

Amazing Benefits at Lumen

Overview



Lumen offers a broad range of Health, Welfare and Voluntary Lifestyle benefits that enhance your physical, mental, emotional and financial wellbeing. Beyond the comprehensive benefits package, employees are eligible for additional benefits and perks (such as Employee Concessions, Advocacy Services and more).

Programs listed below are offered to U.S. based employees only.

Important Note: Represented employees may not be eligible for all of the benefits listed below. Please refer to your Collective Bargaining Agreement (CBA) for more information.

<u>Core benefits</u>	-
Medical and prescription drug Lumen offers consumer driven health plans (CDHPs) with a company-funded Health Reimbursement Account (HRA); High Deductible Plan (HDHP) with an employee funded Health Saving Account (HSA) administered by UnitedHealthcare and for Qwest Represented employees (only) a Preferred Provider Option administered by Highmark Blue Cross Blue Shield.	
Dental Lumen employees have a choice between two dental plan options: A Basic Option and an Enhanced Option administered by MetLife.	
Vision The Lumen vision care benefit is one option and is administered by the Vision Service Plan (VSP) Network.	

Health Savings Account

An HSA can only be elected if you enroll in the Savings HDHP or HDHP Medical plan options. Annual contribution limits are determined by the IRS.

Flexible Spending Accounts

The Lumen benefits program offers two types of flexible spending accounts -- a **Health Care FSA** and a **Dependent Day Care FSA**. These optional pre-tax accounts are funded by you and can help you pay for certain expenses not covered by other benefit plans.

Commuter Spending Account

Lumen offers a pre-tax benefit account that can be used to pay for public transit. You can contribute up to \$265 monthly (on a before-tax basis)

Short Term Disability

When you have medical circumstances that require time off work, Lumen provides Short Term Disability benefits to continue all or a portion of pay to eligible employees when they are disabled.

Long Term Disability

Long Term Disability is designed to help protect your income in the event you are unable to work due to a covered disability.

Life Insurance

Lumen Life and AD&D Insurance Plans provide a wide range of coverage in the event of death or certain other serious physical losses, such as Basic Life, Supplemental, Basic AD&D, Supplemental AD&D and Travel Insurance coverage for the Employee, Spouse, Domestic Partner or Dependent/Child.

Survivor Benefit

Survivor will receive six months of your continued pay (as a lump sum) and six months continued health coverage.

401(k) Savings Plan

Save up to 80% of your eligible pay and receive up to 4% on the first 6%. If eligible, an annual “true-up” match is also given. If you are a union employee, please refer to your Collective Bargaining Agreement (CBA) for contributions and company matching.

Pension

Company-funded pension benefits for employees who meet certain vesting eligibility requirements.

Wellness rewards with Rally

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Rally Rewards

Complete healthy actions to earn rewards:

\$600 for Lumen employees enrolled in a Lumen medical plan.

Reward Type

The reward you receive is determined by the reward option and medical plan you selected:

- CDHP: Gift cards or Health Reimbursement Account deposit
- HDHP: Gift Cards or Health Savings Account deposit
- BIND: Gift Cards

Ways to Earn Rewards

There is a wide variety of healthy actions you can take to earn your rewards:

- Health Assessment: Short health survey to determine your Rally age (comparison of your health age and your actual age)
- Biometric Screenings: Blood test including blood sugar and lipids
- Rally Stride - (rewarding walking/steps): Set a step goal and get rewarded each month for meeting your daily steps
- Wellness/Preventive Care (ex: Annual well visit, mammogram, colorectal screenings, cervical screenings, etc.)
- Real Appeal Weight Loss Program: Digital weight loss program that includes online coaching, digital tools and a Success Kit at absolutely no cost to you
- Condition Management Program: (asthma, COPD, heart failure, CAD, diabetes)
- Personal or Digital Coaching: Connect with a wellness coach one-on-one to work on your personal health goals
- Healthy Pregnancy: Access to maternity nurse 24/7
- Rally Missions: Enroll in virtual individual action plans to improve your diet, fitness or mood
- myFiTage access: Customized retirement tool to help you prepare and reach your financial goals
- Public/Private City Walk: Enroll in virtual city walks to earn rewards and explore new areas
- Team Battle Challenges: Meet the step challenge goal of the private city walks to earn a reward
- Behavioral Health Video: Learn how to be resilient in life by watching an online health video through Rally
- MDLIVE: Virtual health care available 24/7 to employees and dependents enrolled in a medical plan; Get rewarded when you register or after your 1st consult

On-site Programs

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Cor Medical Clinics

Locations in Monroe, LA, Littleton, CO, and Broomfield, CO.

