




Health Spark

Helping members ignite the spark to a life well-lived

Quartz



A woman with long, dark braids is lying on a bed, smiling warmly at a baby. She is holding a small, colorful toy bird in her hand. The baby is lying on its back, wearing a green shirt. The background shows a white pillow and a light-colored blanket.

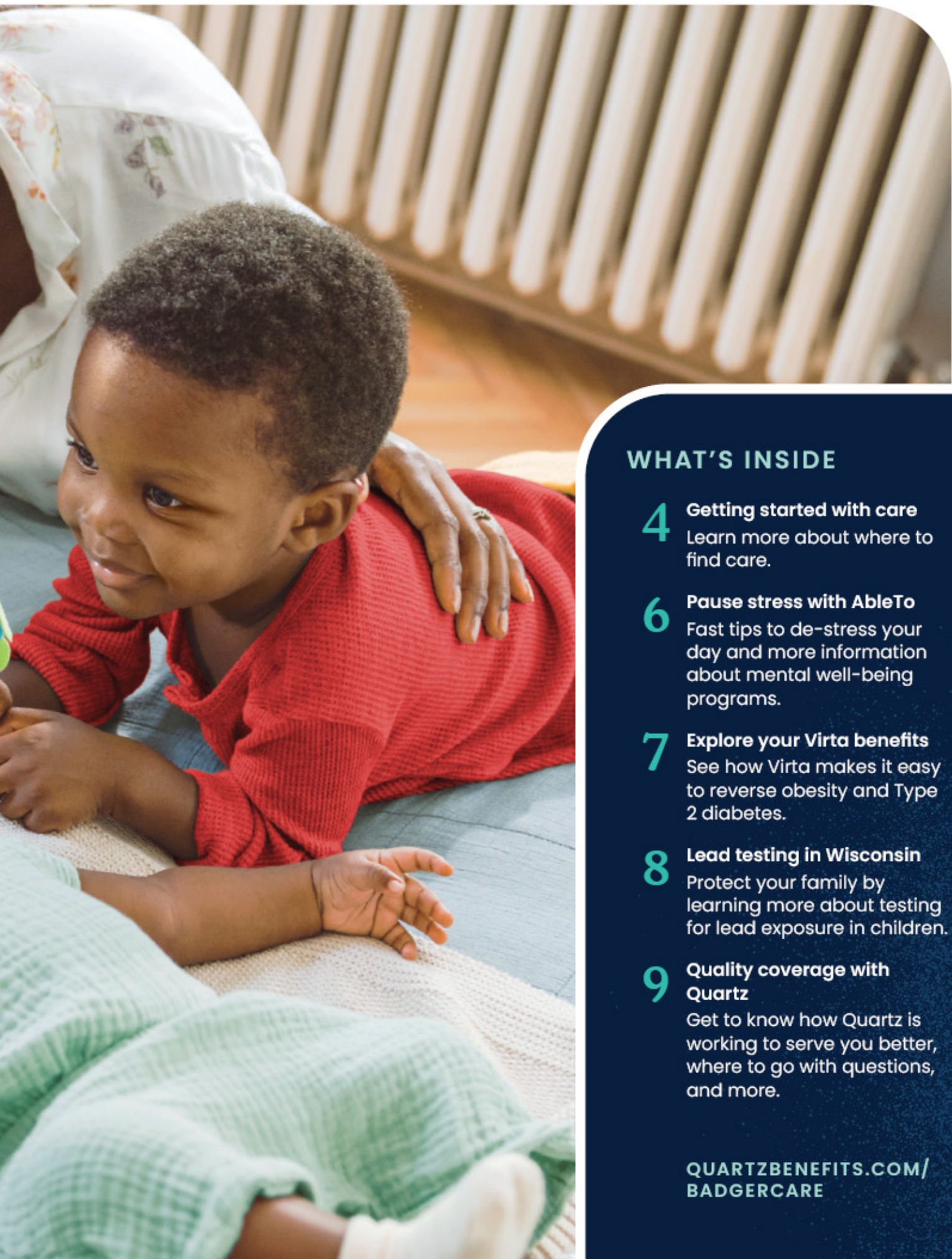
Welcome to Quartz BadgerCare Plus and/or Medicaid SSI

Welcome to Quartz! We're happy you're here. Being a Quartz member means you have coverage you can rely on, with access to a network of trusted doctors and extra benefits to keep you healthy.

We want you to feel sure about using your health plan. This newsletter has important information about your health benefits and how to renew your plan.

