

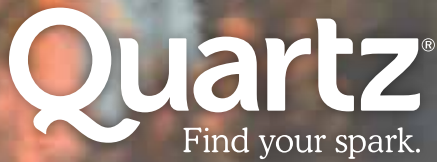


Health Spark

Helping members ignite the spark to a life well-lived

Quartz®





Welcome to Quartz BadgerCare Plus and/or Medicaid SSI

As the leaves change color and the temperatures get cooler, one thing won't change - the importance of your health and well-being. In this issue of HealthSpark, we hope you enjoy warming up with a new soup recipe, checking your pulse on healthy living, and getting to know your long-time member advocate.

For more details about your coverage, your benefits, behavioral services, and more, view your Quartz Member Handbook at QuartzBenefits.com/BCSSIMemberHandbook. You can also call Quartz Customer Success to ask for a copy by mail.



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

Keeping a pulse on healthy living

A PULSE ON BABIES



Attending well-baby visits

If you're a parent, you want the best for your child(ren). This can include scheduling well-baby visits for your baby at the recommended ages of 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30-months. At these visits, your baby's doctor can help to:

- Monitor your baby's growth and development
- Give important vaccinations and immunizations on time
- Perform important screenings, such as lead screenings, which are recommended by the Wisconsin Department of Health Services to be completed at 12 and 24 months old

Well-baby visits can also help create a trusting relationship between you and the doctor. You can ask questions, ask for advice, and have peace of mind knowing your child is in good hands.

Connect with a doctor today. If you need a doctor, visit [QuartzBenefits.com/BCFindADoctor](https://www.QuartzBenefits.com/BCFindADoctor). Or, if you're an SSI member, visit [QuartzBenefits.com/SSIFindADoctor](https://www.QuartzBenefits.com/SSIFindADoctor). You can also call Quartz Customer Success at **(800) 362-3310**, Monday through Thursday, 7 a.m. – 6 p.m., Friday 7 a.m. – 5 p.m.

A PULSE ON KIDS



Avoiding the seasonal sniffles

It's the time of the year when sniffles, sneezes, coughs, and colds start making their rounds. Help your little one avoid seasonal sniffles by guiding them to practice some healthy habits.

- **Washing hands.** Teach your child to wash their hands often and thoroughly with soap and water.
- **Keeping hands away from the face.** Germs are known to hang around and creep into the eyes, nose, and mouth. Teach your child not to touch their face without washing their hands first.
- **Eating healthy and smart.** Add foods high in vitamins C and D to your child's diet. Protect and strengthen their immune system with food like oranges, strawberries, spinach, and egg yolks.

An annual flu shot is another way to prevent illness. Talk to your doctor or visit [QuartzBenefits.com/PreventiveCare](https://www.QuartzBenefits.com/PreventiveCare) for more preventive care options for your child.

The Centers for Disease and Control and Prevention recommends 20 seconds of handwashing. Make it 20 seconds of your child's favorite tune! Encourage them to hum or sing a favorite song while washing their hands.

Completing your Health Risk Assessment

A PULSE ON TEENS AND ADULTS



Managing stress and heart health

In today's fast-paced world, it's no surprise that many teens and adults may struggle to manage stress or mental well-being. And when chronic stress is involved, it can take a toll on your heart, too. So whether you have a teen trying to keep up school, friends, and sports, or you're the parent trying to keep up with your teen, we're certain these healthy habits can help you both stay heart healthy and stress-free.

- **Regular physical activity.** Helps to lower stress hormones and improve mood.
- **Mindfulness and relaxation techniques.** Helps stay focused on the moment and not worry about the future.
- **Healthy and balanced eating.** Helps reduce physical impacts and stress on the body.
- **Adequate sleep.** Helps relax and rejuvenate the body.
- **Time management.** Helps keep structure and focus, eliminating that yucky chaotic feeling.

See page 7 for details on how to connect with our care management or behavioral health teams to help you best manage your stress and heart health.

No matter your age or stage in life, it's good to pause and reflect on your health. That's why we offer the Health Risk Assessment (HRA). Filling it out helps to identify opportunities to support your well-being. And, it helps us to offer the right care for you and your family.

Each member of your household who qualifies for Quartz BadgerCare Plus or Quartz Medicaid SSI should complete an HRA within 90 days of enrollment and annually thereafter. Please take a moment to fill it out at [QuartzBenefits.com/MyBCHRA](https://www.QuartzBenefits.com/MyBCHRA) or by scanning the QR code. Thank you for helping us to better serve you!

For questions,
Call Quartz Care
Management at
(866) 884-4601,
Mon. – Fri.,
8 a.m. – 5 p.m



More for your mental well-being

If managing your stress and mental well-being means getting a little extra help, that's okay. We encourage you to embrace additional support through Quartz mental well-being programs with AbleTo.

