



UNDERSTANDING PREVENTIVE SERVICES VISITS

Your health plan provides medical coverage when you are sick or injured, and it also covers a range of services to help you be well. Preventive services include annual physicals, screenings and immunizations. These services are free when delivered by a doctor or other provider in your Quartz network.

A preventive visit does not include diagnosis or treatment of a new or existing concern or condition. If a medical issue is identified, discussed or treated, and lab work or additional tests are ordered, you may have out-of-pocket costs. The amount will vary depending on your plan and coverage limits.

PREVENTIVE VISIT COVERED SERVICES

Review of your overall health	✓
Vital statistics, such as height, weight and blood pressure	✓
Discussion of personal and family medical history	✓
Discussion of risk factors for certain diseases or conditions	✓
Age- and gender-appropriate screenings	✓
Select Immunizations (per the Affordable Care Act)	✓
Complete physical exam	✓
Discussion of specific health concern or condition	\$
Lab work or tests for the purpose of diagnosis and / or treatment	\$

► View a complete list of preventive services at QuartzBenefits.com/preventive.

Questions?

Check out our FAQ on page 2 or call Customer Service at **(800) 362-3310**.

✓ No-cost preventive services

\$ You may be billed out-of-pocket costs, such as a copay, co-insurance or deductible



FREQUENTLY ASKED QUESTIONS

Explore these questions and answers to learn how to take advantage of preventive services without paying more than you expect.

What are preventive services?

The Affordable Care Act requires health plans to provide free services to members to help you stay healthy. You can view a list at [HealthCare.gov/coverage/preventive-care-benefits](https://www.healthcare.gov/coverage/preventive-care-benefits) or contact Quartz Customer Service.

What is a preventive services visit and how is it different from any other doctor's appointment?

The purpose of a preventive visit is to **review your overall health, identify risks and learn ways to stay healthy.** Other doctor's appointments are usually because you have an injury or illness and you are seeking treatment.

What services are not included in a preventive visit?

A preventive visit **does not include diagnosis or treatment of new or existing conditions.**

What happens if I go to the doctor for a preventive health service and we end up talking about a medical issue?

While you are at a preventive service visit, a medical concern might be discovered. If the doctor orders lab work or tests, gives you a diagnosis, writes a prescription or develops a treatment plan, you will be responsible for paying your share of the costs as required by your Quartz plan. This may include a copay, deductible or other out-of-pocket amounts.

What if I go to the doctor for a medical issue and end up getting preventive services, too?

Preventive services should be free even if they are part of an appointment where you are paying a portion of the costs. You'll want to review the **Explanation of Benefits** statement for that visit to make sure your doctor's office recorded the preventive services the right way so they are free.

Who can I contact if I have additional questions?

Call **Quartz Customer Service** at **(800) 362-3310** or send us a message through **MyChart** at [QuartzMyChart.com](https://www.QuartzMyChart.com).