

Healthy & Wise

A Quarterly Newsletter for Quartz Medicare Advantage (HMO) Members



Quartz®

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Summer 2020
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- ▶ Hello, Quartz Medicare Advantage (HMO)
- ▶ Emotional Wellness for Your 2020 Summer
- ▶ August: Immunization Awareness Month

GUNDERSEN
HEALTH SYSTEM®

 PROHEALTH CARE

SWEDISHAMERICAN
A DIVISION OF UW HEALTH

UWHealth

SENIOR
Preferred (HMO)



Quartz

Quartz Medicare
Advantage (HMO)



HELLO, QUARTZ MEDICARE ADVANTAGE (HMO)

At Quartz Medicare Advantage, our goal is to help you live healthier. Every decision we make is with you in mind, including an upcoming name change. Over the next few months, **we're changing our Senior Preferred (HMO) product name to Quartz Medicare Advantage (HMO)**. This move helps us streamline the Quartz services currently available to you as a Medicare Advantage plan member – giving you the comprehensive health care experience you deserve. Services such as **Quartz MyChart**, **Quartz Well**, and our one, **expanded provider network**.

As we transition to the new name, you're going to see more of your plan materials with Quartz Medicare Advantage (HMO) instead of Senior Preferred (HMO), including new member ID cards later this year.

Here's how it impacts you



Make sure you open any mail from **Quartz** or **Senior Preferred**, it could be important information about your health plan.



We're launching our Quartz Medicare Advantage website on **September 1, 2020**. We've made it easier to access your resources and tools, plus it will feature the new Quartz Medicare Advantage name.

Visit QuartzBenefits.com/MedicareAdvantage and see what's new!

Everything else is staying the same

- ▶ Your coverage will not change.
- ▶ Plan materials that reference the old name are still valid.
- ▶ If you have monthly auto-pay, your payments will continue as normal.
- ▶ Best of all, we're the same organization you know and trust, providing the same exceptional service you expect from a 5-Star-rated plan.



Still a little unclear on what the name change means?

If you see a document with the old name and logo – no big deal. It might take a while for us to update all materials, so we appreciate your patience while we work to complete the name change. In the meantime, if you would like to learn more, visit SeniorPreferred.org/Quartzfaqs or call Customer Service.

QUARTZ CARES: WE'RE HERE FOR YOU

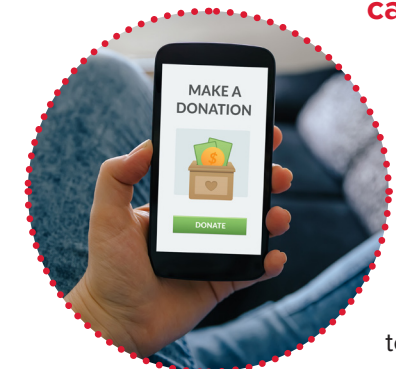
At Quartz, we support the health and well-being of our communities. This means employees put our members at the center of everything we do. When the pandemic began, this everyday mission became even more important. We wanted to do all we could to help, and the "Quartz Cares" program was launched.

Reaching out to high-risk members



Members at high risk for COVID-19 were our first concern. In March and April, we identified and called **1,472 households** to let high-risk members know we're here for them. Our goal was to make sure they had access to pharmacy items and supplies and help with food delivery. This effort continues.

Extending a caring hand to all



Quartz employees asked how to help and together, found a way. A list of local and national nonprofit organizations was created for employees to pledge their support.

This caring nature and willingness to help others is shared by everyone at Quartz.

COVID-19 UPDATE: ACCESS TO NON-CORONAVIRUS PATIENT CARE

During this pandemic, our provider partners are putting patient safety first. In the past few months, many surgical and diagnostic procedures and clinic appointments were postponed.

With this same focus on keeping patients safe and healthy, they have been increasing access to these vital services as you need them. As you look to reschedule important procedures, you may have questions about coming into a medical clinic right now.



Contact your primary care provider for the best advice about specific procedures. Then, check the website of your health care provider to see the steps they have taken to ensure your safety.



If you seek care at a clinic or hospital, it's best to bring your **own mask** and **hand sanitizer**. Remember to stay **6 feet apart** from others.

Don't delay care for non-COVID-19 emergencies

At Quartz, we care about your health and wellness. Please don't delay seeking emergency care that may save your life. If you experience symptoms of a heart attack or stroke, go to the Emergency Department or call **911**.

