OMB No. 0938-1378 Expires: 7/31/2023

# INDIVIDUAL ENROLLMENT REQUEST FORM TO ENROLL IN A MEDICARE ADVANTAGE PLAN (PART C) OR MEDICARE PRESCRIPTION DRUG PLAN (PART D)

#### Who can use this form?

People with Medicare who want to join a Medicare Advantage Plan or Medicare Prescription Drug Plan

### To join a plan, you must:

- Be a United States citizen or be lawfully present in the U.S.
- Live in the plan's service area

**Important:** To join a Medicare Advantage Plan, you must also have both:

- Medicare Part A (Hospital Insurance)
- Medicare Part B (Medical Insurance)

#### When do I use this form?

You can join a plan:

- Between October 15 December 7 each year (for coverage starting January 1)
- Within 3 months of first getting Medicare
- In certain situations where you're allowed to join or switch plans

Visit Medicare.gov to learn more about when you can sign up for a plan.

## What do I need to complete this form?

- Your Medicare Number (the number on your red, white, and blue Medicare card)
- Your permanent address and phone number

**Note:** You must complete all items in Section 1. The items in Section 2 are optional — you can't be denied coverage because you don't fill them out.

#### **Reminders:**

- If you want to join a plan during fall open enrollment (October 15–December 7), the plan must get your completed form by December 7.
- Your plan will send you a bill for the plan's premium. You can choose to sign up to have your premium payments deducted from your bank account or your monthly Social Security (or Railroad Retirement Board) benefit.

#### What happens next?

Send your completed and signed form to:

Quartz Medicare Advantage (HMO)

840 Carolina Street

840 Carolina Street Sauk City, WI 53590

Once they process your request to join, they'll contact you.

## How do I get help with this form?

Call Quartz Medicare Advantage at (800) 394-5566. TTY users can call 711.

Or, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

**En español:** Llame a Quartz Medicare Advantage al (800) 394-5566/TTY 711 o a Medicare gratis al (1-800-633-4227) y oprima el 2 para asistencia en español y un representante estará disponible para asistirle.

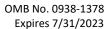
According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-NEW. The time required to complete this information is estimated to average 20 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

#### IMPORTANT

Do not send this form or any items with your personal information (such as claims, payments, medical records, etc.) to the PRA Reports Clearance Office. Any items we get that aren't about how to improve this form or its collection burden (outlined in OMB 0938-1378) will be destroyed. It will not be kept, reviewed, or forwarded to the plan. See "What happens next?" on this page to send your completed form to the plan.

Effective Date: 01/01/2021

H5262 20 344c C CMS ACCEPTED 12/14/2020





### **Quartz Medicare Advantage (HMO)**

840 Carolina Street, Sauk City, WI 53583 Customer Service: (800) 394-5566

<b>Election Type</b> (Please ch	neck one.)	Effecti	ve Date:
Initial Coverage Election  5-Star Quality Ratin  Open Enrollment Pe	eriod from January 1 – March 3 ction Period (ICEP)	iduals (OEPI)	
TO ENROLL IN QUARTZ N INFORMATION:	ЛЕDICARE ADVANTAGE (Н	MO), PLEASE PROV	VIDE THE FOLLOWING
Your Personal Inform	ation		
Last Name:	First Name:	MI:	
Date of Birth: (/) (M M/D D/ Y Y Y Y) Social Security Number:	Gender: Home Ph	(	lternate Phone Number: )
Permanent Residence	e <b>Street Address</b> (P.O. E	ox is not allowed.	)
Street Address:			
City:		State:	ZIP:
County:			
Mailing Address (Only	if different from your pe	rmanent residence	street address.)
Address:			
City:		State:	ZIP:

