i. Welcome to Quartz
   Important Information
   About Us

ii. Network Service Area Map
    Getting to Know Your Network

iii. Choosing a Primary Care Provider

iv. Prior Authorization
    Referrals
    Pharmacy Benefits

v. When You Need Care
   Resources

vi. Non-Discrimination & Language Access
Welcome to Quartz

BADGERCARE PLUS NETWORK PROVIDER DIRECTORY

QuartzBenefits.com

Our goal is to help you live your best life through access to affordable, high-quality care. To do this, we partner with an extensive network of providers who are committed to your health and well-being.

Our provider directory makes it easy to find a primary care provider, nearby clinics and top-rated specialists to meet your unique health care needs. Plus, we have extra resources to help you take full advantage of your health plan network.

WE’RE HERE TO HELP

As always, if you have any questions or need more information, call Customer Service at (800) 362-3310; TTY: 711 or (800) 877-8973; or send us a message through MyChart at QuartzMyChart.com.

IMPORTANT INFORMATION

› At times we update our list of doctors and clinics. We cannot guarantee that any one doctor, hospital or other provider is still part of our network.
› For the most up-to-date list of care providers in your Quartz network, visit QuartzBenefits.com/findadoctor.
› Providers are independent contractors and are not employees of Quartz.
› Contact us for printed information about a provider’s –
  • Hospital or medical group affiliations
  • Board certifications
  • Hospital accreditation
  • Gender
  • Languages spoken

ABOUT US

Quartz Health Solutions, Inc. (Quartz) is jointly owned by UW Health, Gundersen Health System and UnityPoint Health. The company manages four nationally recognized, provider-sponsored health insurance plans.

Our unique collaboration between health plans and health care providers creates a smarter, more integrated system of health care for all the communities we serve.
GETTING TO KNOW YOUR NETWORK

Your health insurance includes access to in-network providers. A “network” is a group of doctors and other medical providers who have agreed with Quartz to provide services to Quartz members and bill us for your care. If we do not have a contract with a doctor or provider, they are considered out-of-network.

- Quartz has several different networks. Yours is listed on your ID card. You can search for providers in your network at QuartzBenefits.com/findadoctor. Simply enter the network name that is on your ID card and a list of providers in your network will show in the search results.

- If a provider is not on the list, they are out-of-network and likely are not covered under your plan. Some Quartz plans, however, do cover services with doctors not in your network. If you are not sure if a provider is in-network or out-of-network, simply call their office to check or call Quartz Customer Service for help.
Choosing a Primary Care Provider

QuartzBenefits.com/findadoctor

Quartz members are asked to choose a primary care provider (PCP) or primary care clinic at enrollment. If you don’t, we will assign you to a primary care clinic near your home. You can make a new selection at any time. Family members do not need to have the same provider or clinic.

There are several types of providers* who can be selected as your PCP –

- Family Practice Physician
- Family Practice with Obstetrics Physician
- General Practice Physician
- Geriatric Physician
- Internal Medicine Physician
- Nurse Practitioner
- OB / GYN Physician
- Pediatrician

*You may not select a Nurse Practitioner listed with the § symbol as your PCP. You may not select a Physician Assistant as a PCP.

FIND YOUR PERFECT MATCH

Your relationship with your PCP can make a big impact on your health and well-being. That’s why finding a PCP who understands your needs is important. A good place to start is with our current provider listing at QuartzBenefits.com/findadoctor. It includes important details about each provider to help you make the right decision.

Look for a PCP who –

- Is recommended by your friends, family or co-workers
- Has training and experience that meets your needs
- Listens, encourages you to ask questions and offers clear explanations
- Treats you with respect

Get started at QuartzBenefits.com/findadoctor. Have your member ID card handy to make sure you are searching in the right network.

Once you have picked a PCP who best meets your needs, let us know by calling Customer Service at (800) 362-3310 or going to QuartzMyChart.com and logging in to your MyChart account. If you don’t have a Quartz MyChart account, click “Sign Up Now” and follow the prompts. Next, under “Quick Links,” click “Change Your Quartz PCP” and search for and select your new PCP.
Prior Authorization

Most of the time, you can take care of your medical needs without checking with Quartz. However, sometimes you might need our okay ahead of time before we cover the costs.

This process is called prior authorization. You, your doctor or nurse will fill out a General Prior Authorization Request Form and send it to Quartz for our review. We will let you and your provider know if the service is covered by your plan (approved) or not covered (denied). If the request is denied, we will tell you how you can appeal the decision.

- Learn more about prior authorization and download forms at QuartzBenefits.com/priorauth.

Referrals

Quartz does not need you to get a referral from your PCP to see other providers in your network.

Keep in mind –

- Some specialists may only accept you as a patient if you have been referred by your PCP.
- You may need Quartz’s approval ahead of time to make sure specialist care is covered by your plan.

Pharmacy Benefits

Quartz does not provide pharmacy benefits for BadgerCare Plus members.

- Call Wisconsin ForwardHealth Member Services Services at (800) 362-3002 for information about your prescription drug benefits.
When You Need Care

No matter what type of care you need, check to see what your plan covers, especially before being treated by someone other than your PCP. **Remember** –

- Your benefits may differ from other Quartz members
- You may need a referral or **prior authorization** before some services will be covered
- You can see all your benefits by logging in to **MyChart**

---

**Primary Care** is regular, nonemergency care. Seek primary care for routine checkups or problems like the flu, aches and pains.

Call your primary care clinic or doctor’s office to **make an appointment**.

**Urgent Care** is for health issues or minor injuries that need prompt attention, but are not serious enough for emergency care.

Call your doctor’s office first, day or night, to check the best course of action.

