



LUMEN®

Retiree Benefits News

2026 Annual Enrollment is from Nov. 5 – Nov. 19 – Get ready!

As a valued retiree, you've likely traveled many paths and made countless important decisions along the way. It's time to review your benefit options and select what best supports your life's continuing journey—both for yourself and your eligible, declared dependents. Your benefits are designed to support you wherever life takes you. Take time to consider your choices, knowing that each decision empowers you to shape a future that fits your unique needs.

You will receive communications based on your contact preference on the Health and Life website. There are numerous retirees who have set up email as their preferred way to receive benefit communications; however, have not read any of the emails sent from the Service Center. If you are in this situation, please log in to the [Health and Life website](#) and review your documents and messages. When you have email listed as your contact preference to receive communications, you will receive an email from **DoNotReply@benefits.lumen.com**, make sure it doesn't go to your junk folder. Click on your name in the top right-hand corner and select **Personal Documents** or **Message Center**.

Note: Without a personal email address on file, you risk missing essential information regarding Lumen Medicare Retiree Health Reimbursement Accounts (HRAs) and SHARE through MCA, if enrolled, as communications are only emailed. MCA does not send communications via USPS.

How to Update your Email Address

- Click on the **Profile** icon in the center of the home page, or you can click your name in the top right-hand corner and select **Profile** from the drop-down menu
- Select **Edit** next to Contact Preferences under the Personal Preferences section
- Choose the **Electronic Mail** radio button
- Add your Personal Email Address
- Select the **Primary** radio button
- **Save**

You can also elect "Opt Into Text" and receive benefit information via text messaging. Data rates may apply. Be sure to save your updates. **Note:** Due to regulations, not all benefit communications can be sent via email or text.

Visit the [Health and Life website](#) beginning Oct. 29 to learn about your 2026 benefits. On the website, you'll find helpful information in the **Reference Center** located in the top right-hand corner of the screen.

If you don't enroll by Nov. 19, you will be automatically enrolled in the same plans, if available, with the same coverage levels displayed on your Annual Enrollment Notice. You should save a copy of your Annual Enrollment Notice as this will serve as your Benefit Summary (Confirmation Statement) unless you make changes.

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 for their benefits, nor does this affect the terms of the written agreement specific to Legacy Qwest Pre-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 any questions regarding your benefits, please consult the Annual Enrollment Summary of Material Modifications (SMM), the Summary Plan Description and prior SMM's, or call the claims administrator for the plan or the Service Center directly.

Be sure to attend the 2026 Annual Enrollment webinars listed below to learn about Surest and the UnitedHealthcare medical plan options and/or a pre-recorded Lumen Health Reimbursement Account (HRA) and SHARE (this does not apply to Pre-1991 or ERO'92 retirees).

Register for the Surest and UnitedHealthcare overview webinar:

- [Nov. 11, 10 a.m. - 11:30 a.m. \(MST\)](#)

Join a Medicare Advantage PPO + Dental Plan (MAPD) webinar:

- [Nov. 10, 11 a.m. - 1 p.m. \(MST\)](#)
- [Nov. 17, 11 a.m. - 1 p.m. \(MST\)](#)