

Offered by Quartz Health Insurance Corporation



MEDICARE SELECT PLUS INSURANCE

2025 OUTLINE OF COVERAGE

This Outline of Coverage is provided by **Quartz Health Insurance Corporation**, referred to in this Outline of Coverage as “**Quartz**,” “we,” “us” and “our.”

The Wisconsin Insurance Commissioner has set minimum standards for Medicare Select policies. This policy meets these standards. It, along with Medicare, may not cover all your medical costs. You should review carefully all policy limitations. For an explanation of these standards and other important information, see the “Wisconsin Guide to Health Insurance for People with Medicare,” given to you when you applied for this policy. Do

**not buy this policy if you did not receive the
Wisconsin Guide to Health Insurance for People
with Medicare.**

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PREMIUM INFORMATION

We can raise your **premium** only if we raise the **premium** for all policies like yours in this state. Your **premium** will also change when you attain the following ages: 65, 70, 75, 80 and 85. Your **premium** will not increase on the basis of age after age 85.

DISCLOSURES

Use this Outline of Coverage to compare benefits and **premiums** among policies.

READ YOUR POLICY VERY CAREFULLY

This is only an outline describing your policy's most important features. The policy is your insurance contract. You must read the policy itself to understand all of the rights and duties of both you and **Quartz**.

RIGHT TO RETURN POLICY

If you find that you are not satisfied with your policy, you may return it to **Quartz** at 2650 Novation Parkway, Fitchburg, WI 53713. If you send the policy back to us within 30 days after you receive it, we will treat the policy as if it had never been issued and return all your payments directly to you.

POLICY REPLACEMENT

If you are replacing another health insurance policy, do NOT cancel it until you have received your new policy and are sure you want to keep it.

NOTICE

This policy may not fully cover all your medical costs. The Outline of Coverage does not give all the details of Medicare coverage. Contact your local Social Security Office or consult "Medicare & You" for more details.

**Neither Quartz nor its agents
are connected with Medicare.**

BASIC POLICY BENEFITS INCLUDE:

- **Basic Medicare Supplement Coverage;**
- **Part A Deductible:** 100% of the Part A deductible;
- **Part B Deductible:** 100% of the Part B deductible;
- **Out-of-Plan Emergency Care Services:** Covered at 100%;
- **Out-of-Plan Urgent Care Services:** Covered if prior authorized by **Quartz**, but benefits outside the **service area** will be only the Medicare deductible and coinsurance up to the Medicare limiting charge;
- **Preventive Health Services Not Covered by Medicare:** 100% of Medicare-approved amount;
- **Home Health Care:** An aggregate of 365 home health care visits per year in addition to those covered by Medicare; and,
- **Foreign Travel Emergency Coverage:** 80% of billed charges for emergency care received during the first 60 days outside the United States. This benefit is subject to a \$250 deductible. A lifetime maximum payment of \$50,000 applies.

PREMIUM INFORMATION

This policy is issued for a defined period.

- For **members** joining the **plan** due to special enrollment and who have an **effective date** of:
 - November 1st, the initial period of coverage is 14 months. For all subsequent renewals, the coverage period is the calendar year;
 - December 1st, the initial period of coverage is 13 months. For all subsequent renewals, the coverage period is the calendar year.
- For all other **members**, the coverage period is the calendar year.

Premium rates are as follows:

9030000 QUARTZ MEDICARE SELECT PLUS INSULIN ONLY

Female

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$342.00	\$1,026.00	\$4,104.00
65-69	\$317.00	\$951.00	\$3,804.00
70-74	\$342.00	\$1,026.00	\$4,104.00
75-79	\$388.00	\$1,164.00	\$4,656.00
80-84	\$448.00	\$1,344.00	\$5,376.00
85+	\$550.00	\$1,650.00	\$6,600.00

Male

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$342.00	\$1,026.00	\$4,104.00
65-69	\$317.00	\$951.00	\$3,804.00
70-74	\$342.00	\$1,026.00	\$4,104.00
75-79	\$388.00	\$1,164.00	\$4,656.00
80-84	\$448.00	\$1,344.00	\$5,376.00
85+	\$550.00	\$1,650.00	\$6,600.00

