



Retiree Benefits News



Prepare for dependent reverification

Retirees who have a spouse, domestic partner or common-law spouse enrolled in a Lumen medical, dental, vision or life insurance plan are required to go through dependent reverification every three to five years.

If you receive a notice from the Lumen Health and Life Service Center, you will need to provide supporting documentation that verifies your dependent's current relationship status. A list of acceptable documents will be provided within the notice sent in April 2025.

What you need to do

Visit the [Health and Life website](#) and confirm your mailing address and your personal email address. Notices are sent according to your chosen contact preference. If you opted for electronic notifications, emails will be sent from info@businessolver.com. If you opted for mail, your paper notice will be sent via USPS. Dependent Reverification notices are time-sensitive and require your prompt attention.

To confirm or update your contact preference, follow the steps below:

- Log in to lumen.com/healthbenefits
- Click on 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 or update your **Personal Email Address**
- Check **Primary** radio button
- Save

Click **Approve** and then **I Agree** at the end of your enrollment for your updated information to process and save. Make note of your confirmation number on the **Thank You!** page. If you don't receive a confirmation number, your changes or updates are not saved.

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.