



LUMEN®

Retiree Benefits News

Preparing for Dependent Reverification

Do you cover a spouse, domestic partner, or common-law spouse on your Lumen benefits? If so, Lumen verifies dependent eligibility every three to five years.

If you completed dependent verification anytime between 2021 and now or you went through dependent reverification in 2025, you will not be required to go through reverification in 2026.

What you need to do

Please sign in to the Health and Life website to confirm that your mailing address and personal email address are current. The Service Center will send notices using your selected contact preference.

- Log in to lumen.com/healthbenefits
- In the top-right corner, select your name, and then select **Profile**.
- Under **Personal Preferences**, select **Edit** next to Contact Preferences.
- Select Electronic Mail.
- Enter or update your personal email address.
- Select the **Primary** option.
- Optional: Enter a cell phone number to receive text messages.
- Select **Save**.

If you are impacted and selected electronic notifications, you will receive an email from info@businessolver.com. If you selected mail, you will receive a paper notice via USPS. These notices are time-sensitive; please review your notice promptly and respond as directed.

Important: Follow the instructions in your notice and submit only the documents listed as acceptable.

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.