



**Quartz Medicare Advantage (HMO)**  
2650 Novation Parkway  
Fitchburg, WI 53713  
(800) 394-5566 | Fax: (608) 881-8397

Facility Name:  
Address:  
Phone:

## DETAILED NOTICE OF DISCHARGE

**Date:**

**Member Name:** \_\_\_\_\_ **Member ID Number:** \_\_\_\_\_

This notice gives you a detailed explanation about why your hospital and/or Medicare health plan has determined that Medicare coverage for your hospital stay should end. This notice is not the decision on your appeal. The decision on your appeal will come from your Quality Improvement Organization (QIO).

We have reviewed your case and decided that Medicare coverage of your hospital stay should end.

- The facts used to make this decision:
  
- Detailed explanation of why the hospital stay is no longer covered, and the specific Medicare coverage rules and policy used to make this decision:
  
- Plan policy, provision, or rationale used in making the decision (health plans only):

**If you would like a copy of the policy or coverage guidelines used to make this decision, or a copy of the documents sent to the QIO, please call us at: {insert hospital and/or plan telephone number}.**

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you've been discriminated against. Visit [Medicare.gov/about-us/accessibility-nondiscrimination-notice](http://Medicare.gov/about-us/accessibility-nondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1019. The time required to complete this information collection is estimated to average 60 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

# Notice of nondiscrimination

## Discrimination is against the law.

Quartz Medicare Advantage (HMO) and Quartz Med Advantage Dual Eligible w/Rx are the marketing names operating under the entities of Quartz Health Plan Corporation and Quartz Health Plan MN Corporation. These companies are separate legal entities. In this notice, "we" refers to these companies. We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (includes sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

- We provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages

**If you need these services, contact Customer Success at (800) 362-3310.**

If you believe that we have 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:

**Chief Compliance Officer; 2650 Novation Parkway, Fitchburg, WI 53713**

**Phone: (800) 362-3310 (TTY: 711); 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, our Chief 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](http://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](http://hhs.gov/ocr/office/file/index.html).



# Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

**ATTENTION:** If you speak another language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call (800) 394-5566 (TTY: 711) or speak to your provider.

## **Español / Spanish**

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al (800) 394-5566 (TTY: 711) o hable con su proveedor.

## **Lus Hmoob / Hmong**

**LUS CEEV TSHWJ XEEB:** Yog hais tias koj hais Lus Hmoob muaj cov kev pab cuam txhais lus pub dawb rau koj. Cov kev pab thiab cov kev pab cuam ntxiv uas tsim nyog txhawm rau muab lus qhia paub ua cov hom ntaub ntawv uas tuaj yeem nkag cuag tau rau los kuj yeej tseem muaj pab dawb tsis xam tus nqi dab tsi ib yam nkaus. Hu rau (800) 394-5566 (TTY: 711) los sis sib tham nrog koj tus kws muab kev saib xyuas kho mob.

## **Soomaali / Somali**

**FIIRO GAAR AH:** Haddaad ku hadasho Soomaali, adeegyo kaalmada luuqadda ah oo bilaash ah ayaad heli kartaa. Qalab caawinaad iyo adeegyo oo habboon si loogu bixiyo macluumaadka qaabab la adeegsan karo ayaa sidoo kale bilaa lacag heli karaa. Wac (800) 394-5566 (TTY: 711) ama la hadal bixiyahaaga.

## **Việt / Vietnamese**

**LƯU Ý:** Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số (800) 394-5566 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

## **中文 / Chinese**

**注意：**如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 (800) 394-5566（文本电话：711）或咨询您的服务提供商。

## **РУССКИЙ / Russian**

**ВНИМАНИЕ:** Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону (800) 394-5566 (TTY: 711) или обратитесь к своему поставщику услуг.

## **Deutsch / German**

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie (800) 394-5566 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

## ລາວ / Laotian

ຊື່ນອາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ລະເມີນວິການອ່ວລດ້ານພາສາແບບປ່ອສະລັກໃຫ້ທ່ານ. ມີຄ່ອງອ່ວລ ແລະ ການບໍລິການແບບປ່ອສະລັກທີ່ເໝັງຈະສົມເຜົ່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທທາເບີ (800) 394-5566 (TTY: 711) ຫຼື ວິນກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.

## አማርኛ / Amharic

ማስເປັນ: አማርኛ የሚደገኘ ካሸኑ: የቃንቃ ደንብ አገልግሎት በነፃ ይቀርብልምና:: መረጃን በተደረገ ቁርቃት ለማቅረብ ተንበ, የሆኑ ተጨማሪ አገልግሎቶች እንዲሆ:: በነፃ ይገኘ:: በስልክ ቁጥር (800) 394-5566 (TTY: 711) ይደውሉ ወደም አገልግሎት አቅራቢዎን የኩሳኑ::

## ထາန်လို့အံ့ဩ / Karen

၂၂- နမ့်ကတိ၊ ထာန်လို့အံ့ဩ အဟို, တုအို့ဒီ: ကျိုးတုစိုးထွေမေစာ၊ လာတလာ် ဘူးလာ်စုံလာနို့လို့၊ တုအို့ဒီ: တုမေစာတုန်ဟူးလို့ဒီ: တုမေစာတုမေ၊ လာအား ကြုးအဘာ် လာကဟု့တုဂျိုးတုမာန်အိုသူတဖုံး လာတလာ်ဘူးလာ်စုံလာနို့လာနို့လို့၊ ကို (800) 394-5566 (TTY: 711) မူတမ့်ကတိတု့ဒီ: နှုံးလာဟု့ နှေတုဂွ်ထွေမေစာတကု့။

## Српски / Serbian

ПАЖЊА: Ако говорите Српски, обезбеђена вам је преводилачка услуга. Додатна одговарајућа помоћ и услуге за пружање информација у доступним форматима такође су доступни без надокнаде. Назовите (800) 394-5566 (TTY: 711) или разговарајте са вашим пружаоцем услуга.

## ភាសាខ្មែរ / Khmer

សូមយកចិត្តទុកដាក់: ប្រសិនបរើមួយកនិយាយ ភាសាខ្មែរ បសវាកមេដំនឹងយកសាធារណៈ គគិត្រីមានសង្គមអ្នកដំនឹងយក និងបសវាកមេខ្លួនឯងដាករដូចជាយ៉ែនិយោបាយ កន្លែង ឬការដូចជាប៉ុន្មោះ និងបសវាកមេខ្លួនឯងដាករដូចជាយ៉ែនិយោបាយ ការបង្កើតគគិត្រីមានសង្គមអ្នកដំនឹងយក ទៅទំនាក់ទំនាក់ (800) 394-5566 (TTY: 711) ឬបូតិយាយទៅកាន់អ្នកដំនឹងយក ដែលបានបង្កើតឡើង។

## Français / French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le (800) 394-5566 (TTY : 711) ou parlez à votre fournisseur.

## 한국어 / Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. (800) 394-5566 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

## Tagalog / Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyo tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa (800) 394-5566 (TTY: 711) o makipag-usap sa iyong provider.