Dear Quartz - Community Member:

Thank you for choosing Quartz and entrusting us with your health insurance needs through the State of Wisconsin Group Health Insurance Program. This letter has some important information about your plan and what to expect as a Quartz - Community member.

What’s Next?
The It’s Your Choice Open Enrollment period runs from October 1 through October 26, 2018. Quartz representatives will be attending many of the local benefit fairs, providing you with helpful information and answers to your questions.

For all enrollees of the State and Local Group Health Insurance Program, you can expect the following changes beginning January 1, 2019 –

**Group Health Insurance Program Changes**
- UW Health Care Anywhere telehealth service will be covered at 100% for non-High Deductible Health Plan (HDHP) options. HDHP participants pay the full cost until their deductible is met.
- One set of medically necessary hard contact lenses for the treatment of keratoconus will be covered per member per lifetime. Consider supplemental vision coverage for additional sets.
- Uniform Benefits will no longer exclude benefits and services based on gender identity.

**Nurse Advisor Line service will be ending**
As of December 31, 2018, this service will be ending. Visit ChooseQuartz.com to learn more about the UW Health Care Anywhere video visits that provide quick access to the care you need from the comfort of your home or office 24/7.

The Quartz offering for the State of Wisconsin Group Health Insurance program is underwritten by Unity Health Plans Insurance Corporation.
Provider Network Updates
We are committed to offering access to local providers who are rooted in the communities we serve.

- Visit ChooseQuartz.com/findadoctor for –
  - More information on in-network providers
  - A complete copy of the 2019 Quartz - Community Network Provider Directory

- **Primary Care Provider (PCP)** – All participants are required to select a PCP. If you don’t select a PCP, Quartz will assign one to you. Once you receive your member ID card, please confirm the PCP listed is correct.
  
  You may update your PCP –
  - Online through your MyChart account at QuartzMyChart.com
  - By calling Customer Service at (844) 644-3455.

- **New and Termed Provider list** –
  Be sure to review the list of new and termed providers enclosed with this letter. As of January 1, 2019, providers on the Termed Provider list will no longer be available to you.

Good to Know

- **Referrals** – You do not need to obtain a referral to see an in-network provider

- **Prior Authorizations** – Some services may require prior authorization. Go to QuartzBenefits.com/priorauth for more information.

- Visit etf.wi.gov to review –
  - Uniform Benefit documents
  - Frequently asked questions
  - It’s Your Choice enrollment materials

We’re Here to Help
Quartz wants you to make the most of your health insurance plan. Visit ChooseQuartz.com to find everything you need to know about Quartz.

We value your membership and are committed to providing you with an exceptional health insurance experience. If you have any questions, please send us a message through MyChart at QuartzMyChart.com or call Customer Service.

Sincerely,

Linsey Tennyson
Manager, Government Programs - State
Quartz

Enclosures:
New and Termed provider list
Non-Discrimination & Language Access

Quartz is the brand name for a group of companies committed to your health: Unity Health Plans Insurance Corporation, Physicians Plus Insurance Corporation, Gundersen Health Plan, Inc., and Gundersen Health Plan Minnesota. 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, sex, gender identity, sexual orientation or health status.

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 / TDD: 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) 537-7597 (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 / TDD: 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 finalizadas fechas para mantener su cobertura médica. 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 – Taab tsaa haj xo no muaj cov tshiba lus tseem ceeb. Taab tsaa haj xo no muaj cov tshiba lus tseem ceeb xog kaj daim tswap thor kev pab los yog cov kev pab kam them ngi kho mob los natwam Quartz. Saib cov caij nyooj ceeb hauv daim tswap no. Tej zauem kaj kuj yuav tau ua qee kom tsa pub duaj cov caij nyooj kaj thaj yuav tau txai kev pab kam them ngi kho mob los yog kev pab them tej ngi kho mob. Kaj muaj caij tau cov tshiba lus no tsib tau kev pab ua kaj kom lus pub dawb rau kaj. Hu rau (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.


Chinese – 本通知含有重要的訊息。本通知包含了關於您通過 Quartz 提交之申請或保險責任範圍的重要訊息。請留意本通知內的重要日期。您可能需要在若干截止日期之前採取行動，以維持您的健康保險責任範圍或者費用補貼。您有權利免費獲得您母語撰寫的本訊息和各種幫助。請致電 (800) 362-3310。電話：(800) 877-8973。

Russian – Настоящее уведомление содержит важную информацию. Это уведомление содержит важную информацию о вашем заявлении или страховом покрытии через Quartz. Посмотрите 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.