Choose Your Best You.
Choose Quartz.

2020
Your life is non-stop.
We think your health insurance should be able to keep up.

At Quartz, our programs, tools and resources are designed to keep you healthy and on-the-go. Because when you’re feeling good, life is good.

Everything we do is because of you. From giving you access to the doctors you want to see, to providing exceptional customer service, every time.

Go ahead, live your life and do the things you love to do. Quartz has your back.

Choose Quartz for your health insurance coverage. Contact your human resources benefits team to learn how to enroll.
Find Your Way Around


You’ll find details on deductibles, copayments, out-of-pocket expenses, prescription drug and dental benefits, too.

Want to learn more about Quartz? Visit ChooseQuartz.com.

You can search for providers, sign up for MyChart and find links to important plan documents.

Let’s Connect

Online: ChooseQuartz.com
Phone: (844) 644-3455
TTY: 711 / (800) 877-8973
MyChart: QuartzMyChart.com
Choose the Provider Network that **Fits Your Life**.

With Quartz, you have options, designed to provide the care you need, where you need it. Choose the one that works for you.

*Please note: You and your family can select different primary care providers and clinics within the same network.*

### Quartz – UW Health Network

If you need **primary care in Dane County** (excluding the communities of Cambridge, Marshall and Mazomanie), choose the Quartz – UW Health Network.

Use our **Find a Doctor** tool to find a participating provider (see page 7).
Quartz – Community Network

If you need primary care outside of Dane County and the communities of Cambridge, Marshall and Mazomanie, choose the Quartz – Community Network.

Use our Find a Doctor tool to find a participating provider (see page 7).

Primary Care Locations

- Provider availability meets program requirements
- Limited providers available, not included in service area
- Limited providers available
- In-network clinic locations
Working Together. 
For You and With You.

You never know when you might get sick or injured. But, if it happens, you’ll be glad you have a healthy relationship with a primary care provider.

Your Quartz plan takes the guesswork out of transferring your care.

Contact one of our partner organizations for help in choosing a provider who’s right for you –

**UW Health Welcome Center**
(608) 821-4819 or (800) 552-4255
Email: welcomecenter@uwhealth.org

**UnityPoint Health – Meriter Physician Referral Service**
(608) 417-3748

**Gundersen Health System Establishing Care Team**
(608) 775-0601 or (800) 362-9567

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**UW Hospital**
Wisconsin’s No. 1 rated hospital* and home to a Level One adult and pediatric trauma center.

**UW Health at the American Center**
Madison’s east side community-based health and wellness facility.

**Gundersen Health System Hospitals and Clinics**
in and around the greater Coulee Region.

**American Family Children’s Hospital**
Pediatric specialists and state-of-the-art care for children and their families.

**UnityPoint Health - Meriter Hospital and Clinics**
for maternity and other specialty services.

At Quartz, we’re a company committed to –

- Making your health care experience easy with prompt, accurate customer service
- Offering access to top-rated physicians and providers in the communities we serve
- Creating innovative approaches to prevention and community well-being

Nationally Recognized Care Right Here at Home
With Quartz, Finding the Right Doctor is Easy as 1-2-3.

1. **Start Your Search**
   Go to ChooseQuartz.com and click the Find a Doctor for State Employees tab

2. **Select Your Network**
   - Quartz – UW Health
   - Quartz – Community

3. **Select Find a Doctor**
   Search by doctor name, location, primary care type or specialty.

Download a copy of the entire directory for either network by selecting Show Printable List.

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Go Green and get MyChart today.

It’s just what your busy life needs.
If you love the convenience of technology but you’re concerned with the privacy and security of your personal health information, then you need Quartz MyChart. MyChart gives you secure, online access to your benefits, health information, and more – all from the comfort of wherever you are.

With MyChart you can –

- Access your benefits information
- View and save your billing statements
- Check claims status
- Send a secure message to customer service

Sign-up is easy. Visit QuartzMyChart.com and follow the simple steps. Or, talk to your provider.
The Wait is Over.

The UW Health Care Anywhere video visit app gives you easy, quick access to health care providers for non-emergency care from the comfort of your home or office using your smartphone, tablet or computer. Visit uwhealthcareanywhere.org to skip the waiting room and get the care you need.

E-Visits are quick, online visits between you and your UW Health or Gundersen Health System provider for common health problems. Simply log in to your medical provider’s secure portal to get started. No appointment needed!

Keeping You Feeling Good

Prevention is key to living healthier. Quartz provides health management programs and services to help keep you and your family feeling good.

Quartz offers –

- Timely reminders of important preventive care including immunizations and cancer screenings
- Easy to follow guidelines for living with chronic health conditions
- Resources, tools and educational mailings to help you make good health care decisions

For more information about these services and programs, please call (844) 644-3455 or visit ChooseQuartz.com.
Live Healthier
Take a moment to review your Member Rights and Responsibilities so you can continue to take a more active role in managing your family’s health care –

**Member Rights**

**To choose:** Members have the right to choose a personal physician from the Primary Care Physicians (PCPs) who participate in their plan’s provider network.

**To obtain information:** Members have the right to receive information about their rights and responsibilities as a member of Quartz. Members have the right to make recommendations regarding Quartz’s Member Rights and Responsibilities Statement. Members have the right to obtain information about Quartz and information relating to covered and excluded health plan benefits. Members have the right to obtain information on available primary and specialty care practitioners and providers. Members have the right to receive preventive care information and information about their illnesses and treatment options. Members have the right to obtain information about how to file a complaint, appeal or grievance.

**To have privacy and confidentiality:** Members have the right to privacy and confidentiality in communications and records about their care.

**To participate in their care:** Members have the right to be active in decisions about their treatments. Members have the right to have a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage. Members have the right to obtain information about the risks and benefits of treatment. Members also have the right to refuse care.

**To present a complaint, appeal or grievance:** Members have the right to voice concerns and to receive a prompt and fair review of their concerns.

**To be treated with respect and dignity:** Members have the right to be treated with respect and dignity regardless of their race, age, gender, sexual orientation or creed.

**Member Responsibilities**

**To choose a personal physician:** Members have a responsibility to choose a personal physician from the PCPs who participate in their plan’s provider network.

**To know their benefits and requirements:** Members have a responsibility to understand their health plan benefits and limitations and to follow required procedures. Members also have a responsibility to know how to use their plan’s provider network and to ask questions about things they do not understand.

**To provide accurate information:** Members have a responsibility to provide accurate and complete information about their health history, their eligibility, and their enrollment. Members have a responsibility to show their ID card each time they receive services and to pay any out-of-pocket expenses they incur.

**To participate in their care:** Members have a responsibility to participate in their care by asking questions about their health. Members also have a responsibility to follow the recommended and agreed upon treatment plan for their illness and to make healthy lifestyle choices to maintain their health or manage their illness.

**To keep their appointments:** Members have a responsibility to keep their appointments or to give early notice if they must cancel.

**To show consideration and respect:** Members have a responsibility to show consideration and respect to health plan staff and health care providers.
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 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.