## Please Provide Your Medicare Insurance Information

Please take out your red, white, and blue Medicare card to complete this section.			Name (	as it appears	on your Medicare card):	
Fill out this information as it appears on your Medicare card.				_		
-OR- Attach a copy of your Medicare card or your letter from Social Security or the Railroad Retirement Board.			MEDICA You mu	AL (Part A): AL (Part B):	Effective Date:   icare Parts A and B to join a plan.	
l am a	pplying for:					
	Value	\$0.00	monthly premium	n plan		
	Elite	\$40.00	monthly premium	n plan		
	Core D (with Rx)	\$0.00	monthly premium	n plan		
	Value D (with Rx)	\$31.00	monthly premium	n plan		
	Elite D (with Rx)	\$70.90	monthly premium	n plan		
Option	nal Supplement	al Dent	al Benefit			
	Yes, I would like to	buy the <b>s</b>	upplemental denta	al benefit (	<b>option</b> for an	additional \$48.10 per month.
Who is	s your primary c	are pro	vider and wha	at clinic	do you go	o to for care? (Optional)
Primary	Care Provider (please	e specify):				
Clinic Na	ame (please specify):					
How d	lid you hear abo	out Qua	artz Medicare	Advant	age?	
	Agent/Broker				Mailing	
	Aging and Disability	Resource	Center (ADRC)		Newspaper	
	Employer				Provider Re	eferral
	Facebook				Radio	
	Friend/Relative				Television	

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## **Understanding Your Plan**

By initialing in the box to the right, you are certifying that you have read and understood all of the statements below. You must agree to all of these terms to enroll in Quartz Medicare Advantage.

**Initial Here** 

- 1. I must keep Hospital (Part A) or Medical (Part B) to stay enrolled in Quartz Medicare Advantage (HMO).
- 2. I understand that people with Medicare aren't usually covered under Medicare while out of the country; however, as a Quartz Medicare Advantage member, I'm covered anywhere in the world for urgent and emergent services.
- 3. I must get all my health care services from Quartz Medicare Advantage network providers, except for emergency or urgently needed services or out-of-area dialysis services. Services authorized by Quartz Medicare Advantage and other services contained in my Evidence of Coverage document will be covered. Without authorization, NEITHER MEDICARE NOR QUARTZ MEDICARE ADVANTAGE WILL PAY FOR THE SERVICES.
- **4.** Counseling services may be available in my state to provide advice concerning Medicare supplement insurance or other Medicare Advantage or Prescription Drug plan options, medical assistance through the State Medicaid program, and the Medicare Savings Program.
- **5.** I acknowledge that I was notified, in advance, that I would be discussing Quartz Medicare Advantage, with and without prescription drug coverage, with the sales representative.
- **6.** By joining this Quartz Medicare Advantage plan or Medicare Prescription Drug plan, I acknowledge that Quartz Medicare Advantage will share my information with Medicare, who may use it to track my enrollment to make payments, and for other purposes allowed by federal law that authorize the collection of this information (see Privacy Act Statement on Page 6).
- 7. Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.
- **8.** The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.
- 9. I understand that my signature (or the signature of the person legally authorized to act on my behalf) on this application means that I've read and understood the application's content. If signed by an authorized representative (as described above), this signature certifies that: 1) This person is authorized under state law to complete this enrollment, and 2) Documentation of this authority is available upon request by Medicare.

## **Paying Your Plan Premium**

You can pay your monthly plan premium (including any late enrollment penalty that you currently have or may owe) by coupon book, or automatic checking or savings account deduction. You can also choose to pay your premium by automatic deduction from your Social Security or Railroad Retirement Board (RRB) benefit check each month. If you are assessed a Part D Income Related Monthly Adjustment Amount (IRMAA), you will be notified by the Social Security Administration. You will be responsible for paying this extra amount in addition to your plan premium. You will either have the amount withheld from your Social Security benefit check or be billed directly by Medicare or RRB. DO NOT pay Quartz Medicare Advantage the Part D-IRMAA.

People with limited incomes may qualify for extra help to pay for their prescription drug costs. If you qualify, Medicare could pay for 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not be subject to the coverage gap or a late enrollment penalty. Many people are eligible for these savings and don't even know it. For more information about this extra help, contact your local Social Security office, or call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778. You can also apply for extra help online at socialsecurity.gov/prescriptionhelp.

If you qualify for extra help with your Medicare prescription drug coverage costs, Medicare will pay all or part of your plan premium. If Medicare pays only a portion of this premium, we will bill you for the amount that Medicare doesn't cover. If you don't select a payment option, you will get a coupon book.