9030001 QUARTZ MEDICARE SELECT PLUS RX

9030002 QUARTZ MEDICARE SELECT PLUS NO RX COVERAGE

Female

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$344.00	\$1,032.00	\$4,128.00
65-69	\$266.00	\$798.00	\$3,192.00
70-74	\$322.00	\$966.00	\$3,864.00
75-79	\$390.00	\$1,170.00	\$4,680.00
80-84	\$440.00	\$1,320.00	\$5,280.00

85+	\$440.00	\$1,320.00	\$5,280.00
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Male

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$344.00	\$1,032.00	\$4,128.00
65-69	\$266.00	\$798.00	\$3,192.00
70-74	\$322.00	\$966.00	\$3,864.00
75-79	\$390.00	\$1,170.00	\$4,680.00
80-84	\$440.00	\$1,320.00	\$5,280.00
85+	\$440.00	\$1,320.00	\$5,280.00

9030003 QUARTZ MEDICARE SELECT PLUS RX

9030004 QUARTZ MEDICARE SELECT PLUS NO RX COVERAGE

Female

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$392.00	\$1,176.00	\$4,704.00
65-69	\$236.00	\$708.00	\$2,832.00
70-74	\$267.00	\$801.00	\$3,204.00
75-79	\$304.00	\$912.00	\$3,648.00
80-84	\$359.00	\$1,077.00	\$4,308.00
85+	\$428.00	\$1,284.00	\$5,136.00

Male

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$441.00	\$1,323.00	\$5,292.00
65-69	\$274.00	\$822.00	\$3,288.00
70-74	\$294.00	\$882.00	\$3,528.00
75-79	\$339.00	\$1,017.00	\$4,068.00
80-84	\$404.00	\$1,212.00	\$4,848.00
85+	\$460.00	\$1,380.00	\$5,520.00

9030005 QUARTZ MEDICARE SELECT PLUS NO RX COVERAGE

Female

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$319.00	\$957.00	\$3,828.00
65-69	\$190.00	\$570.00	\$2,280.00
70-74	\$214.00	\$642.00	\$2,568.00
75-79	\$243.00	\$729.00	\$2,916.00
80-84	\$287.00	\$861.00	\$3,444.00
85+	\$345.00	\$1,035.00	\$4,140.00

Male

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$355.00	\$1,065.00	\$4,260.00
65-69	\$218.00	\$654.00	\$2,616.00
70-74	\$236.00	\$708.00	\$2,832.00
75-79	\$272.00	\$816.00	\$3,264.00
80-84	\$323.00	\$969.00	\$3,876.00
85+	\$369.00	\$1,107.00	\$4,428.00

9030006 QUARTZ MEDICARE SELECT PLUS NO RX COVERAGE

9030007 QUARTZ MEDICARE SELECT PLUS INSULIN ONLY

Female

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$362.00	\$1,086.00	\$4,344.00
65-69	\$362.00	\$1,086.00	\$4,344.00
70-74	\$362.00	\$1,086.00	\$4,344.00
75-79	\$362.00	\$1,086.00	\$4,344.00
80-84	\$362.00	\$1,086.00	\$4,344.00
85+	\$362.00	\$1,086.00	\$4,344.00

Male

Age	Monthly Premium	Quarterly Premium	Annual Premium
0-64	\$362.00	\$1,086.00	\$4,344.00
65-69	\$362.00	\$1,086.00	\$4,344.00
70-74	\$362.00	\$1,086.00	\$4,344.00
75-79	\$362.00	\$1,086.00	\$4,344.00
80-84	\$362.00	\$1,086.00	\$4,344.00
85+	\$362.00	\$1,086.00	\$4,344.00

This Medicare Select policy was developed to help meet the health care needs of people who are eligible for Medicare Parts A, B and D. It can help fill in the gaps between your Medicare coverage and your health care requirements.

PRE-EXISTING CONDITION LIMITATION

Until you have been covered by this policy for six months, no benefits will be paid for medical care, advice, service or treatment for any injury or sickness or any related condition for which treatment was received within the six-month period before your coverage first became effective. However, benefits are payable under this policy for any condition covered by any other **Quartz** policy in effect prior to the **effective date** of this certificate if coverage is continuous and without lapse. In addition, the waiting period will be reduced by that period of time that a **member** was covered by continuous creditable coverage. The waiting period will not apply to a person who is eligible for guaranteed issuance of this certificate.