With AbleTo, you get easy 24/7 access to resources and tools for supporting sleep, self-care, stress, anxiety, depression, and more. And, if you prefer one-on-one virtual coaching or therapy appointments, they are options, too. Visit [AbleTo.com/Quartz](https://www.AbleTo.com/Quartz) to learn more or get started.

Fall in love with chicken taco soup

Welcome the cozy vibes of fall by warming up with a healthy and hearty bowl of chicken taco soup. This easy soup is made with tender chicken and colorful vegetables, seasoned with classic taco spices. It's not just tasty – it's also healthy, giving you a good balance of protein and fiber to keep you full.



Chicken Taco Soup

Prep time: 5 minutes | Total time: 30 minutes | Gluten-free | Makes 8 servings

Ingredients

- 1 tbsp olive oil
- 1 onion, diced
- 1 pound chicken breast*
- 2 cans diced tomatoes
- 1 can corn, drained
- 1 can black beans, drained and rinsed
- 2 jalapeño peppers, seeded and finely diced
- 1 tbsp taco seasoning
- 8 cups vegetable or chicken broth
- 1 lime, juiced
- ½ cup fresh cilantro, chopped

Optional toppings:

- 1 tbsp regular or reduced fat, sour cream
- 1 avocado, sliced
- shredded cheese
- tortilla chips

*For vegetarian diet, omit chicken

**If following a lower salt meal plan, choose foods canned in "no salt" or "low sodium" such as low sodium chicken broth

Instructions

1. In a large pot or Dutch oven, heat the olive oil over medium heat.
2. Add the diced onion and cook for 3-4 minutes, until soft and translucent.
3. Add the chicken breasts to the pot and sear on each side for 2-3 minutes until slightly browned. No need to fully cook yet.
4. Stir in the diced tomatoes (with their juices), corn, black beans, diced jalapeños, and taco seasoning.
5. Pour in the chicken broth and bring the soup to a boil. Reduce heat to low. Simmer for 20-25 minutes, or until chicken is fully cooked.
6. Once the chicken is cooked, remove from the pot and shred them. Stir shredded chicken into the soup.
7. Stir in the lime juice and fresh cilantro.
8. Once served, top with avocado slices, shredded cheese, sour cream, or tortilla chips, if desired.

Nutrition information

Per serving: fat 14.8g, protein 10.3g, carbs 17.9g, sodium 809mg, calories 236

Are you living with Type 2 diabetes, prediabetes, or unwanted weight? Get on track to a healthier you with our obesity and Type 2 diabetes reversal program powered by Virta. You may be eligible to join the reversal program at no extra cost. Find out more and see more Virta-approved recipes at VirtaHealth.com/Join/Quartz.

AT A GLANCE:

Helpful resources and services

As a valued Quartz BadgerCare Plus and/or Medicaid SSI member, you have access to an array of Quartz, state, and transportation resources to help when you need it the most.

Quartz resources

For benefit questions

Call Customer Success:

(800) 362-3310

For help with health care issues

Call Quartz Member Advocate:

(800) 362-3310

For mental well-being help, and drug & alcohol treatment

Call Behavioral health services:

(800) 683-2300

For health condition and care support

Call Care Management:

(866) 884-4601

For after-hour emergencies

Call Quartz Emergency:

(888) 297-0970

Calls to these numbers are free. Free language interpreters are available for non-English speakers.

State resources

For additional health care, coverage, and services support

Call ForwardHealth:

(800) 362-3002

For applying and managing your state of Wisconsin benefits and programs

Visit ACCESS:

access.wi.gov

For pregnancy and postpartum nutritional support

Call WIC Nutrition Program:

(800) 722-2295

For Medicaid SSI support

Call External (non-Quartz) Advocate:

(800) 708-3034

No ride? No problem!

Non-Emergency Medical Transportation (NEMT) provides transport options to and from you - and your family's - medical appointments. Rides for non-urgent visits must be reserved at least two days in advance. Rides for urgent visits can be scheduled within three hours or less of your appointment time.

To schedule a ride, call **(866) 907-1493** (or **TTY: 711**), Monday - Friday, 7 a.m. - 6 p.m. For emergency transportation, call **911**.

Emergency resources

For medical emergencies (24/7)

Emergency line: Call **911**

For mental health or substance emergencies (24/7)

The Suicide & Crisis Lifeline:

Call or text **988**



Renewing your BadgerCare Plus and/or Medicaid SSI plan

Each year, the Wisconsin Department of Health Services will contact you by mail to verify your plan eligibility. To ensure you receive this information, log on to the ACCESS website at **access.wi.gov** to confirm your correct mailing address.



Meet Carola Gaines

Your long-time community advocate

Carola Gaines' professional career is more than just a job – she's changing lives. With 30 years (and counting!) at Quartz, she smiled when asked about her current role as a Community Advocate Liaison Manager, "Well," she said. **"It's been my whole heart."**



Meet them where they are

Carola joined Quartz in 1994 with a background in nursing. She was the first BadgerCare Plus Community Outreach Specialist. As a part of her role, she happily developed a “hands-on” advocacy program for BadgerCare Plus members. This program focused on home visits and grassroots community work, where being among members meant better identifying barriers and needs.