To learn more about what your health plan covers, including medical, dental, and pharmacy services, you can read your Quartz Member Handbook at [QuartzBenefits.com/BCSSIMemberHandbook](https://www.QuartzBenefits.com/BCSSIMemberHandbook). You can also call Quartz Customer Success to ask for a copy by mail.

Quartz[®]
Find your spark.



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[QUARTZBENEFITS.COM/
BADGERCARE](https://quartzbenefits.com/badgercare)

Where to get care

It's important to know where and how to get the care you need, even before you need it.

Virtual visit

An on-demand appointment with a health care provider via your smartphone, tablet, or computer

Hours: 24/7

When to use:

For urgent, non-emergency symptoms, like:

- Cough
- Headaches

How to access:

Download your network's virtual care app or visit their website (shown below) to set up an account and get started. Learn more at QuartzBenefits.com/DigitalTools



UW Health Care Anywhere
UWHealthCareAnywhere.org



Gundersen VirtualVisit
GundersenVirtualVisit.org



Virtual Visits with the LiveWell app
LiveWellAAH.org

Telehealth

A scheduled appointment with your usual provider during clinic hours, via video chat or phone call

Hours: Normal clinic hours

When to use:

For service outside of the clinic, including:

- Routine visits
- Surgery follow-ups
- Mental health services
- Screenings

How to access:

Call your provider's office to schedule a telehealth visit (if available) and get connection instructions

Primary care

Regular, non-emergency care. Face-to-face appointment with your provider in their clinic or office

Hours: Normal clinic hours

When to use:

For in-clinic services, for instance:

- Routine checkups
- Annual physicals

How to access:

Call your primary care provider or clinic to schedule ahead of time



Urgent care

In-person, walk-in care at designated locations, usually with extended hours

Hours: Extended hours

When to use:

For health issues or injuries that need prompt attention, but are not serious enough for emergency care, such as:

- Sprains and strains
- Ear pain or infection
- Rashes and insect bites
- Sore or strep throat

How to access:

Call your primary care provider or clinic first, day or night. They will advise you if you should go to urgent care



Emergency care

In-person care 24/7 when help is needed right away to prevent an adverse health outcome

Hours: 24/7

When to use:

For serious and/or life-threatening situations, for example:

- Chest pain or heart attack
- Shortness of breath
- Major illness
- Traumatic injury

How to access:

Call 911 or go to the nearest hospital emergency department for immediate help



If you are having a medical emergency, call 911. Call the Suicide and Crisis Lifeline at 988 if you need emergency emotional assistance.



Renewing your BadgerCare Plus and/or Medicaid SSI plan

You will be asked to verify your plan eligibility on an annual basis. The Wisconsin Department of Health Services will reach out to you by mail to confirm any changes to your enrollment information.



A little extra care goes a long way

We all can use extra support during challenging times and tough emotions. Whether it's a stressful change in your life, challenges from chronic pain, or just not feeling like yourself – we're here to help you find the help you need.

Fast tips – how to press pause on stress

Stress is a normal reaction to challenging situations. But there are things we can do to manage how stress makes us feel. The next time you start to feel high stress ruining your mood, slow your breathing and try a grounding exercise.

Notice your surroundings, and think about:

- 5 things you can see
- 4 things you can hear
- 3 things you can touch
- 2 things you can smell
- 1 thing you can taste

The next time stress tries to take over, remember these quick tips to put it on pause. By focusing on the present moment, you can regain a sense of calm and control, helping you tackle whatever challenges come your way.

Quartz's mental well-being programs with AbleTo

For more help managing stress and getting back to feeling your best, AbleTo offers:

- Coaching and therapy appointments scheduled within five business days
- One-on-one time with a virtual therapist or coach
- Self-care app with tools and resources for well-being



AbleTo is for teens, too!

Teens can find self-care tools and resources for mental well-being, like journaling prompts, meditations, and health-related articles on the AbleTo app.

- The AbleTo self-care app is available for members ages 13+. Coaching and therapy are also available for members ages 18+.
- Get started today
[AbleTo.com/Quartz](https://www.ableto.com/quartz)

If you or someone you know is struggling with emotional distress, help is available. Call or text 988 or chat [988lifeline.org](https://www.988lifeline.org) for free, confidential support.



Discover your best you, without missing out on the good times

Whether you have a diagnosis or want to lose weight to improve your health, Virta helps you get started with smart changes to your food choices and lifestyle. Virta is an obesity and Type 2 diabetes reversal program available at no extra cost to you.

Virta helps you:

- Lower blood sugar
- Reduce the need for some medications, like insulin
- Achieve a healthier weight

You get (at no extra cost):

- Testing supplies
- A blood glucose and ketone meter
- A connected scale
- Health coaching and medical supervision
- A mobile app for tracking

Who can join?