**Emergency Care** is for serious medical problems such as heart attacks, strokes and major injuries.

Call 911 or go to the nearest hospital emergency room for help right away.

---

**Resources**

We know health insurance is complicated. Check out our resources to help you be a smart health care consumer.

**Glossary of Insurance and Medical Terms** — go to QuartzBenefits.com/glossary

Look up the meanings of common insurance and medical words.

**Health Plans 101** — go to QuartzBenefits.com/healthplan101

Review the basics of how health insurance works in easy-to-understand language.

**Member Rights and Responsibilities** — go to QuartzBenefits.com/BCPmemberrights

As a Quartz member, you have the right to be treated with respect. In return, we expect you to be involved in your care and communicate with us.

**Notice of Privacy Practices** — go to QuartzBenefits.com/privacypractices

Learn how Quartz uses and protects your personal information.

**Quartz’s YouTube Channel** — go to YouTube.com, search for Quartz Health Solutions, Inc.

View videos on getting care, understanding health care bills and how health insurance works. Plus, meet some of our staff in the Faces of Quartz series.
Non-Discrimination & Language Access

Quartz is the brand name for a group of companies committed to your health: Quartz Health Benefit Plans Corporation, Quartz Health Insurance Corporation, Quartz Health Plan Corporation, and Quartz Health Plan MN Corporation. These companies are separate legal entities. In this notice, “we” refers to all Quartz companies.

For assistance understanding these materials in a language other than English, call (800) 362-3310, and a Customer Service representative will assist you. TTY users should call 711 or (800) 877-8973.

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 interpreter
- Information written in other languages

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

If you believe we 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 ocr.gov/ocr/office/file/index.html
Quartz is a Qualified Health Plan issuer in the Health Insurance Marketplace in certain states. To learn more, visit the Health Insurance Marketplace at HealthCare.gov.

For help to translate or understand this, please call (800) 362-3310, TTY: 711 / (800) 877-8973.

Arabic – هذه الإشعار على معلومات مهمة. يتضمن هذا الإشعار معلومات مهمة حول بطاقة التأمين ضد الأمراض، مثل Chromium. قد تحتاج إلى أجراء تأليف معينة، وقائمة معينة من أجل الحصول على معلومات مفصلة أو المعلومات المتعلقة بالتكاليف. ينصح بالبحث في هذه المعلومات قبل تلقي أي معلومات إضافية. تصل إلى TTY / TDD: 711 / (800) 877-8973 / (800) 362-3310.


Korean – 본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 건강보험 또는 도움이 필요시에 대한 정보를 제공하기 때문에 귀하의 건강을 위한 정보를 제공하고 있습니다. 본 통지서의 핵심은 되지 않는 날짜들을 포함하고 있습니다. 귀하의 건강을 위한 정보와 도움을 귀하의 언어로 받아들여 받을 수 있습니다. 귀하의 언어로 정보와 도움을 제공할 수 있습니다. 연락처는 (800) 362-3310로 전화하시십시오. TTY / TDD: 711 / (800) 877-8973.

Tagalog – Ang PAO00172 (0519) –– Greek (800) 362-3310 –– Italian (800) 362-3310 –– Urdu (800) 362-3310 –– Arabic –– German –– Korean –– French –– Korean –– Tagalog –– Cushite –– Amharic –– Karen –– Mon-Khmer, Cambodian –– Serbo-Croatian –– Thai –– Gujarati –– Urdu –– Italian –– Greek –– Pennsylvania Dutch


Karen – ฏာတနာရှိနိုင်ပါသည်။ ဗိုလ်ချုပ်ထိုက်ခံကြသော ဝန်ထမ်းများသည် ဗိုလ်ချုပ်ထိုက်ခံများကို (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Mon-Khmer, Cambodian – ពេញ ប្រយោគព័ន្ធអាយុមិត្តរឹក ្រឿងដែលប្រការៈជាមួយក្នុងប្រការៈក្នុងការព័ន្ធផ្សេងៗនៃមនុស្ស ខ្ញុំនឹងលើក (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.


Thai – เรียน: เครื่องหมายภาษาไทยสามารถแทรกได้จริง สามารถใช้ภาษาไทยได้ สำหรับตัวผู้ใช้ภาษาไทย ติดต่อ (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Gujarati – સંપૂર્ણા શીર્ષકની જાહેરાત હેઠળ, તે પણ સમાચાર અને કાર્યક્રમો તપાસ પાણી ફીલિંગ છે. તે હેઠળ (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Urdu – ہمارے ہم آئی ہمودا بین بنتوں پر، تے اوپ کے ہیم سے ہمارے کی خدمات مفت میں استعمال بنی کاہ. (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.


Greek – ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.
Accessibility at Quartz

Quartz provides 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)
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

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


Hmong – Koj muaj cai tau cov ntshiab lus no thiab tau kev pab ua koj hom lus pub dawb rau koj. Hu rau (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Laotian – ເກົ່າບໍ່ໄດ້ຮູບໝັ້ນພິບໍ່ມີຊາຍສາຍ ແລະ ການຊ່ວຍເຫລືອ່າງໃນພາສາຂອງທ່ານ ໂດຍບໍ່ເສຍກ່ຽວໃຊ້ໃດໆ. ໃຫ້ໂທຫາເບີ (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Chinese – 您有權利免費獲得以您母語撰寫的本訊息和各種幫助。請致電 (800) 362-3310。聾啞人電話：711 / (800) 877-8973。

Somali – Haddii aad ku hadashid af Soomaali, adeegyada caawimada luuqada, ayaa waxaa laguugu siinayaa bilaash, waa laguu heli karaa. 1-800-362-3310 (TTY: 1-800-877-8973) bilbilaa.