- Wellness, Primary and Urgent Care
- Lab work, pharmacy delivery, ergonomics evaluation through Workplace Possibilities (WPP)
- Executive Cardiovascular Screening Program
- Diabetes CV Screening Program

Health Fairs

13+ locations across the US to educate employees on our Benefits and Wellness programs.

Angioscreens

Employees enrolled in a Lumen medical plan are eligible for a free onsite angioscreen (Monroe, LA only).

Biometric Screenings

Complete a free biometric screening in method most convenient for you: physician's office, home-kit, onsite event, or at Quest diagnostic facility.

Flu Shot Programs

Getting a flu shot is the single best way to avoid the flu. During flu season you can select from the following free options to receive a flu shot:

- Cor Medical services Monroe, Littleton (5 locations) and Shreveport, LA onsite flu clinics (no registering or appointments needed)
- Onsite flu clinics (Various locations in October)
- Kohl's Pharmacy services all other onsite flu clinics (register on Kohl's website and complete consent; username and password: lumen)

Mobile Mammography

Currently offered in multiple Denver, CO locations, Salt Lake City, UT, Phoenix, AZ, New Century, MO and Town & Country, MO (more locations coming soon).

Massage

Broomfield and Littleton, CO; Monroe, LA.

Wellness Champions

Opportunity for employees passionate about wellness to advocate for the Well Connected program at their office.

Quit tobacco

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Tobacco Cessation

100% company paid tobacco cessation programs.

Tobacco Free Medical Discount

Discount off medical premium if you are a household that is tobacco free.

Mental wellness

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Employee Assistance Program (EAP)

100% coverage for up to 8 visits for behavioral and substance abuse counseling.

Resiliency Assessment

Complete this 10 question assessment to help determine how ready you are to bounce back from setbacks.

Emotional Resilience

Lumen provides resources to help you adapt to adversity and handle stressors more effectively and successfully. Find out how to nurture hope, raise a resilient child, boost resilience, etc.

Stress, Uncertainty & Setbacks

Don't wait until stress damages your health, relationships or quality of life... learn how to manage your stress. Check out how to have better coping skills, how to separate work and family life stress, Relax and just Breathe, etc.

Work/Life Balance

Lumen provides resources to help you achieve a good work/life balance including stress reduction, feeling more energetic and improving your mood. Enroll in the “Ownership Choice” training, read about the sandwich generation or how Managers can enhance Organizational Resilience.

Fitness programs -

Fitness Reimbursement

To promote employee health and wellness, Lumen will reimburse employees for a portion of the cost for individual fitness membership and class fees. Full-time employees, as well as spouses/domestic partners enrolled in a Lumen medical plan are eligible.

- 50% up to \$25/month and up to \$300/calendar year

Active & Fit Gym Discounts

Gym discount of \$25 per month for participating gyms/fitness centers.

Onsite Gym/Fitness Locations

Broomfield and Littleton, CO.

Weight loss -

Real Appeal

Digital weight loss program that includes online coaching, digital tools and a Success Kit at absolutely no cost to you.

Immersion Program

A week-long live-in experience to provide medically necessary treatment, improve employees' overall health through education and a variety of health and wellness activities at no cost to you.

Annual Challenges

Includes: The Biggest Winner Challenge in January and Maintain Don't Gain during the holidays in November.

Total population health management

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CTL Nurse Team

Dedicated nurses will provide you with one-on-one guidance and support, direct you to resources and information, inform you of programs or services that are available, and answer your questions and concerns.

24-Hour Nurse Line

Immediate answers to your health questions any time, anywhere - 24 hours a day, 7 days a week.

Premium Providers

When accessing United Healthcare Network Premium designated providers, the Plan pays 85% rather than the 80%.

Condition Management

Designed for employees with certain chronic or complex health conditions (e.g. Asthma, COPD, Diabetes, Coronary Artery Disease, Congestive Heart Failure).

Transplant Resource Services

Provide high-quality transplant care at an affordable cost. The Centers of Excellence network offers unmatched economic performance at the nation's leading clinical institutions. **High-Quality, Specialized, Complex Transplant Care.**

Neonatal Resource Services (NRS)

NRS works to identify pregnancies that may be high risk, and to encourage delivery at a Neonatal Centers of Excellence Network facility.

