

Transgender Health Care Resources

Quartz believes in providing equal access to quality health care to our transgender and gender expansive members. We have compiled a list of resources for members seeking information about their health plan coverage of gender affirming/transition related services.

RESOURCE	ACCESS THIS RESOURCE TO...	CONTACT INFORMATION
Medical Management Department	<ul style="list-style-type: none"> Get support with your gender-affirming health care needs and help navigating the insurance process Learn about Quartz medical policies on gender-affirming surgeries on this link (under Gender Reassignment Surgery): https://quartzbenefits.com/health-insurance-practitioners-wisconsin/medical-policies 	Phone: (888) 829-5687
Behavioral Health Care Management	<ul style="list-style-type: none"> Locate a therapist who has experience with treating transgender and gender expansive individuals and writing letters of support 	Phone: (800) 683-2300
Pharmacy Department	<ul style="list-style-type: none"> Ask questions about hormones or other medications Learn about what medications are covered and if prior authorization is required: https://quartzbenefits.com/members/members-health-insurance-services-wisconsin/pharmacy-home-members-unity-pharmacy-services-madison-wisconsin 	Phone: (888) 450-4844 Quartz does not provide pharmacy benefits for all plans – State and Local Government members please visit Navitus for information about your prescription benefits. BadgerCare Plus members, please call the Department of Health and Family Services at (800) 362-3002.
Customer Service Department	<ul style="list-style-type: none"> Ask about your insurance coverage and benefits Get an estimate of your out-of-pocket costs Determine if a provider is in-network 	Phone: (800) 362-3310
Diversity, Equity and Inclusion Department	<ul style="list-style-type: none"> Get help connecting to resources Discuss concerns/grievances/complaints 	Diego Campoverde Cisneros, Manager Phone: (608) 471-4868

ADDITIONAL RESOURCES:

- > UW Gender Services Program
<https://www.uwhealth.org/gender-services/52945>
- > World Professional Association for Transgender Health
<https://wpath.org>