

# Pulse

News for BadgerCare Plus members



Summer 2022

**Quartz**<sup>®</sup>  
Find your spark.

## Igniting well-living in the communities we serve

At Quartz, we're devoted to our vision to ignite the power to create **a life well-lived**. Along the way, we help members make decisions to act with purpose, strive for balance, and live proactively. These choices allow them to face the future with hope and improved well-being. And the good news is that we're also helping to spark well-living throughout the communities we serve.

### What does a life well-lived mean for you and Quartz?

- We envision communities in which we can all thrive.
- Everyone has access to the same services for a balanced life.
- With our neighbors, we can make the most of our lives and feel excited about the future.
- We make decisions to further well-living, not simply on cost or convenience.
- We embrace "health" as a state of being that fuels confidence about the possibilities ahead.
- A life well-lived means being ready today in order to ease the worries of tomorrow.

As stewards of well-being, we're living out our promise. We are committed to serving your community with quality care, offering access to excellent providers, and giving back to our local neighborhoods. We all shine brighter together.

We hope you'll join us in **Finding your Spark**.



## Stay in touch with us! Check your contact info

Changes are likely coming to the COVID-19 Public Health Emergency, and we want to keep in touch with you about any important updates! Make sure your current address, phone, and email are up-to-date so that you never miss important coverage updates. Log in at [access.wi.gov](https://access.wi.gov) or call your local agency today.

### Stay in the know with MyACCESS

#### What is MyACCESS?

If you have a smartphone, MyACCESS makes it a breeze to access and manage your BadgerCare Plus benefits on the go. Even better—it's free.

#### Get the app in three easy steps:

1. Open the Apple App Store or Google Play.
2. Search for "MyACCESS Wisconsin."
3. Download the app.

Once downloaded, log in to:

- Check your benefits and programs.
- Receive reminders and notifications.
- Submit and track documents.

For more information, visit MyACCESS Mobile App Support at [dhs.wisconsin.gov/forwardhealth/myaccess-support.htm](https://dhs.wisconsin.gov/forwardhealth/myaccess-support.htm).

# Take a stand against diabetes

By Cassie Vanderwall, PhD, RDN, CPT, CDCES  
Quartz Diabetes Clinical Services Manager

Today, **88 million Americans 18 or older have prediabetes** – and more than 84% don't even know they have it. In 2022, nearly 33,000 Quartz members were known to have prediabetes.

## Quick Diabetes Facts

- Knowing whether you have prediabetes is the first step in preventing type 2 diabetes.
- Diabetes is the seventh leading cause of death in the United States.
- People with diabetes have medical costs that are 2.3 times higher than those without diabetes.

## Are you at risk for prediabetes?

Take a free one-minute risk test today at [www.diabetes.org/widhsrisktest](http://www.diabetes.org/widhsrisktest).

Both the **National Diabetes Prevention Program (NDPP)** and **Medicare Diabetes Prevention Program (MDPP)** are CDC-recognized and supported care modalities that use the Prevent T2 curriculum to help members track their attendance, weekly weight, and physical activity.

This program has been shown to improve participant's blood pressure and blood sugar averages (A1C) and is designed to help members safely achieve a healthier weight.

**Quartz has partnered with local providers to ensure members have access to this powerful, life-changing program!\***

**Interested in participating?** Find programs near you at [dhs.wisconsin.gov/prediabetes/control.htm](http://dhs.wisconsin.gov/prediabetes/control.htm).

We have heard from members like Joe, who shared how the NDPP was the answer he had been searching for: "I was working from home and my weight, blood pressure, and A1C were up. I didn't like how I felt in my body."

But once Joe engaged with his lifestyle change coach and other members, he found himself ready to change. "I realized that I was not alone in this journey. I felt a sense of community and accountability to try new things and give my best effort."

Joe feels confident that the changes he's made are here to stay. "I feel much healthier, both physically and mentally. I quite frankly view this as a life-saving program."

## Interested in learning more about Diabetes Prevention Programming through Quartz?

Contact Customer Success today to connect with one of our **Diabetes Care Navigators** at **(800) 362-3310**.