Always call ahead if you have symptoms

Think you may have symptoms of COVID-19? Always call first. Visit QuartzBenefits.com/coronavirus for provider numbers and updated symptoms provided by the Centers for Disease Control and Prevention.

EMOTIONAL WELLNESS

FOR YOUR 2020 SUMMER

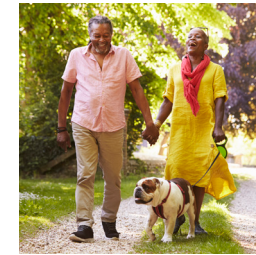
Don't you love summer? The sun shines bright. Flowers bloom. A warm breeze is in the air. Yet we all know things are different this year. With physical distancing and many people avoiding crowds, "home" takes on new meaning. How can you stay emotionally healthy at home while still enjoying the season?

One way is to think back to years gone by. Look back to the time when families took part in life's simple pleasures. **Turn your backyard or deck into a summer haven!**

- ▶ Treat yourself to a picnic lunch and lemonade
- ▶ Search YouTube for classic radio shows and enjoy
- ▶ Enjoy paper or online crossword puzzles
- ▶ Start a hobby such as painting rocks or wood
- ▶ Tend to a few of your favorite plants

Take care of your emotional well-being

In times like these, it's only natural to feel more on edge than usual. You might notice that you are more frustrated with others. Perhaps you're less motivated to carry out your daily activities. **Here are a few tips on how to stay emotionally healthy through this time of uncertainty.**



Get outside and enjoy nature. Go for a walk or sit outside and soak up some vitamin D.



Make sleep a priority. Stick to a bedtime and wake time schedule. Limit naps to 20 minutes.



Tackle a project. Landscaping? Cleaning the garage? Pick something where you'll see results.



Avoid stress eating. Distract yourself by calling a friend, reading, or simply brushing your teeth.



Stay in the present. You can't change the past; you can't predict the future. Try mindfulness to help you stay in the moment, which is much easier to handle.



FEELING DEPRESSED? REACH OUT TO YOUR PROVIDER

Depression is different than emotional exhaustion. Depression is a medical condition that can affect your mind, body, and behavior. **If you think you are depressed**, reach out to your provider about in-person as well as telehealth and virtual visit options.



Visit [QuartzBenefits.com/MAfindadoctor](https://www.QuartzBenefits.com/MAfindadoctor) to find a behavioral health provider. Call Customer Service at **(800) 394-5566** or **TTY 711** if you have questions on how to get help.



Quickly check drug pricing,
find a pharmacy and more with the
Pharmacy Benefits Tool.

PHARMACY BENEFITS TOOL: SAVE MONEY AND MANAGE YOUR MEDICATIONS BETTER

Prescription drug coverage is an important part of your health plan. Our **Pharmacy Benefits Tool*** gives you one-stop access to see drug information, find pharmacies, and more. Simply log in to your MyChart account at [QuartzMyChart.com](https://www.QuartzMyChart.com)** and look for the Pharmacy Benefits Tool link in the middle of the page.



Drug Information
Learn more about drugs you're taking and their interactions. Also, identify drugs by their markings on tablets or capsules.



Prior Authorization Status
See if your doctor sent us a prior authorization request. Follow its status in real-time. Find out if the request was approved or denied and why.



PersonalHealthRx®
Download a prescription report or a tax report on your medications and what you paid.



Drug Price Check
Enter a drug name and search to find the price. Compare your drug to a generic. Change the pharmacy, quantity, or select "View Most Commonly Dispensed Similar Drugs" to shop for a better price.



Pharmacy Locator
Find in-network pharmacies, plus phone numbers, hours and maps with directions.

*Access to the resources in the Pharmacy Benefit Tool may vary by plan.

If you don't have MyChart access, go to [QuartzMyChart.com](https://www.QuartzMyChart.com). Click **Sign Up Now and follow the prompts to set up your account.

SERVE UP SOME NUTRITION BLISS

When you eat better, you feel better. Here's an easy way to work more nutrition into your diet: a bliss bowl.

A bliss bowl is a one-dish meal. It usually includes rice or whole grain, protein, lots of veggies, seasoning, and a sauce or dressing. The best thing about a bliss bowl (besides the awesome name) is you can experiment with flavor combinations to suit your mood and taste buds.



Bliss Bowl Mix-And-Match Guide

Choose ingredients from each column to create your own unique bliss bowl!

