member Advocates are available Mon-Fri, 7 a.m. to 7 p.m. (CST) during Annual Enrollment
2. **Getting Started! Beginning Nov. 7. at 7 a.m. (CST) you can enroll or update your coverage through the following available options:**
  - **Online Enrollment**
    - Go to [lumen.com/healthbenefits](https://lumen.com/healthbenefits) and login using your username and password.
    - If you have not registered or logged into your account, 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.
  - **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/healthbenefits](https://lumen.com/healthbenefits)
  - **Phone Enrollment**
    - We encourage you to enroll through your mobile device or the website; however, if you wish to contact an advocate by phone, call 833-925-0487 or 317-671-8494 (for international callers).
    - Note: Please be advised that the best time to call is during the morning hours on Tuesdays and Wednesdays. The busiest wait time will be the first and last day of Annual Enrollment.
3. **More to Come! MyChoice Accounts (MCA)** – your Health Reimbursement Account (HRA) administration team. There will be additional communication coming in December regarding your Retiree HRA claim reimbursement process, deadlines and information for 2023.

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 strongly encourage you to log into the website and ensure your beneficiary(ies) for your Life plans, are up to date, if applicable.

Don't forget to help Lumen with their "Go Green" initiatives by updating your benefit communication preference to a personal email address, so you can receive timely benefit information. You can do this by going to your name on the top right-hand side of the home page and selecting "Profile"; then go to Contact Preference and edit your Personal Preference.