## Please Select a Premium Payment Option Automatic deduction – Checking or savings account (complete Automatic Payment Authorization Form) ■ By selecting this option, I authorize Quartz Medicare Advantage (HMO) to initiate electronic fund transfers drawn on my bank account, on the fourth business day of the month, for the payment of my plan premium. I further authorize the bank to debit my bank account on or about the fourth business day of the month. I realize that my bank shall be under no obligation to furnish me with any special advice or notice of the payment of any such transaction, other than my monthly bank statement. I realize the electronic funds transfers will begin approximately 30 days after submitting this request. The effective date will be the date shown on the written confirmation I will receive from Quartz Medicare Advantage. I understand that if for any reason funds are not available for withdrawal in the account listed on this form, Quartz Medicare Advantage reserves the right to change my billing method to direct billing by sending me a coupon book and requiring that my payments be made by check or money order. Automatic deduction – Monthly Social Security benefit check. Automatic deduction – Monthly Railroad Retirement Board benefit check. • The Social Security/Railroad Retirement Board deduction may take two or more months to begin. We will send you a confirmation letter with the effective date of this deduction. You are responsible for payment before the effective date of this automatic deduction. If Social Security/Railroad Retirement Board does not approve your request for automatic deduction, we will send you a coupon book for your monthly premiums. I will make my own payments – Monthly or Recurring payments. Select this option if you choose to pay with a check, credit card, or electronic payments from your checking or savings account that are initiated by you on a monthly or recurring basis. Note: You will receive an annual coupon book with this option. You may submit payment via check or money order using the coupon book. Complete This Section if Electing an Automatic Bank Account Deduction Your Bank Name: Checking Savings 123 Your Name **Routing Number:** Your Address 12-34/1234 20\_ PAY TO THE Account Number: DOLLARS Your Bank Name 1:1234567891: 1234567899 0123

Routing Number

Check Number

Account Number



## **Read This Important Information**

If you are a member of a Medicare Advantage Plan (like an HMO or PPO), you may already have prescription drug coverage from your Medicare Advantage plan that will meet your needs. By joining Quartz Medicare Advantage, your membership in your Medicare Advantage plan may end. This will affect both your doctor and hospital coverage as well as your prescription drug coverage. Read the information that your Medicare Advantage plan sends you and if you have questions, contact your Medicare Advantage plan.

If you currently have health coverage from an employer or union, joining Quartz Medicare Advantage could affect your employer or union health benefits. You could lose your employer or union health coverage if you join Quartz Medicare Advantage. Read the communications your employer or union sends you. If you have questions, visit their website, or contact the office listed in their communications. If there isn't any information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help.

#### **Release of Information**

By joining this Medicare health or prescription drug plan, I acknowledge that Quartz Medicare Advantage will release my information to Medicare and other plans as is necessary for treatment, payment, and health care operations. I also acknowledge that Quartz Medicare Advantage will release my information including my prescription drug event data to Medicare, who may release it for research and other purposes, which follow all applicable Federal statutes and regulations. The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the state where I live) on this application means that I have read and understood the contents of this application. If signed by an authorized individual (as described above) this signature certifies that 1) this person is authorized under state law to complete this enrollment, and 2) documentation of this authority is available upon request from Quartz Medicare Advantage or Medicare.

Signature:	Today's Date	e:
If you are the authorized representation. A completed Prequired to complete the application. Include to on the next page.	Power of Attorney or Financial Pow	ver of Attorney form is
Last Name:	First Name:	MI:
Address:		
Relationship to Enrollee:	Phone Number:	

PRIVACY ACT STATEMENT The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare plans to track beneficiary enrollment in Medicare Advantage (MA) or Prescription Drug Plans (PDP), improve care, and for the payment of Medicare benefits. Sections 1851 and 1860D-1 of the Social Security Act and 42 CFR §§ 422.50, 422.60, 423.30 and 423.32 authorize the collection of this information. CMS may use, disclose and exchange enrollment data from Medicare beneficiaries as specified in the System of Records Notice (SORN) "Medicare Advantage Prescription Drug (MARx)", System No. 09-70-0588. Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.

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Agent Use Uniy
I understand that I must complete and retain a Scope of Appointment for all sales for the required period of 10 years. I do not need to submit a copy of the Scope of Appointment to Quartz, but Quartz may request a copy of any Scope of Appointment associated with an application, at any time. I understand that I am required to respond timely and cooperate with any requests and disciplinary action, including non-compensation, will be taken if I cannot produce a valid Scope of Appointment.
Name of Staff Member/Agent/Broker (if assisted in enrollment):
Additional Comments:

SUBMIT THIS APPLICATION TO: Quartz Medicare Advantage 840 Carolina Street Sauk City, WI 53583 Customer Service: (800) 394-5566. For people who are deaf, hard of hearing or speech impaired, call TTY 711.

## Attestation of Eligibility for an Enrollment Period

(Complete only if enrolling using SEP election.)

