



For the **service** you want,
the **care** you deserve,
and the **good health** you need.

Quartz[®]

Peace of mind health care coverage.

Doesn't that sound great?

When it comes to your health, nothing beats peace of mind. When you choose Quartz, that's exactly what we'll deliver. Rest assured, you'll have top-rated providers and quality care. All backed with local service.



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4 Easy Steps to Choose Quartz

1

Keep reading to learn why **Quartz is the right choice** for you and your family

2

Visit [ChooseQuartz.com](https://www.choosequartz.com) to search for providers, see important plan documents, and more

3

Review rates and benefits information at [etf.wi.gov](https://www.etf.wi.gov)

4

Complete your employer's enrollment process, selecting the Quartz network that best meets your needs

The Right Network, Just for You

A network is a **group of health care providers who have an agreement with Quartz to treat our members**. Choosing the right network is important. Your network determines **what claims are paid and how much you may pay out-of-pocket**.

The good news is you can choose from three comprehensive provider networks: UW Health, Central, and West. They all feature access to top-rated care from our partners (UW Health, Gundersen Health System, UnityPoint Health – Meriter, and Aurora Health Care), as well as high-quality local and regional providers.

UW Health

Choose the **Quartz – UW Health Network** if you prefer to get **primary care in Dane County** (excluding the communities of Cambridge, Marshall, and Mazomanie).

Central

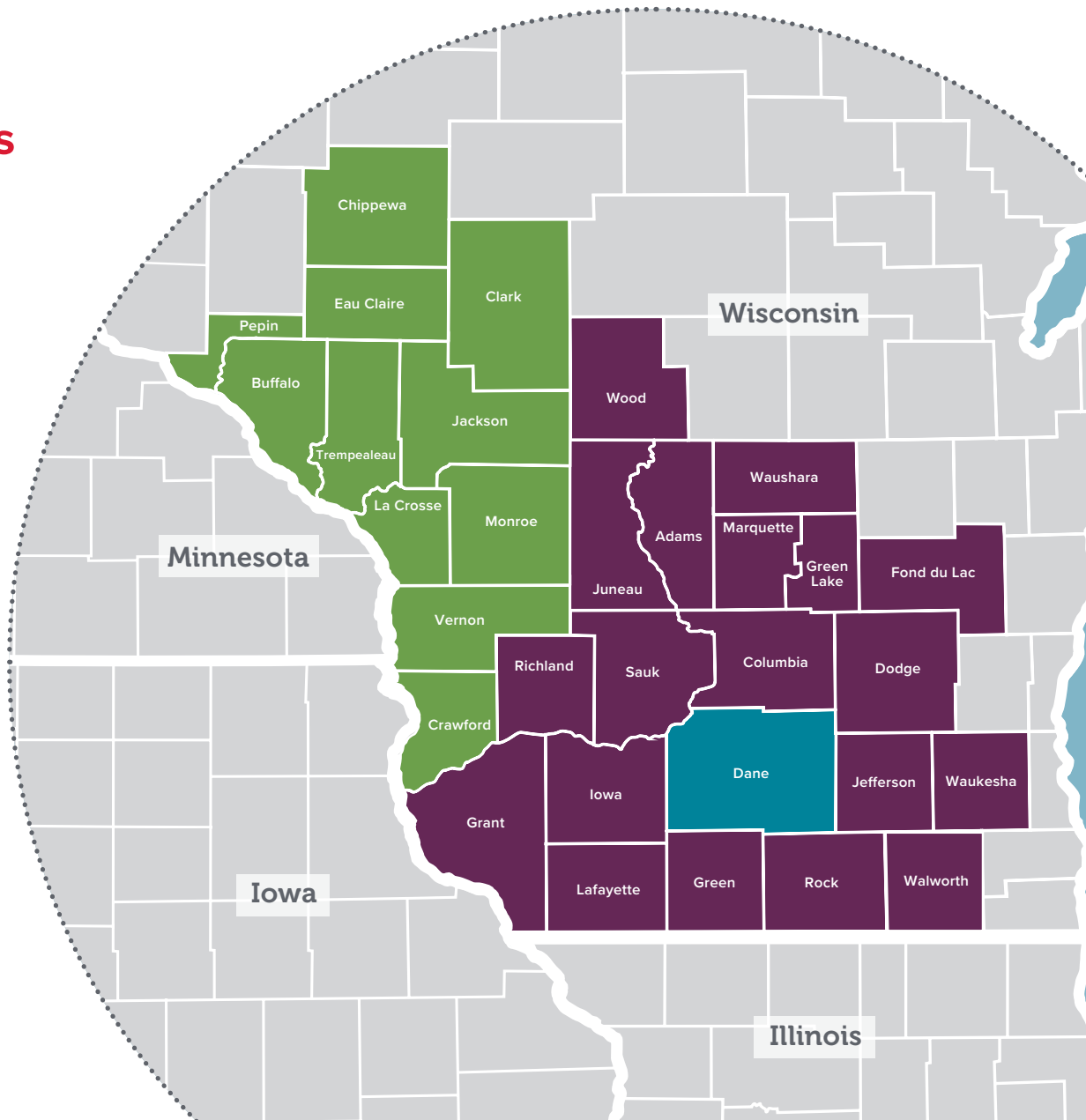
Choose the **Quartz – Central Network** if you prefer to get **primary care in the middle and eastern parts of the state outside of Dane County** (or in Cambridge, Marshall, and Mazomanie). You'll also have access to specialty care providers in other parts of Wisconsin as well as northern Illinois.