- Members diagnosed with Type 2 diabetes
- Members with a BMI of 30 or higher

Sign up for Virta today!

Visit VirtaHealth.com/Join/Quartz and click on "Get started."
Email Support@VirtaHealth.com if you have any questions.

*This benefit is currently being offered to those with Type 2 diabetes and obesity (defined as having a BMI of 30 or greater). There are some medical conditions that would exclude members from the Virta treatment. Start the application process now to find out if you qualify.

**Additional costs may be incurred for labs obtained from an out-of-network provider.



Keeping kids safe: the importance of lead testing

Starting January 1, 2024, the Wisconsin Department of Health Services (DHS) recommended that all children in Wisconsin get tested for lead in their blood. This testing is called universal testing, which means every child should have a blood lead test at 12 and 24 months old. Getting a blood lead test is the only way to know if a child has been exposed to lead. The effects of lead poisoning may not show up until later in life, so it's important to test young children and prevent any possible exposure to lead.

A child enrolled in BadgerCare Plus should have two blood lead level tests: one close to their 1st birthday and another before they turn 2. Children ages 3–5 years old who haven't had a previous test should also get tested. Children under 6 who live in Milwaukee need extra testing according to rules from the local health department.

Lead poisoning can:

- Cause learning and behavior problems
- Cause delays in growth and development
- Cause hearing and speech problems
- Make it hard to pay attention and learn

Lead can be found in some:

- Drinking water
- Homes with old paint or lead dust
- Soil
- Toys or jewelry
- Candy from other countries
- Jobs or hobbies that expose you or your family to lead
- Cosmetics, folk remedies, pots, ceramics, or pottery that are not lead-free

Understand the risk of lead exposure

- There is no safe level of lead in the body.
- Early testing is critical to lower the risk of harm.
- If your child has been exposed to lead, they can be treated. Talk to your doctor or nurse about the care and treatment your child needs right away.

We are working hard to serve you better

We aim to understand our members' personal and cultural needs to serve you better. That's why our leaders and employees completed a new training program last year called Belonging 2.0. This training program gets us closer to ensuring that well-living is within reach for all of our neighbors.

At Quartz, each employee is given 16 volunteer hours each year to make a positive impact beyond traditional health care. Whether helping at a local food bank, participating in community events, or supporting educational programs, our employees are empowered to give back and connect with community members.

When you choose Quartz, know that we are committed to understanding your unique needs and supporting your health and well-being goals. You can expect great customer support paired with programs and services to meet you where you are. Let us know how we're doing or if you have ideas to improve your experience. We are here for you. Call us at **(800) 362-3310 (TTY: 711)**.



Need help with finding care or filing a grievance?

A Quartz member advocate can help you solve problems with getting care, filing a complaint or grievance, requesting an appeal, or reviewing a decision made by Quartz. Call **(800) 362-3310 (TTY: 711)** to speak to a member advocate.

You can find out more about grievances and appeals in your Quartz BadgerCare Plus and/or Medicaid SSI Member Handbook at **QuartzBenefits.com/BCSSIMemberHandbook**.

Your health plan. Our quality standards.

We believe an informed member is a healthier one. That's why we've made it easy for you to find timely health plan information on our website, all in one place. Visit QuartzBenefits.com/QualityMatters.

You'll find topics such as:

- Advance care planning
- Releasing health information
- How to find your benefits information online
- Formulary updates
- Important information about your appeal rights
- Women's Health and Cancer Rights Act
- Preventive care outreach
- Health management programs
- Care Management available to Quartz members
- Evaluating the use of new technology. Is it covered?

Get quick, online access to important member information

- Member rights and responsibilities:
QuartzBenefits.com/MemberRights
- Notice of Privacy Practices:
QuartzBenefits.com/Privacy-Practices
- Quartz utilization management criteria and processes:
QuartzBenefits.com/Utilization

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Quartz®

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For health insurance benefit questions, please call Quartz Customer Success at (800) 362-3310 (TTY: 711). We will gladly assist you. Or visit [QuartzBenefits.com](https://www.QuartzBenefits.com). This newsletter is published two times a year for BadgerCare Plus and/or Medicaid SSI members. Quartz is a BadgerCare Plus HMO and/or Medicaid SSI, with a contract with the Wisconsin Department of Health Services (DHS). Information in the 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. ©2024 Quartz Health Solutions, Inc. All rights reserved.

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Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llama al (800) 362-3310, TTY 711.

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (800) 362-3310, TTY 711.