Cancer Resource Services

If you're preparing for cancer treatment or have already started, an oncology nurse can help you navigate treatment options and help you find a network provider from a high-quality Centers of Excellence (COE) facility.

ABA Therapy

ABA Therapy is a type of intensive behavioral treatment for Autism Spectrum Disorder. ABA treatment is generally focused on the treatment of core deficits of Autism Spectrum Disorder, such as maladaptive and stereotypic behaviors that are posing danger to self, others or property, and impairment in daily functioning.

Gender Identity Dysphoria

Benefits available for the treatment of gender dysphoria.

Advocacy Services

If you need help understanding your benefits, or find dealing with them time consuming, you can get expert help from a personal Health Pro consultant.

2nd MD

2nd.MD is a virtual platform that allows members to connect with leading medical experts for expert medical opinions related to **ALL CONDITIONS** such as: cancer, heart disease, digestive issues, and mental health problems.

2nd.MD's care team can help find the right doctor for you. All of this is done from the comfort of your home - no travel required!

Healthy Pregnancy Program

A personalized maternity program that provides you with additional support and education throughout their pregnancy.

Preventive Screenings

100% coverage for in-network services as allowed under the current recommendations of the United States Preventive Services Task Force.

Financial wellness

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Financial Wellness Week

Week long focus on financial wellness in September following National 401(k) day.

529 College Savings Plan

The T. Rowe Price 529 College Savings Plan is a tax-advantaged investment account you can use to save money for a college, technical school or graduate school education, and education-related expenses.

myFiTage

Retirement modeler, budgeting and net worth tool.

InfoArmor

InfoArmor's identity protection plan, PrivacyArmor includes proactive identity monitoring and credit monitoring, offering the most comprehensive solution to fight today's identity theft issues.

Hyatt Legal Resources

Enrolling in a Hyatt Legal Plan gives you the financial and emotional peace of mind to know you will be covered for expected and unexpected legal events.

OptumBank

Health Savings Checkup tool estimates health care costs in retirement.

Financial Fitness Checkups

Topics are intended to promote budgeting, saving, investing, reducing debt and a reminder to periodically review insurance coverage.

Wells Fargo's Retirement Income Calculator

Use Wells Fargo's Retirement Income Calculator to determine how much money you'll need in retirement, and where your cash flow will come from each month.

Employee Assistance Program (EAP)

Focus on reducing debt with Beacon Health's Employee Assistance Program. The EAP offers articles, calculators, and resources to help overcome financial liabilities.

CommonBond

CommonBond is a student loan refinancing service that may help you save money by taking out a new loan at a lower interest rate. And Lumen employees can also get a \$300 bonus for refinancing with CommonBond.

Executive wellness

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Exec Exam Program

100% company paid exam for Vice Presidents age 50+

Exec Cardiovascular Screening Program

100% company paid screening for Directors and Vice Presidents - currently offered in Monroe, LA.

Voluntary and additional benefits

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Voluntary Lifestyle Benefits

Full-time employees of Lumen are eligible for a voluntary employee benefit program called Voluntary Lifestyle Benefits. Voluntary Lifestyle Benefits provides you and your family with voluntary benefits choices, in addition to your Lumen Health & Welfare Benefits options, at affordable rates.

- Critical Illness Care - steps in to where traditional medical leaves off.
- Accident Insurance - helps with the extra expenses and out of pocket costs while you recover.
- Cancer Insurance - supplements traditional medical expenses.
- Hospital Indemnity Insurance - pays you directly when you are admitted to the hospital.
- Legal Services - affordable legal representation for your personal needs.
- Choice Auto and Home Insurance - discounted rates from the nations top-rated companies.
- Pet Insurance - helps you budget and plan for emergency pet care.
- Identity Protection Program - proactive identity and monitoring to help fight identity fraud issues.

Discounts on Products & Services

- Purchasing Power - shop brand name products with the convenience of paying over 6-12 months with payroll deductions.
- Employee Perks - exclusive discounts for our employees from top rated retailers.

Bridging of Service

The Bridging of Service Policy grants service credit in certain situations to rehired employees who were either previously employed by Lumen or its predecessor company, CenturyTel, Inc. or whose service was recognized by an acquired company or via an asset purchase agreement. Service is recognized so that equitable action can be taken regarding paid-time off or vacation (for employees in positions graded P3 or below), layoffs, severance allowances, approved absences, short- term disability and service awards.

Solutions for Caregivers

Caring for a loved one is rewarding - and challenging. But it's not a journey you have to travel alone.