Typically, you may enroll in a Medicare Advantage plan only during the annual enrollment period from October 15 through December 7 of each year. Additionally, some exceptions may allow you to enroll in a Medicare Advantage plan outside of the annual enrollment period.

any of	read the following statements carefully and check the box if the statement applies to you. By checking the following boxes, you are certifying that, to the best of your knowledge, you are eligible for an ment Period. If we later determine that this information is incorrect, you may be disenrolled.
	I am new to Medicare.
	I am enrolled in a Medicare Advantage Plan and want to make a change during the Medicare Advantage Open Enrollment Period (MA OEP).
	I recently moved outside of the service area for my current plan or I recently moved, and this plan is a new option for me. I moved on (insert date)
	I recently was released from Incarceration. I was released on (insert date)
	I recently returned to the United States after living permanently outside of the U.S. I returned to the U.S. on (insert date)
	I recently obtained lawful presence status in the United States. I got this status on (insert date)
	I recently had a change in my Medicaid (newly got Medicaid, had a change in level of Medicaid assistance, or lost Medicaid) on (insert date)
	I recently had a change in my Extra Help paying for Medicare prescription drug coverage (newly got Extra Help, had a change in the level of Extra Help, or lost Extra Help) on (insert date)
	I have both Medicare and Medicaid (or my state helps pay for my Medicare premiums) or I get Extra Help paying for my Medicare prescription drug coverage, but I haven't had a change.
	I am moving into, live in, or recently moved out of a Long-Term Care Facility (for example, a nursing home or long-term care facility). I moved/will move into/out of the facility on (insert date)
	I recently left a PACE program on (insert date)
	I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on (insert date)
	I am leaving employer or union coverage on (insert date)
	I belong to a pharmacy assistance program provided by my state.
	My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan.
	I was enrolled in a plan by Medicare (or my state) and I want to choose a different plan. My enrollment in that plan started on (insert date)
	I was enrolled in a Special Needs Plan (SNP) but I lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on (insert date)
	I was affected by a weather-related emergency or major disaster, as declared by the Federal Emergency Management Agency (FEMA). One of the other statements here applied to me, but I was unable to make my enrollment because of the natural disaster.

If none of these statements apply to you or you're not sure, please call Customer Service at (800) 394-5566 (TTY 711) to see if you are eligible to enroll. You can reach us Monday through Friday from 8 a.m. to 8 p.m.

## NOTICE OF NONDISCRIMINATION

Quartz Medicare Advantage (HMO) is the marketing name operating under the entities of Quartz Health Plan Corporation and Quartz Health Plan MN Corporation. These companies are separate legal entities. In this notice, "we" refers to these companies. We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

- We provide free aids and services to people with disabilities to communicate effectively with us, such as –
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- We provide free language services to people whose primary language is not English, such as
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Service at (800) 362-3310.

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with –

Kristie Meier, Compliance Officer; 840 Carolina Street, Sauk City, WI 53583 Phone: (800) 362-3310; TTY: 711 or toll free (800) 877-8973; Fax: (608) 644-3500 Email: AppealsSpecialists@QuartzBenefits.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Kristie Meier, Compliance Officer, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at —

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F HHH Building Washington, D.C. 20201 (800) 368-1019; (800) 537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.



## **Multi-Language Insert**

#### **Multi-Language Interpreter Services**

**Spanish**: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-394-5566 (TTY: 711).

**Hmong**: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-394-5566 (TTY: 711).

Chinese: 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-800-394-5566 (TTY:711)。

**German**: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-394-5566 (TTY: 711).

ملاحظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متاحة من أجلك، يُرجى الاتصال على الرقم Arabic: 1711: TTY) 1-800-394-5566.

**Russian**: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-394-5566 (телетайп: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-394-5566 (711)번으로 전화해 주십시오.

**Vietnamese**: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-394-5566 (TTY: 711).

**Pennsylvania Dutch**: Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-394-5566 (TTY: 711).

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-800-394-5566 (TTY: 711).

**French**: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-394-5566 (ATS : 711).

Amharic: ጣስታወሻ: የሚናንሩት ቋንቋ ኣጣርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያባዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-394-5566 (መስጣት ለተሳናቸው: 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-394-5566 (TTY: 711) पर कॉल करें।

**Serbo-Croatian**: OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-394-5566 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**Tagalog**: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-394-5566 (TTY: 711).

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