

<Date>

See what's new at Quartz

Thank you for choosing Quartz through the State of Wisconsin Group Health Insurance Program. We're happy to have you with us as a member. This letter is your first look at what's new for the Quartz UW Health Network for 2025.

Get ready for open enrollment

It's Your Choice open enrollment is September 30 – October 25, 2024. To prepare for open enrollment, visit **ChooseQuartz.com** or call Quartz Customer Success at **(844)** 644–3455.

What to know for 2025

When it comes to your health care coverage, Quartz is helping you get the most from your plan. With access to a robust network of providers across the state, plus supportive, local customer service, and additional whole-health benefits — that's the Quartz difference.

To prepare for 2025, we wanted to share with you some plan highlights for the coming year that will take effect on January 1, 2025:

- Find support for your mental, physical, and emotional well-being with Quartz well-living programs for your whole health
- Expanded the lifetime limit on orthoptic eye training from two to no more than twelve visits
- Review and download the 2025 Quartz UW Health Network provider directory at
 - QuartzBenefits.com/2025UWHealthDirectory. For a list of providers and facilities that will no longer be part of our network, visit QuartzBenefits.com/2025UWHealthTermedProviders
- The Certificate of Coverage now allows members to access nutritional counseling for weight management without requiring bariatric surgery preparation. Other available services include the Positively Me weight management coaching program and lifestyle coaching for weight, nutrition, and physical activity through the Well Wisconsin program



Information

There are a few plan updates for the State of Wisconsin Group Health Insurance Program for 2025.



Next steps

Open enrollment runs from September 30 -October 25, 2024. Visit **ChooseQuartz.com** for information about coverage and network options.



Contact us

Customer Success: Call (844) 644-3455 (TTY: 711)

Send us a message in MyChart at

QuartzMyChart.com

Visit

ChooseQuartz.com

Extras that matter

Quartz is dedicated to expanding coverage and access to care for our members. That is why we offer innovative and inclusive programs to help your mind, body, and well-being.

- Quartz mental well-being programs with AbleTo make it easy for members to find the mental health support they deserve on their time. Members have access to on-demand digital tools, plus virtual coaching or therapy - within five business days
- Obesity & Type 2 diabetes reversal program powered by Virta Health* can help members achieve lower body weight, lower A1c, and reduce prescription costs by decreasing dependency on diabetes medication
- Quartz prenatal and postpartum programs offer support for the whole family. Whether members need assistance with pregnancy planning, doula care*, or resources and support during the first months of their child's life, Quartz is here to help members feel at ease, well-informed, and empowered during this important health journey

Important reminders

- You don't need a referral to see an in-network provider
- Certain services may require authorization ahead of time.
 Go to QuartzBenefits.com/PAForms for details
- If you receive a new member ID card, please confirm all your information is correct
- You can choose a new primary care provider (PCP) or primary care clinic (PCC) anytime. Just update your Quartz MyChart account at QuartzMyChart.com or call Customer Success at (844) 644-3455
- 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. If you have any questions, please message us through your Quartz MyChart at QuartzMyChart.com or call our Customer Success team at (844) 644-3455.

Sincerely,

Buillary Coyne

Brittany Coyne

Employer Product Manager



Notice of Non-Discrimination and Availability of Language Assistance Services and Auxiliary Aids and Services

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 Success 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 (includes sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes). Quartz does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide reasonable modifications and free appropriate auxiliary aids and services to people with disabilities to communicate effectively with us and to participate in health programs or activities, 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 interpreters
- Information written in other languages.

If you need these services, contact Customer Success 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-

Chief Compliance Officer 2650 Novation Parkway Fitchburg, WI 53713 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, 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 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. 2020I (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.

ATTENTION: 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) 362-3310, TTY: 711 / (800) 877-8973.

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) 362-3310. TTY: 711 / (800) 877-8973 o hable con su proveedor.

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) 362-3310. TTY: 711 / (800) 877-8973 或咨询您的服务提供商。

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) 362-3310. TTY: 711 / (800) 877-8973 los sis sib tham nrog koj tus kws muab kev saib xyuas kho mob.