West

Choose the **Quartz – West Network** if you prefer to get **primary care in western Wisconsin**. You'll also have access to providers in select Iowa and Minnesota counties for specialty care.

2022 Network Options

- Quartz West Network
- Quartz Central Network
- Quartz UW Health Network



Provider Partnerships — the Quartz Difference

You never know when you might get sick or injured. But, if it happens, you'll be glad your Quartz plan gives you access to top-notch care from the highest quality providers.

Quartz is **provider owned by the health care delivery systems of UW Health, UnityPoint Health, Gundersen Health System, and Advocate Aurora Health**. Together, our integrated approach to patient care looks out for you.

And that's just the foundation to our robust provider networks. Your options include local community-based care, regional specialty clinics, nationally ranked hospitals, trauma centers, and much more.



Find a Doctor

Search for network providers at QuartzBenefits.com/findadoctor

Get **help** from one of our partners:

- ▶ **UW Health Welcome Center** (608) 821-4819 or (800) 552-4255
- ▶ **UnityPoint Health – Meriter Referral Line** (608) 417-3748
- ▶ **Gundersen Patient Access Registration** (608) 775-0601 or (800) 362-9567
- ▶ **Aurora Health Care** (888) 863-5502

Featured Providers

UW Health

Seven hospitals and
80+ outpatient sites

University Hospital

Wisconsin's top-rated
hospital, home to a **Level
One adult and pediatric
trauma center** and verified
Burn Center

UW Health at The American Center

State-of-the-art **hospital,**
wellness, and **sports**
performance

UWHealth

UnityPoint Health
Meriter
PARTNER OF UWHealth

Aurora
Health Care

GUNDERSEN
HEALTH SYSTEM

American Family Children's Hospital

Among the nation's elite
children's hospitals, with
pediatric and surgical
neonatal intensive care

UnityPoint Health – Meriter

Community-based
hospital and primary
care clinics

Aurora Health Care

Serves **eastern**
Wisconsin and **northern**
Illinois with 16 hospitals,
150+ clinics, and
70 pharmacies

Gundersen Health System

Serving **21 counties**
in Iowa, Minnesota,
and Wisconsin

Gundersen Lutheran Medical Center

Teaching hospital with
a **Level II trauma and**
emergency center



Where to Get Care

Choose the right care for the right situation. Explore these options that are available with your Quartz plan.

Member cost share varies by plan. Refer to your Summary of Benefits and Coverage for copay, coinsurance, and deductible amounts.

