

WELL connected

A benefits and wellness newsletter for CenturyLink retirees



Q4 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 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.



Introducing a new easy-to-use interactive retirement website from CenturyLink

On **Jan. 1, 2020**, you should begin using a new self-service website for the CenturyLink Combined Pension Plan (the "Plan") instead of MyPenPay.

[Learn what this change means for you and how to access the website beginning Jan. 1.](#)



Health and Life documents available online anytime

You can review Summary Plan Descriptions (SPDs), Summaries of Benefits and Coverage (SBCs) and other documents on the Health and Life website at www.centurylinkhealthandlife.com (user id and password required). Just select the Benefit Information & Document tile.

You can request copies of documents by calling the CenturyLink Service Center at **866-935-5011** or **800-729-7526**, Option 2, Option 1 and then Option 1 again. Representatives are available Monday through Friday, 8:30 a.m.-6:30 p.m. CT.

You can also review your Summary Plan Description at <https://www.centurylinkbenefits.com> (no user id and password required).

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.

December 2019



Your Spending Account (YSA) updates & reminders

As we approach the end of the year, we want to provide a list of deadlines to ensure you don't miss claim submission opportunities and understand details of recent changes to premium documentation requirements. [Learn more here.](#)



Keep fit and festive this holiday season

Avoid holiday weight gain by checking out [these four tips](#) to help keep your weight and health in check.

For Pre-65 Retirees Only



Meet Well Connected nurse Kim L

Kim is a Registered Nurse Case Manager on the CenturyLink Well Connected UnitedHealthcare Health Advocate team. These certified, experienced nurses are familiar with CenturyLink's medical plan options administered by UHC, so they not only know treatments that may work for you, but how you will be covered by our plan. Kim is here to provide you with one-on-one guidance and support, help you find health resources and connect you to the wellness programs or services that are available. [Read more about Kim.](#)

For Pre-1991 or ERO'92 Retirees Only



Did you enroll in the UnitedHealthcare (UHC) Group Medicare Advantage (PPO) Plan for 2020? If so, please read the important information below:

As a member of the UHC Group Medicare Advantage (PPO) Plan (also referenced as the "enhanced MA PPO plan"), you'll receive several communications throughout the year, including your new UHC Member ID card that you will use beginning **Jan. 1, 2020**. New plan members will also receive a Quick Start Guide in December with information about the programs and services that are included in this plan as well as a phone call to answer any questions you may have about your new plan.

Anytime you have questions, call UnitedHealthcare at **1-877-886-7313, TTY 711**, 8 a.m. – 8 p.m. local time, Monday – Friday. Advocates are ready to answer your questions, help schedule appointments (like your annual wellness visit) and connect you to programs designed to make it easier for you to manage your health.

For Embarq Retirees Only



Reminder - SHARE account update

At the end of each year, if you have less than \$10 in your SHARE account and have not submitted any claims, you will forfeit the remaining balance; it will not roll over to the next year.

You will have until **March 31, 2020** to submit 2019 claims for reimbursement. Contact the CenturyLink Service Center if you have questions at **866-935-5011** or **800-279-7526**. Press option 2, option 1 and then option 1 again when prompted.

For Medicare Eligible Retirees Only



Via Benefits new sign-on requirement for added security

Note: This does not apply to Pre-1991 or ERO'92 retirees.

The Via Benefits website now includes multi-factor authentication to better protect your personal information.

If you have an existing account, you'll need to update it to meet our new security standards. To confirm your identity, provide an email address that will serve as your user ID, along with a phone number (cell phone or landline) to help verify your identity. The account update process will then ask you to enter information that only you would know. You'll also need to reset your password while updating your account.

New users who want to create an account must establish credentials that match these new security standards. If you have any questions, please contact Via Benefits at **888-825-4252**.



What happens to CenturyLink healthcare coverage when you become eligible for Medicare?

Note: This does not apply to Pre-1991 or ERO'92 retirees.

CenturyLink group medical (and prescription drug) coverage under the CenturyLink Retiree and Inactive Health Plan will terminate at the end of the month **prior** to the month during which you turn 65 (unless your birthdate falls on the first of the month). If you are eligible for Medicare due to a disability, this also applies.

Any delay in notifying CenturyLink that you are Medicare eligible or in obtaining Medicare Parts A and B coverage could result in a gap in your medical coverage and possible penalties from Medicare.

[Learn more here.](#)