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) 362-3310. TTY: 711 / (800) 877-8973 или обратитесь к своему поставщику услуг.

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) 362-3310. TTY: 711 / (800) 877-8973 hoặc trao đổi với người cung cấp dịch vụ của bạn.

Laotian - ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໃທຫາເບີ (800) 362–3310. TTY: 711 / (800) 877–8973 ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.

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) 362-3310. TTY: 711 / (800) 877-8973 an oder sprechen Sie mit Ihrem Provider.

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Pennsylvania Dutch - LET OP: als je Nederlands spreekt, zijn er gratis taalhulpdiensten voor je beschikbaar. Passende hulpmiddelen en diensten om informatie in toegankelijke formaten te verstrekken, zijn ook gratis beschikbaar. Bel (800) 362-3310. TTY: 711 / (800) 877-8973 of spreek met je provider."

Arabic - 3310-362 (800) المناوفر لك خدمات المساحدة اللغوية المجانية. كما تتوفر وسائل مساحدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجائل التصريعة، فستتوفر لك خدمات المساحدة اللغوية المجانية. كما تتوفر وسائل مساحدة وحدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجائل التصديم المحادمة المحادمة (800) 877-8973 (800) المحادمة وحدمات المحادمة ال

Polish - UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer (800) 362-3310. TTY: 711 / (800) 877-8973 lub porozmawiaj ze swoim dostawca.

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) 362-3310. TTY: 711 / (800) 877-8973 ou parlez à votre fournisseur.

Hindi - ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1 (800) 362-3310. TTY / TDD: 711 / (800) 877-8973 पर कॉल करें या अपने प्रदाता से बात करें।

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) 362-3310. TTY: 711 / (800) 877-8973 번으로 전화하거나 서비스 제공업체에 문의하십시오.

Albanian - VINI RE: Nëse flisni [shqip], shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndihma të përshtatshme dhe shërbime shtesë për të siguruar informacion në formate të përdorshme janë gjithashtu në dispozicion falas. Telefononi (800) 362-3310. TTY: 711 / (800) 877-8973 ose bisedoni me ofruesin tuaj të shërbimit.

Tagalog - PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong 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) 362-3310. TTY: 711 / (800) 877-8973 o makipag-usap sa iyong provider.

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) 362-3310. TTY: 711 / (800) 877-8973 ama la hadal bixiyahaaga. Gargaarsi gargaaraa fi tajaajilli sirrii ta'ee fi odeeffannoo bifa dhaqqabamaa ta'een kennuunis bilisaan ni argama.

Cushite (Oromo) - XIYYEEFFANNOO: Afaan Kushii yoo dubbattan tajaajilli gargaarsa afaanii bilisaan isiniif ni kennama. Gargaarsa gargaaraa fi tajaajilli sirrii ta'ee fi odeeffannoo bifa dhaqqabamaa ta'een kennuunis bilisaan ni argama. (800) 362-3310 bilbili. TTY: 711 / (800) 877-8973 ykn dhiyeessaa keessan waliin haasa'aa.

Amharic - ማሳሰቢያ፦ አማርኛ የሚኖሩ ከሆን፣ የቋንቋ ድጋፍ አንልማሎት በሃ ይቀርብልዎታል። መረጃን በተደራሽ ቅርደት ለማቅረብ ተንቢ የሆኑ ተጨሜሪ እንዛዎች እና እንልማሎቶች እንዲሁ በሃ ይነኛሉ። በስልከ ቁተር (800) 362-3310. TTY: 711 / (800) 877-8973 ይደውሉ ወይም አንልማሎት አቅራቢዎን ያናዋሩ።

