

WELL connected

A benefits and wellness newsletter for CenturyLink retirees



Q2 2019

CenturyLink, Inc. is pleased to provide this newsletter with information on the company-sponsored plans and benefits currently available. This supplement provides suggestions to access the current benefits best for your situation.

For All Retirees



How to submit retiree HRA claims, if eligible, and YSA FAQs

One of retirees' most common reasons for calling Your Spending Account is a denied claim. Many claims are denied because they were not submitted correctly or are missing documentation.

Ensure you know how to submit claims successfully, by reviewing the [claims submission and status verification process](#) and these [YSA FAQs](#).



Wondering where to go for Company news and reconnect with co-workers? We've got you covered.

We are excited to announce the new CenturyLink Alumni platform, a place to reconnect with former co-workers, stay up-to-date on company news, and explore opportunities. This platform also gives you access to benefit resources and information to keep you in-the-know such as:

1. *Instructions to update your home and email addresses*
2. *401(k) changes*
3. *Healthcare coverage options and retiree benefits*

Follow this [link](#) below to sign-up for updates and as soon as the CenturyLink Alumni portal is live, you will receive instructions on how to register. We look forward to reconnecting with you!



How to change your address and beneficiaries after you leave CenturyLink

It is very important to keep your personal information up-to-date with CenturyLink, even after your employment ends. [Follow these instructions](#) to update your address, personal information and beneficiaries for our various benefit programs.

The information in this Newsletter is intended to provide guidance about the employee benefit plans presently sponsored by CenturyLink, 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 Newsletter 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.

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New benefit rewards program for Pre-1991 and ERO'92 Medicare Advantage users

Read about updates to the [benefits rewards program](#) included with your UHC Medicare Advantage PPO plan.



MyPenPay account access changes now in effect

MyPenPay now has improved login features to meet the latest security standards. The first time you access your account, you will be prompted to register a new participant profile. [Log in](#) today to get started!



Learn to reduce the impacts of osteoporosis

According to the National Osteoporosis Foundation, half of women and one in four men over the age of 50 will break a bone due to osteoporosis. [Discover](#) how a healthful diet and regular weight-bearing exercise are important at every age, to help bone tissue continue to build.



New to exercise? Benefits are big, study reveals

[Learn how](#) getting into a regular exercise routine after 50 can help prevent premature death and add significantly to your quality of life.



Learn to detect a stroke FAST

A stroke might happen in the blink of an eye, but its number one cause – high blood pressure – comes on over time. High blood pressure typically has no symptoms, so it's important to have yours checked regularly. Learn how to control and potentially bring down your blood pressure, as well as the warning signs of stroke [here](#).



Take the hassle out of healthcare

Health benefits can be confusing and dealing with obstacles in the healthcare industry can be frustrating and time consuming. But don't worry, employees and dependents covered by a CenturyLink medical plan option have access to a personal UHC Health Pro® Advocate to simplify your healthcare experience by helping you:

- Understand your benefits
- Verify care coverage
- Resolve billing errors
- Transfer medical records
- Schedule appointments

Learn more in this [FAQ](#).

And if you need help or have questions about specific wellness programs, treatments, or want some 1:1 coaching, you can reach out to the Well Connected Health Advocate Team. Learn more [here](#).



Principal Financial Group acquires Wells Fargo retirement plan assets

Principal Financial Group acquired Wells Fargo Institutional Retirement & Trust business on July 1 and will become the recordkeeper for CenturyLink's 401(k) and certain nonqualified plans. Principal Financial Group is a well-respected company with a long history of serving the retirement needs of millions of individuals, and we believe this change will be a positive one for employees. Learn more [here](#).



Direct reimbursement process now accepts claims for prescription maintenance medications

CenturyLink retirees enjoy the convenience of using the OptumRx® home delivery service to have up to a 90-day supply of maintenance medications delivered right to your door. But sometimes, you may feel you can find these medications for less money at local pharmacies. We heard you, and based on your feedback, we enhanced our pharmacy Direct Member Reimbursement (DMR) process. [Learn how](#).