



September 20, 2019

Dear Quartz - Community Member,

Thank you for choosing Quartz through the State of Wisconsin Group Health Insurance Program. We're so glad you're here. This letter has important information about your plan and what to expect as a Quartz – Community member.

### What's next

**It's Your Choice open enrollment is September 30 – October 25, 2019.** Quartz staff will attend many of the local benefit fairs to provide you with helpful information and answer your questions.

### What's new

The following changes to the group health insurance program take effect January 1, 2020 –

- Vaccines will be covered at in-network retail pharmacies under the pharmacy benefit.
- Bariatric surgery and weight loss services will be provided for participants with a Body Mass Index (BMI) of 35 or greater, or as determined by the health plan medical policy and medical necessity.

### Provider network updates

The Quartz – Community provider network continues to provide you with access to local providers who are rooted within the communities we serve.

- Visit **ChooseQuartz.com** for more information on in-network providers and to download the **2020 Quartz – Community Network Provider Directory**.
- Be sure to review the list of new and termed providers enclosed with this letter. As of January 1, 2020, termed providers will no longer be available to you, but you'll be able to select the new providers.

### Establishing primary care

All Quartz members are required to choose a primary care provider (PCP) or primary care clinic (PCC) at enrollment. If you don't, Quartz will assign you to a primary care clinic near your home.



### INFORMATION

- Enrollees of the State and Wisconsin Public Employers Group Health Insurance Program can expect a few changes beginning January 1, 2020.



### NEXT STEPS

- It's Your Choice open enrollment runs from September 30 through October 25, 2019.
- Check your new member ID card when it arrives to make sure the correct primary care clinic is listed.



### CONTACT US

- Customer Service: **(844) 644-3455**
- Send a message through MyChart at [QuartzMyChart.com](http://QuartzMyChart.com)
- TTY: 711 or (800) 877-8973
- **ChooseQuartz.com**

The Quartz offering for the State of Wisconsin Group Health Insurance program is offered by Quartz Health Benefit Plans Corporation.

- Family members do not need to have the same provider or clinic.
- When you receive your member ID card, please confirm the PCC listed is correct.
- You can select a new PCP or PCC at any time. Let us know by updating your MyChart account at **QuartzMyChart.com** or by calling Customer Service at **(844) 644-3455**.

### Good to know

- **You do not need to obtain a referral** to see an in-network provider.
- Some services may require Quartz's approval ahead of time. Go to **QuartzBenefits.com/priorauth** for more information.
- Visit **etf.wi.gov** to review uniform benefit documents, frequently asked questions and 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.

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

Enclosures:

New and Termed provider list