Karen – ဆူ– နမ့ါကတိၤ ထာနာ်လီးစဲအံး အဃိ, တာ်အိဉ်ဒီး ကျိာ်တာ်ဆီဉ်ထွဲမေစၤ၊ လာတလာ် ဘူဉ်လာာ်စ္၊လာနဂ်ီးလီး. တာ်အိဉ်ဒီး တာ်မ႑စၢ၊တာ်နာ်ဟူဝီးလီဒီး တာ်မ႑စၢ၊တာ်မ႑ လာအ ကြားအဘဉ် လာကတူဉ်တာ်ဂူဂါတာ်ကျိုး လာတာ်မ႑န့်အီးသူတစဉ် လာတလာ်ဘူဉ်လာာ်စွ၊ လာနဂ်ီးလီး. ကိုး (800) 362–3310. TTY: 711 / (800) 877–8973 မှတမှာ် ကတိၤတာ်ဒီး နပုၤလာတူဉ် န႑တာ်ကျွာ်ထွဲမ႑စာၤတက္ခုိ.

Mon-Khmer, Cambodian (Khmer) - សូមយកចិត្តខ្មកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សោកម្មដំនួយភាសាឥតគិតផ្លែគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការដួយដ៍សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបានដោយឥតគិតផ្លែងងដែរ។ ហៅទូរសព្ទទៅ (800) 362-3310. TTY: 711 / (800) 877-8973 ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Serbo-croatian (Serbian) - ПАЖЊА: Ако говорите српскохрватски, доступне су вам бесплатне језичке услуге. Бесплатна су и одговарајућа помоћна помагала и услуге за пружање информација у приступачним форматима. Позовите (800) 362-3 ТТИ: 711 / (800) 877-8973 или разговарајте са својим провајдером.

Thai - หมายเหตุ: หากคุณใช้ภาษา ไหย เรามีบริการความช่วยเหลือด้านภาษาฟรี นอกจากนี้ ยังมีเครื่องมือและบริการช่วยเหลือเพื่อให้ข้อมูลในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย โปรดโทรติดต่อ (800) 362-3310. TTY: 711 / (800) 877-8973 หรือปรึกษาผู้ให้บริการของคุณ"

Gujarati - ધ્યાન આપો: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુવભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે યોગ્ય સહાયક સહાય અને સેવાઓ પણ મફતમાં ઉપલબ્ધ છે. કોવ કરો (800) 362-3310. TTY: / (800) 877-8973 અથવા તમારા પ્રદાતા સાથે વાત કરો.

Urdu - لگ - 3310-362 (800) میں معلون امداد اور خدمات بھی مقت زبان کی مدد کی خدمات دستیاب ہیں۔ قابل ر سائی فارمیٹس میں معلومات فر اہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مقت دستیاب ہیں۔ 8773 دستیاب ہیں۔ 1717: 7117 کریں۔ 1717: 7117 کریں۔ 1717: 7117 کریں۔

Italian - ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'(800) 362-3310. TTY: 711 / (800) 877-8973 o parla con il tuo fornitore.

Greek - ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης στη συγκεκριμένη γλώσσα. Διατίθενται δωρεάν κατάλληλα βοηθήματα και υπηρεσίες για παροχή πληροφοριών σε προσβάσιμες μορφές. Καλέστε το (800) 362-3310. ΤΤΥ: 711 / (800) 877-8973 ή απευθυνθείτε στον πάροχό σας.

Nepali - ध्यान दिनुहोस्: यदि तपाइँ नेपाली बोल्नुहुन्छ भने, तपाइँलाई निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक सहायताहरू र सेवाहरू पनि निःशुल्क उपलब्ध छन्। कल (८००) ३६२-३३१०। ७७७ / १७००) ८७७-८९७३ वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Ukrainian - УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером (800) 362-3310. TTY: 711 / (800) 877-8973 або зверніться до свого постачальника.

Wolof - FÀTTAL: Sooy wax Wolof, ay serwiis yu lay jàppale ci làkk wi doo fay. Ay ndimbal ak ay serwiis yu war ngir joxe leeral ci formaa yu yomb am nañu ci te doo fay. Woowal (800) 362-3310. TTY: 711 / (800) 877-8973 wala nga waxtaan ak sa joxekat.

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