\*Coverage varies by product and plan

Sources: CDC.gov, "Diabetes and Prediabetes (Fact Sheet)" and "What is Diabetes?"; WI Department of Health Services, "Prediabetes"; NIDDKD, "Diabetes Prevention Program (DPP)"



## Cost Estimator: take control of your care

With the new **Cost Estimator** tool in MyChart, you can estimate and compare costs for medical services, all from the comfort of your home. The Cost Estimator gives you the power to research and plan before committing to services – saving you time and money while you make important medical decisions.

*My*Chart

**No MyChart yet? No problem.**

Go to [QuartzMyChart.com](http://QuartzMyChart.com) and follow the prompts to set up your account.

### Get the app!

Search for **Quartz MyChart** in your app store.

Message and data rates may apply.

## Opioids: misuse, risks, and finding other treatments for pain

Every year, millions of Americans receive prescriptions for chronic pain, after surgery, sports injuries, and accidents. Many are prescribed potent opioids.

### What are the side effects of long-term opioid use?

Studies suggest that opioids don't control pain well over the long term and produce side effects like tolerance, physical dependence, and addiction.

### Who is at risk for addiction?

- People with **depression** or **anxiety**.
- People with **sleep apnea**.
- People aged **65 or older**.
- People with a history of **substance use disorder**.
- People who **combine opioids with alcohol or other medications**.

Your BadgerCare Plus plan covers treatments for substance use disorders. This includes:

- Counseling.
- Outpatient individual and group therapy.
- Higher levels of care, such as residential or day treatment, with prior authorization.

Please call **Quartz Behavioral Health** at **(800) 683-2300** for help finding in-network providers who can help you.

You can also talk with your pharmacist about **getting naloxone, which can reverse an overdose; you don't need a prescription**. For more information, visit [drugabuse.gov](http://drugabuse.gov).

### You have options to manage pain

There are many ways to manage pain. Visit [access.wisconsin.gov/access](http://access.wisconsin.gov/access) to see what's included in your plan. While pain medications may be covered, other treatments can help manage your pain with less long-term risk.

Talk to your doctor about different ways to manage pain. Some great alternatives include:

- Exercise
- Physical therapy
- Occupational therapy
- Cognitive-behavioral therapy
- Chiropractic services

There may be limits on some of these services. Please see your member handbook or call Quartz Customer Success for more details.

### Finding alternatives

Check with ForwardHealth to confirm which medications are covered by your plan.

Find more information, help, and resources at [hhs.gov/opioids](http://hhs.gov/opioids).

### How to safely store drugs

Too often, unused prescription drugs find their way into the wrong hands. According to NBC News, more than 12,000 children are poisoned by opioids each year.

Opioid medications should be stored in a childproof container or lockbox, out of sight and reach of children and guests.

### Disposing of leftover or expired drugs

Most states have "take back" programs. Talk to your pharmacist or visit [hhs.gov/opioids/prevention/safely-dispose-drugs](http://hhs.gov/opioids/prevention/safely-dispose-drugs) to find a drop-off site near you.

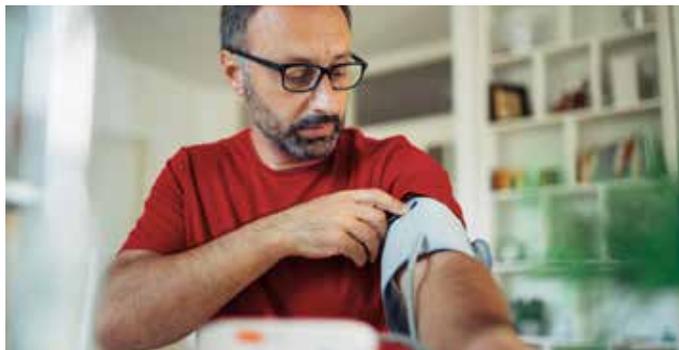
If there are no programs in your area, you may dispose of medications by:

1. Removing drugs from original containers and mixing them with coffee grounds or cat litter to make them less appealing.
2. Placing the mixture in a sealed bag or empty can.