COVERAGE

This Medicare Select policy supplements Medicare. It covers some **hospital, skilled nursing facility**, medical, surgical, and other outpatient services that are partially covered by Medicare. It will not cover all your health care expenses. This policy does not provide benefits for **custodial care**, such as

help in walking, getting in and out of bed, eating, dressing, bathing and taking medicine.

PRIMARY CARE PROVIDER

Quartz requires you to select a **primary care provider (PCP)** or clinic when you enroll under this policy. Your **PCP** will provide many of the services that you need. Your **PCP** is an important part of your health care team. He or she will coordinate the health care services you receive and will keep a complete medical record to better ensure your good health. Your **PCP** will also refer you to a specialist when specialty care is needed.

REFERRALS

If your **PCP** wants you to receive specialty care, your **PCP** will refer you to a specialist in **Quartz's** network. If you want to see a specialist outside of **Quartz's** network, **Quartz** must authorize the visit **before** services are received. Your **PCP** will request this **prior authorization** for you.

RENEWAL

This policy is guaranteed renewable, although it may be canceled for nonpayment of **premium** or material misrepresentation or if you move outside the **Quartz service area**. **Premium** rates may change for your policy only if **premium** rates are changed for all policyholders to whom we have issued this policy.

OUT-OF-PLAN CARE

Quartz requires **members** to utilize in-plan providers for services. Exceptions are made for (1) out-of-plan emergency care, and (2) out-of-plan care that has been prior authorized by **Quartz**. If you receive authorized out-of-plan

care or emergency care, you must submit an itemized bill and a copy of the Medicare Explanation of Benefits to **Quartz** so that the claim may be processed.

QUARTZ IS COMMITTED TO QUALITY

As your health insurance provider, our goal is to exceed your expectations in everything we do. Some of the ways we do that include:

- **High member satisfaction rates** that consistently show our commitment to providing excellent customer service;
- **24-Hour Callback Program.** **Quartz** will return your call when it's most convenient for you;
- **NCQA Accreditation.** **Quartz** has earned an Interim Accreditation from the National Committee for Quality Assurance (2018–2019). NCQA is a private, non-profit organization dedicated to improving health care quality; and,
- **Quartz's** website offers **a variety of online features** including:
 - MyChart. Our secure portal that gives you access to your personal benefit and claim information;
 - Health Topics provides online health information 24 hours a day;
 - Find a Doctor allows you to search for **in-network providers**; and,
 - Self-help forms allow you to change your **PCP**, change your address or order a new **member** ID card.

WELLNESS PROGRAM

Quartz may provide a wellness program to **members** which may include health management and fitness. Terms and conditions may apply. Participation in **Quartz's** wellness program(s) is voluntary. From time to time, **Quartz** may offer incentives to encourage you to participate in a wellness program. The program components and incentives are not covered services and do not alter or affect your covered services. You and your **primary care provider** can discuss whether participation is right for **you**.

Outline of Coverage

2025 Medicare Select Plus Policy — Medicare Part A Benefits

A **provider directory** is included in your enrollment package. **All services under this Medicare Select policy must be obtained from in-network providers except in cases of emergency or with written authorization from Quartz.**

A **benefit period** begins on the first day you receive care as an inpatient in a **hospital** and ends after you have been out of the **hospital** and have not received skilled care in any other facility for 60 days in a row.

SERVICES	PER BENEFIT PERIOD	MEDICARE PAYS	THIS POLICY PAYS	YOU PAY
HOSPITALIZATION Semiprivate room and board, general nursing and miscellaneous hospital services and supplies.	First 60 days	All but \$1,676	\$1,676	\$0
	Days 61–90	All but \$419 per day	\$419 per day	\$0
	Day 91 and after (while using 60 lifetime reserve days)	All but \$838 per day	\$838 per day	\$0
	Once lifetime reserve days are used, an additional 365 lifetime days	\$0	100% of Medicare eligible expenses**	\$0
	Beyond the additional 365 days	\$0	\$0	Remainder

