



<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 Central 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 Central Network provider directory at **QuartzBenefits.com/2025CentralDirectory**. For a list of providers and facilities that will no longer be part of our network, visit **QuartzBenefits.com/2025CentralTermedProviders**
- 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,



Brittany Coyne

Employer Product Manager

*Pilot programs are available to eligible 2025 members on a trial basis and may be changed or discontinued in future years.



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. 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.

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 – ເສີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃບຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາ (800) 362-3310. TTY: 711 / (800) 877-8973 ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.
German – ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste 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.

