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Welcome to Quartz

MEDICARE SELECT 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.

Members must reside in the 20-county service area to purchase a Quartz Medicare Select policy.

Medicare Select network providers are located throughout a wider geographic area that includes parts of Illinois, Iowa and Minnesota.
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 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 see a doctor, get prescriptions filled or take care of your other 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 either a General Prior Authorization Request Form or a Medication Prior Authorization 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 and QuartzBenefits.com/medpriorauth.

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 Medicare Select members.
To learn about your plan coverage, log in to MyChart at QuartzMyChart.com.
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/memberrights

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 hhs.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.

Spanish – Este Aviso contiene información importante. Este aviso contiene información importante acerca de su solicitud o cobertura a través de Quartz. Preste atención a las fechas clave que contiene este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Hmong – Tsab ntawv tshaj xo no muaj cov ntshiab lus tseem ceeb. Tsab ntawv tshaj xo no muaj cov ntshiab lus tseem ceeb txog kaj daim ntawv thov kev pab los yoy koj qhov kev pab cuam los ntawv Quartz. Saib cov caij nyooog los yoy tej hnb tseem ceeb uas sau rau hauv daim ntawv no kom zoo. Tej zaum kaj kui yuav tau ua qee yam uas peb kom kaj ua tsis pub dhau cov caij nyooog uas teev txeg rau hauv daim ntawv no mas kaj thiaj yuav tau txais kev pab cuam koj mob los yoy kev pab them tej nqj kho mob ntawv. Koj muaj cai kom lawv muab cov ntshiab lus no uas tau muab sau ua koj hom lus pub dawb rau koj. Hiu rau (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.


Chinese – 本通知含有重要的讯息。本通知对于您透过 Quartz 所提出的申请或保险有重要的讯息。请在本通知中查看重要的日期。您可能要在特定的截止日期前采取行动，以保留您的健康保险或有助於省钱。您有權利免費以您的母語得到幫助和訊息。請致電 (800) 362-3310 : 711 / (800) 877-8973.

Russian – Настоящее уведомление содержит важную информацию. Это уведомление содержит важную информацию о вашем заявлении или страховом покрытии через Quartz. Просмотрите на ключевые даты в настоящем уведомлении. Вам, возможно, потребуется принять меры к определенным предельным срокам для сохранения страхового покрытия или помощи с расходами. Вы имеете право на бесплатное получение этой информации и помощь на вашем языке. Звоните по телефону (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Laotian – ໄຂ່ງການຍົ ລຍີ່ຖ ບ າງບໍ າລ ມື້ກ ີບໍຂອງທີ່ ແຈ້ ງການສະບັ ບນີ້ ມີ ຂໍ້ ມູ ນທີີ່ ສໍ າຄັ ນກີ່ ຽວກັ ບໃບສະຫມັ ກການຄ ຼາມຊີ່ ວຍເຫ ຼື ອສໍ າຄັ ນກີ່ ຽວກັ ບໃບສະຫມັ ກການຄ ຼາມຊີ່ ວຍເຫ ຼື ອຈະເປັ ນຕ້ ອງປະຕິ ບັ ດຕາມເວລາທີີ່ ານຜີ່ ານທໍ ານຄັ ນກ ີບໍຂອງທີ່ ແຈ້ ງການສະບັ ບນີ້ ມີ ຂໍ້ ມູ ນທີີ່ ສໍ າຄັ ນກີ່ ຽວກັ ບໃບສະຫມັ ກການຄ ຼາມຊີ່ ວຍເຫ ຼື ອດ້ ານຄີ່ າໃຊ້ ຈີ່ າຍຂອງການສະບັ ບນີ້ ມີ ຂໍ້ ມູ ນທີີ່ ສໍ າຄັ ນກ ີບໍຂອງທີ່ ແຈ້ ງການສະບັ ບນີ້ ມີ ຂໍ້ ມູ ນທີີ່ ສໍ າຄັ ນກ ີບໍຂອງທີ່ ແຈ້ ງການສະບັ ບນີ້ ມີ ຂໍ້ ມູ ນທີີ່ ສໍ າຄັ ນກ ີບໍຂອງທີ່ ແຈ້ ງການສະບັ ບນີ້ ມີ ຂໍ້ ມູ ນທີີ່ ສໍ າຄັ ນກ ີບໍຂອງທີ່ ແຈ້ ງການສະບັ ບນີ້ ມີ ຂໍ້ ມູ ນທີີ່ ສໍ າຄັ ນກ ີບໍຂອງທີ່ ແຈ້ ງ gasoline. For help to translate or understand this, please call (800) 362-3310, TTY: 711 / (800) 877-8973.
Δωρεάν. Καλέστε QA00172 (0519).

Arabic – يحتوي هذا الإشعار على معلومات مهمة. يتضمن هذا الإشعار معلومات مهمة حول طلبك أو تفاصيل طلبك عبر النظام. بخصوص أي استفسارات، يمكنك الاتصال بـ (800) 362-3310.TTY / TDD: 711 / (800) 877-8973.


Greek – ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται μετάδοσης, σε ελληνικά για άλλοι μιλανό ή για άλλοι θηριών. Καλέστε QA00172 (0519).