GRAIN	PROTEIN	VEGETABLES	SAUCE	SEASONINGS	ADD-INS
 Rice	 Tofu or tempeh	 Greens	 Oil	 Cilantro or parsley	 Avocado
 Quinoa	 Eggs	 Onions	 Vinegar	 Red pepper flakes	 Feta or parmesan
 Farro	 Legumes	 Peppers	 Teriyaki	 Ginger	 Seeds or nuts
 Barley	 Meat	 Cruciferous	 Salsa	 Lemon juice	 Olives, pickles, or capers
 Couscous	 Fish and seafood	 Squash (butternut, acorn, zucchini)	 Dressing	 Basil	 Dried fruit

Sources:

Leanne Ray, "The formula for a seriously satisfying grain bowl," (accessed January 17, 2020), available at leanneray.com.

Cool Mom Eats, "How to make the ultimate weeknight Bliss Bowl. No recipe required!," (accessed January 17, 2020), available at coolmomeats.com.

Healthline, "Why Grain Bowls Are the Perfect Formula for a Healthy Meal," (accessed January 17, 2020), available at healthline.com.



Did you know?

Quartz Well, our online wellness program, has an entire nutrition section full of resources to help you eat more healthy. Check out our meal plans, diets for health and disease, recipes and more. Track your intake on our food log and earn points toward an Amazon gift card! Log in to Quartz Well through your **MyChart** account at [QuartzMyChart.com](https://www.QuartzMyChart.com).