SERVICES	PER BENEFIT PERIOD	MEDICARE PAYS	THIS POLICY PAYS	YOU PAY
SKILLED NURSING FACILITY CARE You must meet Medicare's requirements, including having been in a hospital for at least three days and entered a Medicare-approved facility within 30 days after leaving the hospital .	First 20 days	All approved amounts	\$0	\$0
	Day 21 - 100	All but \$209.50 per day	\$209.50 per day	\$0
	Day 101 and after	\$0	\$0	Remainder
INPATIENT PSYCHIATRIC CARE Inpatient psychiatric care in an in-network provider psychiatric hospital .		190 days per lifetime	175 days per lifetime	Remainder
BLOOD	First three pints	\$0	Three pints	\$0
	Additional amounts	100%	\$0	\$0

SERVICES	PER BENEFIT PERIOD	MEDICARE PAYS	THIS POLICY PAYS	YOU PAY
HOSPICE AND RESPITE CARE Available as long as your doctor certifies you are terminally ill and you elect to receive these services.		All but very limited coinsurance or copayment for outpatient drugs and inpatient respite care	Medicare- eligible expenses (except for drugs which are not covered)	\$0

This Outline of Coverage does not give all the details of Medicare coverage. Contact your local Social Security office or consult “Medicare and You” for more details.

NOTICE: When your Medicare Part A **hospital** benefits are exhausted, **Quartz** stands in the place of Medicare and will pay whatever amount Medicare would have paid as provided in the policy’s “Core Benefits.”

Outline of Coverage

2025 Medicare Select Plus Policy — Medicare Part B Benefits

A ***provider directory*** is included in your enrollment package. ***All services under this Medicare Select policy must be obtained from in-network providers except in cases of emergency or with written authorization from Quartz.***

Once you have been billed \$257 of Medicare approved amounts for covered services (which are noted with an asterisk), your Part B deductible will have been met for the calendar year.

MEDICARE PART B BENEFITS	PER CALENDAR YEAR	MEDICARE PAYS	THIS POLICY PAYS	YOU PAY
MEDICAL EXPENSES In or out of the <i>hospital</i> and outpatient <i>hospital</i> treatment, such as physician's services, inpatient and outpatient medical and surgical services and supplies, physical and speech therapy, diagnostic tests, durable medical equipment.	First \$257 of Medicare approved amounts	\$0	\$257	\$0
	Remainder of Medicare-approved amounts	Generally 80%	Generally 20%	\$0

BLOOD	First three pints Remainder of Medicare-approved amounts*	\$0 Generally 80%	First three pints Generally 20%	\$0 \$0
CLINICAL LABORATORY SERVICES Tests for diagnostic services.		100%	\$0	\$0
HOME HEALTH CARE		100% of charges for visits considered medically necessary by Medicare	365 visits for medically necessary services per policy year	Charges beyond 365 visits per policy year
PREVENTIVE MEDICAL CARE BENEFITS NOT COVERED BY MEDICARE Preventive care covered under the Affordable Care Act; vision and hearing examinations; mammograms; office visits with the member's PCP .		\$0	100%	\$0 Charges for services not administered or ordered by your doctor or consistent with policy requirements

*Once you have been billed \$257 of Medicare-approved amounts for covered services (that are noted with an asterisk), your Medicare Part B deductible will have been met for the calendar year.

This Outline of Coverage does not give all the details of Medicare coverage. Contact your local Social Security Office or consult "Medicare and You" for more details.

NOTE: All services under **Quartz's** Medicare Select policy must be obtained from **in-network providers** except in cases of emergency or written authorization from **Quartz's medical director**.

- For emergency care inside or outside the **service area**, **Quartz** will pay the deductible and the provider's actual charges not covered by Medicare;
- For emergency care outside the United States, **Quartz** will pay all providers' actual charges;
- For authorized **referral** services, we pay the difference between Medicare Part B eligible charges and actual charges; and,

- If an **out-of-network provider** does not submit claims for emergency service or an authorized **referral** service provided to you, please send the claims to **Quartz** at:

Quartz Claims Department
2650 Novation Pkwy.
Fitchburg, WI 53713

POLICY BENEFITS

- Local access and convenience;
- No claim forms when you use **in-network providers**;
- Access to more than 50 **hospitals**, including the University of Wisconsin Hospital & Clinics;
- Fixed cost protection;
- 100% of Part A deductible;
- 100% of Part B deductible;
- An aggregate of 365 home health care visits per year in addition to those covered by Medicare; and,
- After a deductible of \$250, 80% of expenses associated with the emergency medical care received outside the USA during the first 60 days of a trip. This benefit is subject to a \$50,000 lifetime maximum.