	 Virtual Visit	 Telehealth	 Primary Care	 Urgent Care	 Emergency Care
Description	An on-demand appointment with a health care provider via your smartphone, tablet, or computer.	A scheduled appointment with your usual provider during clinic hours, via video chat or phone call.	Regular, nonemergency care. Face-to-face appointment with your provider in their clinic or office.	In-person, walk-in care at designated locations, usually with extended hours.	In-person care 24/7 when help is needed right away to prevent an adverse health outcome.
Hours	24/7	Normal clinic hours	Normal clinic hours	Extended hours	24/7
Cost	\$	\$ \$	\$ \$	\$ \$ \$	\$ \$ \$ \$
Symptoms	For urgent, nonemergency symptoms, like: ▶ Cough ▶ Headaches ▶ Nausea ▶ Rashes ▶ Sore throat ▶ Sprains	For service outside of the clinic, including: ▶ Routine visits ▶ Surgery follow-ups ▶ Mental health services ▶ Screenings	For in-clinic services, for instance: ▶ Routine checkups ▶ Annual physicals ▶ Preventive screenings ▶ Vaccinations ▶ Non-urgent injuries and illness	For health issues or injuries that need prompt attention, but are not serious enough for emergency such as, ▶ Sprains and strains ▶ Ear pain or infection ▶ Rashes and insect bites ▶ Sore or strep throat	For serious and/or life-threatening situations, for example: ▶ Chest pain or heart attack ▶ Shortness of breath ▶ Major illness ▶ Traumatic injury
Access	Set up an account ahead of time so you're prepared if you are sick or injured. Learn more at QuartzBenefits.com/digitaltools .	Call your provider's office to schedule a telehealth visit (if available) and get connection instructions.	Call your primary care provider or clinic to schedule ahead of time.	Call your primary care provider or clinic first, day or night. They will advise you if you should go to urgent care.	Call 911 or go to the nearest hospital emergency department for immediate help.

Virtual Visits 24/7

Your fever doesn't care what time it is. Or what day of the week. Neither does your child's sore throat or your partner's sprained ankle. When you are sick or injured, **you want care now**. Plan ahead and create your virtual visit account so you're ready when you need care.



Search your app store for **Care Anywhere University of Wisconsin**. Or, go to uwhealthcareanywhere.org to set up your account or access care.



Search your app store for **UnityPoint Health Virtual Care**. Go to unitypointvirtualcare.org to create your account.



Search your app store for **Gundersen VirtualVisit**. Learn more and explore frequently asked questions at gundersenvirtualvisit.org.



Search your app store for **LiveWell with Advocate Aurora**. Visit livewell.aah.org to sign up or start a visit.





If you are in crisis,
call 911 immediately
if you are at risk of
harming yourself
or others.

**(800) 273-TALK/
(800) 273-8255**
National Suicide
Prevention Lifeline

Your Mental Health and Emotional Well-being

**Being healthy isn't just about your body —
it's about your mind, too. We're here to help.**

**Quartz's Behavioral Health Care Management can
connect you to the support you need to cope with:**

- ▶ Alcohol or drug abuse
- ▶ Anxiety
- ▶ Bipolar disorder
- ▶ Depression
- ▶ Obsessive-compulsive disorder
- ▶ Panic disorder
- ▶ Post-traumatic stress disorder
- ▶ Stress

Call **Behavioral Health Care Management** at
(800) 683-2300 or **(608) 640-4450** for a confidential
consultation about your options.

Extras that Matter

Check out these additional resources to support your well-being.

Health Management Programs

QuartzBenefits.com/healthmanagement

Complex Case Management Program

Coordination of care and services for **complex medical and social needs**.

Self-Guided Learning

Manage chronic conditions such as asthma and diabetes. Learn how to live tobacco-free.

Do you need DME or diabetic supplies?

Your health care provider can order **supplies, services, and equipment for you to use at home**, instead of in a health care setting. Examples of home medical equipment include:

- ▶ Sleep apnea machines
- ▶ Oxygen equipment
- ▶ Mobility assistive equipment
- ▶ Continuous glucose monitors (CGMs)
- ▶ Insulin pumps

If you need **home medical equipment, home health services, or infusion therapy, first call Quartz Customer Service at (844) 644-3455** to confirm your coverage. Then, we'll give you contact details for our home health care partner. For diabetes supplies, such as testing strips or a glucometer, contact your pharmacy.