# High blood pressure?

## What you need to know



**About 47% of adults in the United States have hypertension, or high blood pressure.**

High blood pressure increases a person's risk for a future heart attack, stroke, heart failure, and/or kidney disease. For this reason, it's vital that everyone know their numbers.

### Important blood pressure facts

1. Any adult with an average blood pressure of **130/80 mmHg or higher** meets the criteria for a hypertension diagnosis.
2. You should check your blood pressure at home, even if it was normal recently.

### What can I do to improve my blood pressure?

- Enjoy a well-balanced, low-salt diet
- Limit alcohol
- Exercise regularly
- Manage stress
- Maintain a healthy weight
- Quit smoking

If lifestyle changes aren't enough, your doctor might suggest that you start taking blood pressure medication. These drugs are generally safe if taken as prescribed, and can do a lot to improve your blood pressure.

Sources: American College of Cardiology, "New ACC / AHA High Blood Pressure Guidelines Lower Definition of Hypertension" Dr. Matthew Tattersall, "Understanding the AHA High Blood Pressure Guidelines"; CDC.gov, "Hypertension Cascade"

FOCUS  
ON THE  
**GREATER  
GOOD**



### How Quartz makes a difference

As a health plan, we believe insurance companies play a key role in eliminating health disparities.

### What is a health disparity?

- More illness, injury, disability, or mortality suffered by one group compared to another.
- Often affects groups of people who have faced obstacles to health care due to:
  - Race
  - Age
  - Gender
  - Gender identity
  - Sexual orientation
  - Disability status
  - Income level
  - Geographic location

### Increasing access for LGBTQ+ members

Our Find a Doctor tool is making it easier for our LGBTQ+ Members to find behavioral healthcare that's welcoming, culturally competent, and the right fit for their specific needs.

### How does it work?

Under the Doctors by Specialty search, type in "LGBTQ+" and click Search.

This new option is a big step in ensuring that everyone has access to the services they need for a balanced and well-lived life. Start your search today by selecting your network (found on your ID card) at [QuartzBenefits.com/findadoctor](https://QuartzBenefits.com/findadoctor).

## Tips from Dr. Patricia: staying safe **in the sun**



**By Dr. Patricia  
Téllez Girón**

Professor of  
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doctor at the  
Wingra Clinic.

At Quartz, we're here to support you on your journey to a life well-lived. In this feature article by Dr. Patricia Téllez Girón, you'll find ways to keep yourself and your loved ones healthy.

### **Summer, summer, summertime... I've worked in the sun all my life, and heard on TV the other day that the sun's rays put me at risk of skin cancer. Is this true?**

Direct, prolonged, and unprotected exposure to the sun can increase your risk of skin cancer and cause premature aging and dark spots.

### **What else can put us at a higher risk of skin cancer?**

- Use of tanning beds
- Having light skin and eyes
- Having many moles
- Family or personal history of skin cancer

Skin cancer occurs commonly but isn't always aggressive or fatal. Of the different kinds of skin cancer, the most aggressive is melanoma, which can be deadly. Others are less invasive and take a long time to grow. The most important thing is to prevent, detect, and treat skin cancer as early as you can.

### **How can I prevent skin cancer?**

- Avoid direct exposure to the sun between 11 a.m. and 3 p.m. These are the hours when the sun's rays are strongest.

- Avoid long periods of exposure to the sun.
- Avoid tanning beds.
- Use sunscreens that provide 15 SPF or higher. Apply them to all areas that might be in contact with the sun.
- Wear protective clothing and accessories like hats and sunglasses.
- Be sure to use sunscreen even in winter, as the sun can be just as damaging.

### **Is there anything that might make my skin more sensitive to the sun?**

- Some commonly used medicines can cause your skin to have dark spots or burn more quickly. Talk with your doctor if you're taking any medications.
- If you're going to be outside, try to avoid using lotions that don't offer protection from the sun.
- Wash your hands well if you eat citrus fruits before time outside. Combined with the sun's rays, citrus juices can stain the skin.