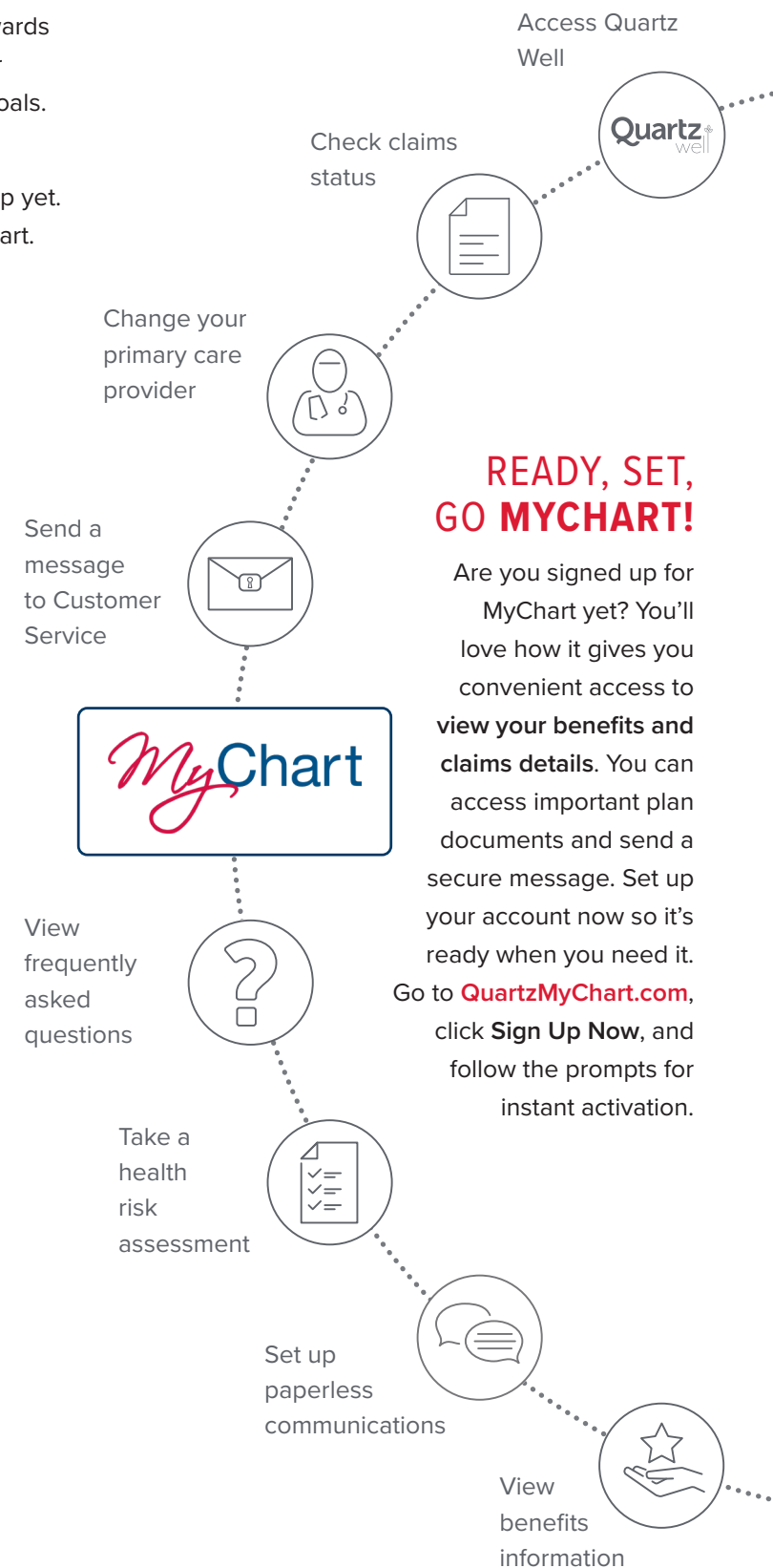
EARN REWARD POINTS FOR PREVENTION



Quartz Well, our personalized digital wellness program, rewards you for taking care of yourself. Watch your points add up for immunizations, preventive services, and achieving fitness goals. Then, redeem them for up to \$100 in Amazon rewards.

Visit QuartzBenefits.com/quartzwell if you haven't signed up yet. You'll need to access your Quartz Well portal through MyChart. Don't have MyChart? Learn more at QuartzBenefits.com.

Your health plan is committed to helping you achieve your best health. Rewards for participating in a wellness program are available to members age 18 and older. If you think you might be unable to meet a standard for a reward under this wellness program, you may qualify for an opportunity to earn the same reward by different means. Contact us at (800) 394-5566 or TTY 711 and we will work with you (and, if you wish, your doctor) to find a wellness program with the same reward that is right for you. Activities and points may change. Please review your portal for up-to-date options and point systems.



AUGUST: IMMUNIZATION AWARENESS MONTH

Keeping current on recommended immunizations is important every year. Because of the COVID-19 pandemic, a reminder to stay up to date is even more urgent. As summer comes to an end, many of us will begin to think about getting the annual flu shot. You'll want to think, and act, with greater urgency this year.

Will the flu shot help protect you from COVID-19?

No. Influenza and the new coronavirus are different types of viruses, but the seasonal flu can also be serious and deadly. During the 2018-2019 flu season, 490,000 people in the U.S. were hospitalized and 34,200 people died. **Increasing the number of people who get a flu shot will reduce illness and hospitalizations.** This will reduce the burden on health care systems caring for COVID-19 patients.

Protect yourself and your loved ones

Vaccines are the best defense we have against contagious diseases. They provide immunity before children are exposed to potentially serious, even life-threatening diseases including measles, pneumococcal disease, and polio. Preteens, teens, and adults also need safeguards against serious diseases.

To make the most of your Part D benefit, you need to receive your vaccine from a **network pharmacy** that employs pharmacists certified to administer vaccines. See our **provider directory** for a list of network pharmacies. Not all recommended vaccines are listed here. **Ask your provider about the immunizations you and your family members may need, such as:**

- ▶ Annual influenza vaccine
- ▶ Pneumococcal disease (adults 65 or older)

Remember, most viruses are transmitted person-to-person. When you protect yourself, you protect others, including those who cannot be vaccinated for health reasons.

MEDICARE ADVANTAGE MEMBER SEMINARS UPDATE



We want you to know that we're doing everything we can to help keep our members, employees, and people in the communities we serve safe from the coronavirus that can lead to COVID-19. We continue to monitor the COVID-19 situation.

Don't wait for a seminar to get the information you need

Because we canceled all Medicare Advantage seminars scheduled through August, we encourage you to utilize the other resources available to you, such as:

- ▶ [SeniorPreferred.org](#) is where you'll find more benefits information and other useful resources.
- ▶ Customer Service is a great place to get answers to the questions you may have about your plan's benefits.
- ▶ Check out your 2020 Member Guide. It has information on how you can quickly make the most of your benefits.
- ▶ Connect with us on Facebook or Twitter for interesting health and benefit topics.
- ▶ Visit Quartz's COVID-19 web page at [QuartzBenefits.com](#). You'll find a wealth of information about COVID-19, resources, and updates.

We're here for you

If you have reserved a seat at a seminar scheduled for this summer, **please check our website often for updates about cancellations.** Please remember, we're just a phone call or a few clicks away! If you need to reach us, please call Customer Service. You can also send us a secure message through your MyChart account at [QuartzMyChart.com](#).