Your Information, Your Control

Every Quartz member needs MyChart, your **electronic health record**. With one-stop access to all things Quartz, MyChart makes working with your insurance coverage so easy. Plus, you can link your Quartz MyChart account with other health care organizations to see your health information in one place.

Go to **QuartzMyChart.com** and follow the prompts to get signed up.



View **benefits** information



Check **claims** status



Find a **doctor**



Go **paperless**



Message Customer Service



Start an **urgent care video visit**



From MyChart, you can also review your **Summary of Benefits and Coverage (SBC)** and **Certificate of Coverage** for plan details. Call Customer Service for a free, printed copy.



Get the app!

Search for **Quartz MyChart** in your app store. Message and data rates may apply.



Resources

We know health insurance is complicated. Check out these resources to help you be a better-informed health care consumer.

Glossary of Insurance and Medical Terms

[**QuartzBenefits.com/glossary**](https://quartzbenefits.com/glossary)

Look up the meanings of common insurance and medical words.

Health Plans 101

[**QuartzBenefits.com/healthplan101**](https://quartzbenefits.com/healthplan101)

Review the basics of how health insurance works in easy-to-understand language.

Member Rights and Responsibilities

[**QuartzBenefits.com/memberrights**](https://quartzbenefits.com/memberrights)

As a Quartz member, you have the right to be treated with respect. In return, we expect you to be involved in your care and communicate with us.



Non-Discrimination & Language Access

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 Service 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.

We provide 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)

We provide free language services to people whose primary language is not English, such as –

- Qualified interpreter
- Information written in other languages

If you need these services, contact Customer Service 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 –

Kristie Meier, Compliance Officer
840 Carolina Street
Sauk City, WI 53583
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, Kristie Meier, 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.

For help to translate or understand this, please call (800) 362-3310, TTY: 711 / (800) 877-8973.

Spanish – Este Aviso contiene información importante. Este aviso contiene información importante acerca de su solicitud o cobertura a través de Quartz. Preste atención a las fechas clave que contiene este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Hmong – Tsab ntawv tshaj xo no muaj cov ntshiab lus tseem ceeb. Tsab ntawv tshaj xo no muaj cov ntshiab lus tseem ceeb txog koj daim ntawv thov kev pab los yog koj qhov kev pab cuam los ntawm Quartz. Saib cov caij nyooq los yog tej hnub tseem ceeb uas sau rau hauv daim ntawv no kom zoo. Tej zaum koj kuj yuav tau ua qee yam uas peb kom koj ua tsis pub dhau cov caij nyooq uas teev tseg rau hauv daim ntawv no mas koj thiab yuav tau txais kev pab cuam kho mob los yog kev pab them tej nqi kho mob ntawd. Koj muaj cai kom lawv muab cov ntshiab lus no uas tau muab sau ua koj hom lus pub dawb rau koj. Hu rau (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Vietnamese – Thông báo này cung cấp thông tin quan trọng. Thông báo này có thông tin quan trọng bản về đơn nộp hoặc hợp đồng bảo hiểm qua chương trình Quartz. Xin xem ngày then chốt trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trong thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ giúp thêm về chi phí. Quý vị có quyền được biết thông tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Chinese – 本通知含有重要的訊息。本通知對於您透過 Quartz 所提出的申請或保險有重要的訊息。請在本通知中查看重要的日期。您可能要在特定的截止日期之前採取行動，以保留您的健康保險或有助於省錢。您有權利免費以您的母語得到幫助和訊息。請致電 (800) 362-3310 : 711 / (800) 877-8973.

