



Lumen Benefits – Who do I call?

It has come to our attention that a Company called “Lumen Insurance Technologies, LLC” located in Austin, TX has received calls from numerous Lumen retirees regarding their benefits. This is not the company you retired from, known as Lumen Technologies. Please do not contact the commercial insurance company in Austin, TX for inquiries related to your health insurance and/or retirement benefits as that insurance company is not in the position to discuss any financial or health details with you and will not be able to answer any of your questions.

Medical Plan Questions

If you are covered under a Lumen group medical plan, for example, UnitedHealthcare, and you have a question related to your specific plan benefits, contact the number on your ID card. Please refer to the highlighted contact information on the **sample ID card** below for more information.

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SUBSCRIBER FULLPOP

Member ID: 123456789 Group Number: 192086

Lumen
Tiered Benefits

Payer ID 87726

Copays:
Office: \$25
UrgCare: \$35 Spec: \$40

INN: \$99999/\$99999
OON: \$99999/\$99999

DED IND/FAM \$99999/\$99999
OOPM IND/FAM \$99999/\$99999

Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UHEALTH

UnitedHealthcare Options PPO
Administered by [Appropriate Legal Entity]

This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call.

For Members: myuhc.com 800-842-1219

For Providers: UHCprovider.com 877-842-3210
Medical Claims: PO Box 30555, Salt Lake City UT 84130-0555

CSP

Pharmacy Claims: OptumRx PO Box 650540 Dallas, TX 75265-0540
For Pharmacists: 888-290-5416

Dental Plan Questions

If you are covered under a Lumen group dental plan, and you have a question related to your specific plan benefits, contact the number on your MetLife ID card or 866-832-5756. You can also visit [metlife.com/mybenefits](https://www.metlife.com/mybenefits).

Lumen Health and Life Service Center

If you have questions related to medical, dental, or life insurance plan eligibility, billing, etc., please contact the Lumen Health and Life Service Center at 833-925-0487 or 317-672-8494 (Local DNIS for international callers) Mon-Fri, 7 a.m. – 7 p.m. (CST).

Pension Questions

If you have questions related to your pension, contact the Lumen Pension Service Center at 888-324-0689.

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.