ADDITIONAL BENEFITS

- Routine office calls and physical examinations;
- Other medical services provided by your **PCP**;
- Consultation ordered by your **PCP**;
- Outpatient **hospital** and clinic services;
- Radiation therapy, including materials and technician services;
- Durable Medical Equipment;
- Prosthetic devices (initial acquisition only);
- Blood transfusions;
- Emergency ambulance services;

- Dental care (only for surgery of the jaw or related structures or for setting fractures of the jaw or facial bone);
- Physical, speech, occupational and cardiac rehabilitative therapy if prescribed by an **in-network physician** and provided by a licensed therapist;
- Examinations for eyes and hearing; mammograms;
- Papanicolaou (Pap) tests, pelvic exams and associated laboratory fees performed by an **in-network physician** or nurse practitioner;
- Equipment and supplies for the treatment of diabetes as specified in the policy;
- Treatment of kidney disease (transplants, dialysis);
- Chiropractic coverage provided by in-network chiropractors;
- Breast reconstruction of affected tissue following a mastectomy;
- Anesthesia and facility charges for dental care, under certain conditions as specified in the policy;
- Routine patient care administered as part of a cancer clinical trial; and,
- 30 days in a skilled nursing home if confinement is for continued treatment of a medical or surgical condition.

LIMITATIONS AND EXCLUSIONS

Quartz does not cover:

1. Expenses for which the **member** is compensated by Medicare;
2. Services that Medicare does not cover, unless the policy specifically covers them;
3. Services that **Quartz** is not legally obliged to cover (e.g., services provided by free clinics or free government programs). **Quartz** does not have to pay any part of such free service, even if such service would otherwise be covered as a **Quartz** benefit;
4. Services covered under any present or future governmental agency or law. This includes:
 - Workers' Compensation;
 - Employer Liability Law;
 - "No-Fault" auto insurance; and,

- Veteran's Administration service-connected disabilities or conditions;
- 5. Services that you need as a result of war or an act of war;
- 6. Services relating to pre-existing conditions, until your policy has been in effect for six consecutive months;
- 7. Personal comfort or convenience items. These include:
 - In-hospital TV and telephone;
 - Private hospital room, unless **medically necessary**; and,
 - Housekeeping services and meal services as part of home health care;
- 8. Charges for eyeglasses or contact lenses, unless eligible under Medicare;
- 9. Charges for hearing aids, unless eligible under Medicare;
- 10. Charges for orthopedic shoes or other supporting devices for the feet unless:
 - The shoes or devices are for a person with diabetes or peripheral vascular disease; and,
 - The shoes or devices meet the Medicare standard of **medical necessity**;
- 11. Routine foot care, unless related to disease affecting the lower limbs, such as peripheral vascular disease or diabetes, as covered under Medicare guidelines;
- 12. Charges for **custodial care**;
- 13. Charges for, or connected with, cosmetic surgery;
- 14. Charges for, or connected with, reconstructive surgery unless (1) it is performed mainly to achieve a significant improvement in body function, and (2) **Quartz's medical director** has determined the surgery is **medically necessary**;
- 15. Charges for services provided by family or household **members**, unless authorized by **Quartz**;
- 16. Charges for dentures and dental care or treatment. This includes filling, removal or replacement of teeth, dental X-rays, root canal therapy, surgery for impacted teeth, other surgical procedures involving the teeth or the structures directly supporting them, and charges for dental anesthesia unless prior authorized by **Quartz**;
- 17. **Hospital** charges for non-covered dental procedures;