Celebrate Lumen

Provides a fun new way to celebrate successes, mark important milestones, and recognize peers for a job well done.

Employee Referral Rewards Program

If you refer someone that would be a great fit for Lumen, you may be eligible for a reward.

Tuition Assistance

Lumen offers Tuition Reimbursement Programs in support of U.S. employees' efforts to increase their effectiveness in their current positions. Up to \$5,250 reimbursed to regular full time employees.

Adoption Assistance

Lumen offers Adoption Assistancess for any legally adopted child under the age of 18. This includes stepchildren who are adopted by an employee or the employee's spouse. Benefit amount - 100% up to \$5,000 per child or \$6,000 for a child with special needs.

Employee Concessions

Lumen employees (Active and/or Retiree) who live in a Lumen consumer service area and subscribe to a Lumen Service may be eligible to receive a concession (discount) on qualifying Lumen services.

Time away from work

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Paid Time Off (PTO)

The Paid Time Off (PTO) program provides non-represented, regular full-time and regular part-time employees in positions assigned to grades P3, M2, and below paid time when they are away from work for rest and relaxation, short-term illness or injury, to care for family members or for other personal or family matters.

Flexible Time Off (FTO)

The Flexible Time Off (FTO) program provides non-represented, regular full-time exempt (salaried) employees in eligible positions, assigned to grades P4/S3/SS3/SE3/I16 or above time away from work for rest and relaxation, occasional sick days for themselves or to care for family members, or other personal business. The Flexible Time Off (FTO) plan does not include a set amount of time that can be taken off. Instead, you and your manager will mutually agree when time can be taken off, based on both your needs and the needs of the business. There's no time to track or balances to manage or carry over.

The policy is intended to empower employees to balance personal lives with demands of the business and to create a reciprocal relationship between the Company and employees.

Holidays

Lumen provides eligible employees paid time off from work to observe a number of standard US holidays.

Religious Observances

Lumen allowed reasonable time off if required for a religious observance or practice if it does not place an undue burden on the business. Approved absences for a religious observance or practice are excused for the purposes of the attendance policy and coded to PTO/FTO.

Bereavement

Lumen is committed to providing a compassionate work environment. To that end, for non-represented, US based employees the Company will provide paid time off for bereavement for certain regular full-time and part-time (pro-rated based on hours normally worked).

Your Own Disability

Lumen provides disability and leave benefits to eligible employees who have special circumstances that require time off from work. These benefits may include continued pay, medical and other benefits for those who meet eligibility requirements. Opening a disability claim is as easy as making a phone call to Sedgwick at **800-729-7526, option 1**.

Maternity Leave

Provides a paid, approved absence for an eligible expectant mother through our STD benefit program.

Parental Leave

Provides a paid, approved absence for eligible a new birthmother, non-birth mother, and father for the birth & care of a newborn child.

Family and Medical Leave

Family and Medical Leave Act (FMLA) is federal legislation designed to protect employees in the event there is a serious health condition; an employee may need to care for an eligible family member with a serious health condition; or they need bonding time for the birth, adoption, or foster placement of a child. Sedgwick administers FMLA for all employees in all states.

Military Leave

Provides excused, sometimes paid, leave for our uniformed service employees for Drill, Annual Training, Active Duty for Training or Active Duty.

Civic Duties

Grants paid time off for:

- Civic Duties (Junior Achievement, etc.)
- Voting
- Jury Duty
- Witness Duty

Inclement Weather

Guidelines for disasters and inclement weather, office closings and how to code time missed due to these events.

Resources while at work

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Diversity & Inclusion

Employee Resource Groups (ERGs) are voluntary, employee-led groups that serve as a resource for members and organizations by fostering a diverse, inclusive workplace aligned with organizational mission, values, goals, business practices and objectives.

Milk Stork

Helps nursing mothers traveling for work to send extra special deliveries to their babies back home. Non-Represented employees only.

WELL connected

Lumen's employee wellness program
([wellness-prog.html](#))

Useful links

[Employees \(empl-Indg.html\)](#)
[New Hires \(new-hires-Indg.html\)](#)
[Former Employees \(cobra-ltd-rif-status-Indg.html\)](#)
[Retiree Status \(ret-status-Indg.html\)](#)
[Vendors \(vendors.html\)](#)

Contact us



214 E. 24th Street, Vancouver, WA 98663



800-729-7526 or

[Service Center Menu \(pdf/000826.pdf\)](#)



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Connect