“The thing is this,” said Carola, “We’re here to help our members with health care, right? But it’s not as simple as that.” She continued to describe various obstacles, like housing, transportation, and court situations, which prevent members from getting the care they need. “We must meet them where they are. Meaning, we need to go to the members, see the obstacles they’re facing, and help them through those obstacles first.”

She paused. “It’s not only about health care. We need to help them with life, too.”

Small gestures, big impacts

To complete these goals, Carola has worked on many programs to help members’ access to care. One of her main tasks is bridging the gap between members and doctors. “Members and doctors usually come from different views, different lifestyles, but they still need to understand each other. As the members’ advocate, I’m there to make sure communications are fair and decisions are made by knowing all pieces of the puzzle.”

When asked about a program that is special to her she didn’t hesitate to describe what’s known today as “The Quartz Baby Closet.”

“Nearly 25 years ago, a nurse informed me that a member had given birth in an alley between apartment buildings.” She said, “At that moment I knew that the member was in a deep state of need. Someone had to help.” Carola used her own funds to pull together a gift bag of diapers, shirts, bottles, and more. Her small, selfless act made such an impact that it became an official Quartz initiative that still helps members today.

Outside of Quartz, Carola is a proud member of Mt. Zion Baptist Church and directs the children’s choir. She has received notable awards for her community work, including the YWCA 2010 Women of Distinction award, The Foundation of Black Women Wellness Community Leader Award, United Way of Dane County – Mike McKinney award, University of Wisconsin–Madison Outstanding Women of Color award, 2023 State of Wisconsin – Heritage award, South Madison Community Service award, and more. Happily married for 42 years, Carola has three children and four grandchildren.

“And when life and the system are constantly failing them or telling them ‘no,’ Quartz is here with a spark of hope to say, ‘Let’s see how we can make this happen.’”

A spark of hope

At the end of the day, Carola remains one of the biggest – and longest-serving – advocates for our BadgerCare Plus members. Her stories of compassion and advocacy are countless and send a resounding message: “Helping someone is not a one-time deal. If you don’t take the time to see a person’s narrative repeatedly, you don’t see the whole picture. Advocacy never stops.”

And she fully believes in what Quartz continues to do for its BadgerCare Plus and Medicaid SSI members.

“Quartz is different. We don’t just support our members with health care—we help them with life,” she explained. “And when life and the system are constantly failing them or telling them ‘no,’ Quartz is here with a spark of hope to say, ‘Let’s see how we can make this happen.’” ✨

Contact your Quartz Member Advocate*

A Quartz Member Advocate can help you to solve problems with getting care, file a complaint or grievance, or request an appeal or review of a decision made by Quartz. To speak to a member advocate, call **(800) 362-3310**, Monday – Thursday, 7 a.m. – 6 p.m., Friday, 7 a.m. – 5 p.m.

*Calls to this number are free. Free language interpreters are available for non-English speakers.

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

You'll find topics such as:

- Advance care planning
- Releasing health information
- How to find your benefits information online
- Important information about your appeal rights
- Women's Health and Cancer Rights Act
- 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 statement: [QuartzBenefits.com/MemberRights](https://www.QuartzBenefits.com/MemberRights)
- Notice of Privacy Practices: [QuartzBenefits.com/Privacy-Practices](https://www.QuartzBenefits.com/Privacy-Practices)
- Quartz utilization management criteria and processes: [QuartzBenefits.com/Utilization](https://www.QuartzBenefits.com/Utilization)



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 de idiomas están disponibles sin cargo, llame al (800) 362-3310 (TTY: 711).

Hmong – CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu (800) 362-3310 (TTY: 711).

Laotian – ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ (800) 362-3310 (TTY: 711).

Chinese – 注意: 如果您说中文, 您可获得免费的语言协助服务。请致电 (800) 362-3310 TTY 文字电话 711)。

Somali – DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyagoo bilaash ah. Wac (800) 362-3310 (TTY: 711).

Burmese – ဝေဟ်းဇူးပူပီၤၤ နားဆဵုၣ် - သဵုညဵု ပူမန္တၢစကားေံပူဟသူပူဖၢၣ်က၊ သးဒုးအတြကု အခဲးပူဖးဒုး ဘာသာစကားကူညီေံးရး ဝနးဆာဵုးမး ရၢၢ်နီၣ်ညဵု။ (800) 362-3310 (TTY: 711) တြး ဖုးဒုးေံးဆုးပီၤ။

Vietnamese – LƯU Ý: Nếu bạn nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ sẽ được cung cấp miễn phí cho bạn. Gọi (800) 362-3310 (TTY: 711).

Arabic –

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم
TTY: 711 هاتف نصي: (800) 362-3310



2650 Novation Pkwy
Fitchburg, WI 53713



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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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.