18. Charges for, or connected with, travel or transportation. However, ambulance transportation is covered;
19. Expenses incurred before the **effective date** of your insurance policy or after the policy terminates;
20. Charges for any service provided by a physician, chiropractor, podiatrist or dentist acting outside the scope of authority as defined by the appropriate regulating or licensing authority;
21. Charges for services that are not required in accordance with accepted standards of medical, surgical or psychiatric practice;
22. Charges for equipment and appliances that are not prescribed for the treatment of **illness** or injury;
23. Charges for examinations for employment, licensing, insurance, adoption or participation in athletics. This exclusion does not apply to court-ordered mental health services pursuant to s. 609.65, Wis. Stat.;
24. Charges for preparing and presenting medical reports;
25. Transplants and transplant-related charges not approved by Medicare; prescription drugs related to covered and non-covered transplants;
26. Reversals of voluntary sterilization and related procedures;
27. Hypnotherapy;
28. Vocational rehabilitation;
29. Procedures **Quartz** considers to be experimental or investigational, unless the procedure is covered by Medicare. The following criteria are used by the **medical director** to determine if the treatment is experimental or investigational:
 - The medical technology affects health outcome;
 - The net health outcome is beneficial, demonstrable and repeatable;
 - The beneficial outcome is better than that achieved under established alternatives; and,
 - The effect is attainable under the usual conditions of medical practice (i.e., outside of investigational settings);
30. Physical, speech and occupational therapy and psychotherapy are not covered for the following conditions: learning disabilities, developmental delay, communication delay, mental retardation and

related conditions. **Maintenance and supportive care and/or therapy** for chronic conditions is not covered;

31. Testing, treatment, and therapies that are related to treating the conditions listed in paragraph 30, above, are not covered;
32. Psychological and neuropsychological testing for the evaluation of learning disorders;
33. When not authorized in writing by **Quartz's medical director**, non-emergency services of an **out-of-network physician** or **provider**, non-emergency services received outside **Quartz's service area**, or any **hospital** or medical care or service not provided for in the policy;
34. Services, including non-physician services, provided by health care providers who are not **in-network providers**. The following are exceptions to this exclusion:
 - With written authorization from **Quartz** before services are rendered;
 - Emergencies in the **service area** when the **PCP** cannot readily be reached; and,
 - Emergency care or urgent care services received outside the **service area**;
35. Unless covered by Medicare, stomach-limiting, and bypass procedures to (1) correct obesity, (2) treat the complications of obesity or chronic conditions associated with obesity, or (3) treat gastroesophageal reflux disease. Treatment of complications arising from such procedures removal of excess skin resulting from weight loss are also excluded;
36. Penile implants and other erection devices;
37. Breast augmentation or reduction, except for breast reconstruction of affected tissue incident to a mastectomy; any treatment for complications resulting from such uncovered procedures;
38. Repairs or replacement for durable medical equipment unless prior authorized by **Quartz**;
39. Prescription drugs;
40. Pharmacy supply fees and dispensing fees on medical benefit drugs dispensed for self-administration at the patient's home;

41. Coverage for skilled nursing home care beyond what is covered by Medicare and the 30-day **skilled nursing care** mandate provided by Wisconsin law;
42. Coverage for home health care beyond what is covered by Medicare and the 365 visits required by Wisconsin law;
43. Coverage for **maintenance and supportive care and/or therapy**;
44. Any federal, state or local taxes imposed on services or goods; shipping and handling charges; and,
45. If the **member** chooses not to enroll under Medicare Part B, expenses for what Medicare Part B would have covered if the **member** had been insured under Medicare Part B.

IMPORTANT INFORMATION ABOUT APPEAL AND GRIEVANCE RIGHTS

You have a right to appeal any decision not to provide or pay for an item or service (in whole or in part). See the Certificate of Coverage for complete detail.

A **grievance** means any dissatisfaction with **Quartz** expressed in writing, including:

- Provision of services;
- Determination to reform or **rescind** a policy; and,
- Claims practices.

You can file an appeal by sending it to:

Quartz
Attn: Reconsideration Committee
2650 Novation Pkwy.
Fitchburg, WI 53713

You may also send an email to AppealsSpecialists@QuartzBenefits.com. As part of your appeal, you can supply additional information and ask for copies of your claim information.

When processing your ***grievance***, **Quartz** will provide you with:

- A Receipt of ***Grievance*** Acknowledgement (within five days of receipt of a ***grievance***);
- A written notification of the time and place for the ***grievance*** meeting (at least seven calendar days before the meeting); and,
- The Resolution of a ***Grievance*** (within 30 days).

If **Quartz** is unable to resolve the ***grievance*** within 30 calendar days, the time period may be extended an additional 30 calendar days. If an extension is necessary, **Quartz** will provide written notification to you and your authorized representative, if applicable, including all of the following:

- Notification that **Quartz** has not resolved the ***grievance***;
- When the resolution of the ***grievance*** may be expected; and,
- The reason additional time is needed.



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