YOUR HEALTH PLAN. OUR QUALITY STANDARDS.

The screenshot shows the Quartz Medicare Advantage website. At the top, there's the Quartz logo and 'SENIOR Preferred (HMO)'. Below that, it says 'A Medicare Advantage Plan'. There's a navigation menu with 'Quartz Medicare Advantage', 'For Providers', 'View Plans', 'Medicare', 'About Us', and 'Contact Us'. The main content area is titled 'Member Blog' and features two blog posts:

- 5 Things to Consider When Choosing a Medicare Plan** (September 27, 2019): Does this plan meet my health care needs? Does it fit my budget? Quartz Medicare Advantage (HMO) lists the top five things to think about when picking a Medicare Advantage plan.
- Falling Back: Staying On Track When Daylight Savings Time Ends** (September 20, 2019): In the fall, we turn our clocks back an hour to mark the end of daylight savings time. This year, it's Sunday, November 3.

We believe an informed member is a healthier one. That's why we've made it easy for you to find timely health plan-related information all in one place. Please visit our blog at [SeniorPreferred.org/blog](#) to read more.

You can even sign up for our blog and get a monthly email highlighting our latest posts.



“ ASK JANEY

Janey Watters, Account Executive: Individual Sales.

We want to make understanding health insurance easier, so we're including a section in each Quartz Medicare Advantage newsletter that addresses Medicare-related questions. And, who better to answer them than our very own Janey Watters, Account Executive – Individual Sales. Janey brings 20 years of expertise to draw from for her answers.

This month's topic: How to use your massage therapy benefit for chronic conditions.

Janey: Massage therapy for chronic conditions is one of our new extra benefits for 2020. Some of you have already started to use it and some haven't because you're not sure exactly how it works. I hope my answers to some of the most common questions we get about massage therapy help you get the support you need to feel better.

Note: For specific details about your plan's benefits, please see your Evidence of Coverage (EOC) or call Customer Service. (Please note: ProHealth Medicare Advantage members do not have this extra benefit.)

My plan offers this benefit, are there certain chronic conditions that are covered?

Janey: Yes. If you have one of the following chronic conditions, it will be covered under this benefit.

- ▶ Chronic neck pain
- ▶ Chronic low back pain
- ▶ Osteoarthritis of the knee
- ▶ Cancer patients with pain
- ▶ Fibromyalgia
- ▶ Myofascial pain syndrome
- ▶ Diabetes (Type 2) with peripheral neuropathy

How many visits are covered?

Janey: This benefit covers up to a 60-minute massage with an in-network therapist. The number of visits and copays depends on your plan. Please see your EOC for details.

How does this benefit work?

Janey: For the massage therapy benefit to be covered, get a doctor's order (or use an after-visit summary document) that confirms you have been diagnosed with one of the covered chronic conditions. Next, bring that order or after visit summary document with you to your next therapist visit.

Other coverage requirements include:

- ▶ The doctor's order or after-visit summary will need to be within one year from diagnosis.
- ▶ The doctor's order or after-visit summary is good for one year, at which time, you'll need to get another one.
- ▶ If you change your therapist, you'll need to provide another doctor's order or after-visit summary for this benefit to be covered.



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Sauk City, WI 53583-1374

CONTACT US

Customer Service:

(800) 394-5566.

If you are deaf, hard of hearing or speech-impaired, please call

TTY 711 or (800) 877-8973.

Or you may also call through a video relay service company of your choice. Interpreter services are provided free of charge to you.

Hours: Monday through Friday from 8 a.m. to 8 p.m. From Oct. 1 through March 31, we are also available on Saturdays and Sundays from 8 a.m. to 8 p.m.

Visit our website

SeniorPreferred.org

Email us

CustomerService@QuartzBenefits.com

Our network of providers

To learn if a health care provider is in the Quartz Senior Preferred network:

- ▶ Check our **Provider Directory** online at **SeniorPreferred.org**.
- ▶ Call **Customer Service** at **(800) 394-5566**.

This newsletter is published four times a year as a community service to Quartz Senior Preferred (HMO) members of Quartz Health Plan Corporation and Quartz Health Plan MN Corporation, 840 Carolina St., Sauk City, WI 53583. Information in this newsletter comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations. ©2020 Quartz Health Solutions, Inc. All rights reserved.

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