



## News Flash: GHP Members Transition to Quartz

Thank you for being a network provider. We want you to know that we appreciate your help as our members' transition from Gundersen Health Plan, Inc. (GHP) to Quartz.

---

### How to process claims during this transition

We thought it would be helpful to provide you with the following information regarding claims during this transition.

- **Use the GHP member ID number to file claims** for patients with GHP coverage in effect and have claims with 2018 or prior dates of service. We will process these claims manually (except Ingersoll Rand claims that will be processed electronically through Tapestry).
- **Use the Quartz member ID number to file claims** for patients with Quartz coverage in effect on the date the service was provided and for any claims with 2019 dates of service.
- **Please verify the patient's Quartz coverage and eligibility** — You can do this through the [Quartz provider portal](#) before you submit the claim. This will ensure claims that need to be processed with Quartz are filed with the correct Quartz member ID number.
- **At the time of service** — Please ask for a current copy of the patient's member ID card to make sure you have the most up-to-date coverage information.
- **After March 22, 2019**, we will deny claims for Quartz coverage that use the legacy GHP member ID number (this includes Senior Preferred). The financial responsibility will go to the provider using the following denial code: CO109 N418 SVC NOT COV BY THIS PAYER-SUBMIT TO APPROP PAYER-PROV RESP.

For questions about the above information, please call Quartz Customer Service at (800) 362-3310.

---

Questions? Contact [Shari.oelke@quartzbenefits.com](mailto:Shari.oelke@quartzbenefits.com)