Skin cancer usually occurs in the places on your body that are exposed to direct sunlight the most. However, you should still keep an eye on other areas of your skin, especially if you have many moles. If you aren't able to check your skin on your own, ask a loved one for help or see your health care provider.

### **What are some signs of skin cancer?**

- A new mole appears and begins to change rapidly.
- One of your moles changes color, looks darker, changes shape, or grows much larger.
- You have a mole that begins to bleed.
- You notice a growth or ulceration of the skin that does not heal.

When skin cancer is detected early, in most cases, it can be cured. This is why prevention, detection, and timely treatment are vital. If you have any questions, be sure to talk with your health care provider.

Enjoy fun in the sun safely, so that you can continue singing for many years: summer, summer, summertime...

# Accessibility at Quartz

Quartz provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Quartz at (800) 362-3310 (TTY: 711).

**Spanish** – ATENCIÓN: Si habla español, los servicios de asistencia lingüística están a su disposición gratis. Llame al (800) 362-3310 (TTY: 711).

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**Hmong** – MLOOG KOM ZOO: Yog koj hais lus Hmoob, ces yuav muaj kev pab txhais lus pub dawb rau koj. Hu rau tus xov tooj (800) 362-3310 (TTY: 711).

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**Laotian** – ຂໍຄວນໃສ່ໃຈ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີການບໍລິການຊ່ວຍເຫຼືອແບບພາສາໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທຫາເບີ (800) 362-3310 (TTY: 711).

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**Chinese** – 注意: 如果您讲中文, 您可以免费获得语言协助服务。请致电 (800) 362-3310 (TTY 用户请致电 711)。

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**Somali** – U FIIRSASHO: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda waxaa laguugu heli karaa adiga iyagoo bilaash ah Soo wacl (800) 362-3310 (TTY: 711).

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**Burmese** – သတိပြုရန်- သင် မြန်မာဘာသာစကား ကိုပြောဆိုလျှင် ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများကို အခမဲ့ ရရှိနိုင်ပါသည်။ (800) 362-3310 (TTY: 711) သို့ ဖုန်းဆက်ပါ။

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**Russian** – ВНИМАНИЕ: если вы говорите по-русски, вы можете обратиться за бесплатной помощью переводчика. Позвоните по номеру телефона (800) 362-3310 или воспользуйтесь телетайпом TTY: 711.

For health insurance benefit questions, please call Quartz Customer Success at **(800) 362-3310**. They will gladly assist you.



[QuartzBenefits.com](https://www.QuartzBenefits.com)

The *Pulse* newsletter is published two times a year for BadgerCare Plus members. Quartz is a BadgerCare Plus HMO and has a contract with the Wisconsin Department of Health Services (DHS). Information in the *Pulse* newsletter comes from a wide range of medical experts. If you have any concerns or questions about certain content that may affect your health, please contact your health care provider. ©2022 Quartz Health Solutions, Inc. All rights reserved.

## Thinking back-to-school: will their **vaccines** be ready, too?



Is your child up to date on their vaccinations? Did you know many schools won't allow your child to register without a current vaccine record?

Vaccinations protect both your child and the community. They're your child's best shot at immunity to possibly serious diseases. Check your child's records and make a plan to get them caught up on any missing vaccines.

Ask your provider about the immunizations your child may need, including:

- **COVID-19** vaccine and boosters.
- Annual **influenza** vaccine.
- **Measles-Mumps-Rubella** (MMR) vaccine.
- **Hepatitis B** (HBV) vaccine.
- **Varicella** vaccine to protect against Chickenpox, if they haven't had it.
- **Meningococcal conjugate** vaccine to protect against meningitis.
- **Human papillomavirus** (HPV) vaccine to help prevent cancers caused by HPV.
- **Tdap** vaccine to protect against tetanus, diphtheria, and whooping cough, with a booster every ten years.

When you protect yourself and your loved ones, you protect others. This includes those who can't be vaccinated for health reasons.

Source: CDC.gov