



The deadline to file a Health Reimbursement Account (HRA) claim is March 31

If you are enrolled in an HRA and haven't submitted your 2024 HRA claims, the expenses **must be submitted and postmarked** no later than **March 31**. Only eligible expenses incurred during the Plan year are eligible for reimbursement from the annual allocation for that Plan year.

Note: For Legacy Qwest Post-90 Occupational Retirees: Any pre-2024 rollover balances from prior years, referred to as the LQ Occ HRA Balance Plan, will continue to roll over until exhausted.

If you are emailing or faxing your claims on March 31, make sure you consider the time zone and submit no later than 11:59 p.m. (CST). If you submit **after** 11:59 p.m. (CST), your claim will be denied as this is past the due date based on IRS regulations.

How to file a claim:

- **Online:** Log in to the Health and Life website at lumen.com/healthbenefits or use the MyChoice Benefits App to submit your claim electronically
- **Email:** lumenclaims@mychoiceaccounts.com (send in one of the following formats: PDF, JPG, or PNG. Don't send a .zip file)
- **Fax:** 855-883-8542
- **Mail:** MyChoice Accounts, MSC 345475, PO Box 105168, Atlanta, GA 30348-5168

Questions:

- Call the Lumen Health and Life Service Center directly at 833-925-0487, Mon-Fri, 7 a.m. to 7 p.m. (CST) or call 800-729-7526, and select the applicable options.
- You can chat with Sofia, your personal benefits assistant on the [Health and Life website](#). Sofia can answer benefit questions and if needed, forward you to a live advocate during regular business hours.

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 Lumen Health and Life Service Center directly.