

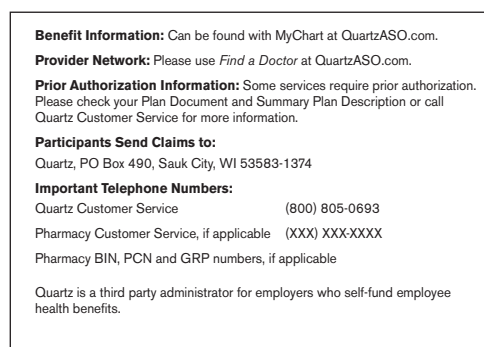
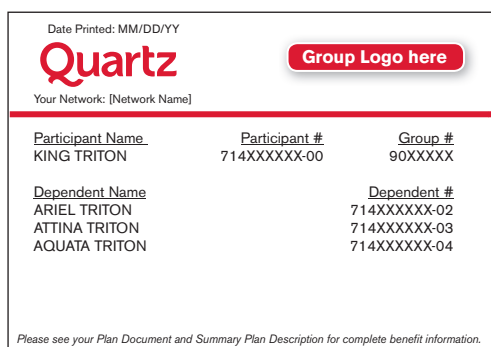
New Participant Enrollment Information and Identification Card (ID Card)

Welcome Letter

Upon initial enrollment, all participants receive a welcome letter with two participant ID cards attached. The welcome letter explains how to enroll in MyChart- Quartz's online health portal. In MyChart, participants can review their health plan's Summary of Benefits and Coverage (SBC), Plan Document and Summary Plan Description (SPD), print ID card, and much more.

ID Card

Each Quartz participant has a unique identification card. This contains key information about the participant and their health plan.



The front of the card identifies –

- Date printed – (this is the date the ID card was printed, not their effective date)
- Participant name and their unique ID number with person code –
 - The person code is the last two digits of the unique ID number. The participant's person code will always be "00"
- Covered dependents and their unique ID number with person code –
 - The person code is the last two digits of the unique ID number starting at "01"
- Group number – identifies the plan sponsor
- Network – used to search for providers in *Find A Doctor*
- Plan Sponsors logo

The back of the card identifies –

- Benefit Information – location to look up benefit information
- Provider Network – location to search for a provider
- Prior authorization information – information on rules for obtaining prior authorization
- Important telephone numbers
- Claims address
- PBM reference numbers – used by pharmacies when dispensing prescriptions to participants if separate pharmacy ID card is not offered

If an ID card is misplaced, participants can print one from MyChart or contact Quartz Customer Service to request a new one to be mailed to their home. ID cards will be sent within five to seven business days.



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Quartz Customer Services Care Advocates | (800) 805-0693