

January 14, 2020

Quartz Senior Preferred changes effective January 1, 2020

- **Quartz now has one Medicare Advantage provider network** to increase access of care for members. While members need to maintain their eligibility in the county service area for the plan they enrolled, they can see any provider in the entire Quartz Senior Preferred network in Wisconsin, Minnesota, Iowa and Illinois.
- **The Over-the-Counter Benefit program** includes a handy card that has a reloadable amount members can use to buy covered over-the-counter health-related items online, in-store or with a mobile app.
- **A meal delivery service** is available for members after a covered facility stay. Members get 20 nutritious and microwave-ready meals from Mom's Meals (ProHealth members get ProHealth meals) delivered to their home at no extra cost.
 - Members need to contact Customer Service before they leave the facility or within seven days of their in-patient stay to tell us their meal preferences or needs.
 - ProHealth members can contact Kevin Ruege, Supervisor of Room Service and Food Production, Waukesha Memorial Hospital at (262) 928-4093. Menu items can accommodate a variety of food preferences and dietary restrictions. Limited to four times per calendar year. Not available for Core D plan members.
- **Massage therapy** gives members the support they need to manage pain from a chronic condition. Not available for ProHealth plans. Benefit includes a 60-minute massage from an in-network therapist for the following covered chronic conditions:
 - 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
- **Members can access Virtual Visits** at no extra cost, depending on their plan.
- **Dental wellness** benefits for Elite or Elite D plan members. Not available for SwedishAmerican plans.
- **Quartz Well**, our personalized digital wellness program, is available to all Quartz Senior Preferred members.
- **Quartz introduced new Core D, \$0 premium Part D plans** for Gundersen and UW Health markets.

- **CMS announced** that beginning in January 2020, The National Plan and Provider Enumeration System (NPPES) will allow providers to certify their National Provider Identifier (NPI) data. CMS is recommending providers review their data on NPPES and as a contracted Medicare Advantage provider with Quartz, we encourage you to review their data as well to confirm it's accurate.



Please share this information within your organization as needed. For questions about this bulletin, please contact Shari Oelke at (608) 881-8231 or Shari.Oelke@QuartzBenefits.com