Russian – Настоящее уведомление содержит важную информацию. Это уведомление содержит важную информацию о вашем заявлении или страховом покрытии через Quartz. Посмотрите на ключевые даты в настоящем уведомлении. Вам, возможно, потребуется принять меры к определенным предельным срокам для сохранения страхового покрытия или помощи с расходами. Вы имеете право на бесплатное получение этой информации и помощь на вашем языке. Звоните по телефону (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Laotian – ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສໍາຄັນ. ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສໍາຄັນກ່ຽວກັບໃບສະໝັກ ຫຼື ການຄຸ້ມຄອງຂອງທ່ານຜ່ານ Quartz. ຊອກຫາວັນທີສໍາຄັນໃນໜັງສືແຈ້ງການສະບັບນີ້ ທ່ານອາດຈະເປັນຕ້ອງປະຕິບັດຕາມວິໄນທີ່ກ່າວໄວ້ທີ່ແນະນຳເພື່ອຮັກສາໄວ້ການຄຸ້ມຄອງສະພາບຂອງທ່ານ ຫຼື ຊ່ວຍເຫຼືອດ້ານຄ່າໃຊ້ຈ່າຍ. ທ່ານມີສິດທີ່ຈະໄດ້ຮັບຂໍ້ມູນນີ້ ແລະ ຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທຫາເບີ (800) 362 3310. TTY / TDD: 711 / (800) 877 8973.

German – Diese Benachrichtigung enthält wichtige Informationen. Diese Benachrichtigung enthält wichtige Informationen bezüglich Ihres Antrags auf Krankenversicherungsschutz durch Quartz. Suchen Sie nach wichtigen Terminen in dieser Benachrichtigung. Sie könnten bis zu bestimmten Stichtagen handeln müssen, um Ihren Krankenversicherungsschutz oder Hilfe mit den Kosten zu behalten. Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Rufen Sie an unter (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Arabic – يحتوي هذا الإشعار على معلومات مهمة. يتضمن هذا الإشعار معلومات هامة حول طلبك أو تغطيتك عبر Quartz. ابحث عن التواريخ الرئيسية في هذا الإشعار. قد تحتاج إلى إجراء تدابير معينة وفقاً لمواعيد معينة من أجل الحفاظ على تغطيتك الصحية أو المساعدة في التكاليف. لديك الحق في الحصول على هذه المعلومات TTY / TDD: 711 / (800) 877-8973 / (800) 362-3310.

French – Cet avis a d'importantes informations. Cet avis a d'importantes informations sur votre demande ou la couverture par l'intermédiaire de Quartz. Rechercher les dates clés dans le présent avis. Vous devrez peut-être prendre des mesures par certains délais pour maintenir votre couverture de santé ou d'aide avec les coûts. Vous avez le droit d'obtenir cette information et de l'aide dans votre langue à aucun coût. Appelez (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Korean – 본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 Quartz를 통한 커버리지에 관한 정보를 포함하고 있습니다. 본 통지서에서 핵심이 되는 날짜들을 찾으십시오. 귀하는 귀하의 건강 커버리지를 계속유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수 있습니다. 귀하는 이러한 정보와 도움을 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. (800) 362-3310로 전화하십시오. TTY / TDD: 711 / (800) 877-8973.

Tagalog – Ang Paunawa na ito ay naglalaman ng mahalagang impormasyon. Ang paunawa na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong aplikasyon o pagsakop sa pamamagitan ng Quartz. Tingnan ang mga mahalagang petsa dito sa paunawa. Maaring mangailangan ka na magsagawa ng hakbang sa ilang mga itinakdang panahon upang mapanatili ang iyong pagsakop sa kalusugan o tulong na walang gastos. May karapatan ka na makakuha ng ganitong impormasyon at tulong sa iyong wika ng walang gastos. Tumawag sa (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Pennsylvanian Dutch – Die Bekanntmachung gebt wichdichi Auskunft. Die Bekanntmachung gebt wichdichi Auskunft baut dei Application oder Coverage mit Quartz. Geb Acht fer wichdiche Daadem in dei Bekanntmachung. Es iss meeglich, ass du ebbes duh muscht, an beschtimmdie Deadlines, so ass du dei Health Coverage bhalde kannscht, odder bezaahle helfe kannscht. Du hoscht es Recht fer die Information un Hilf in deinre eegne Schprooch griege, un die Hilf koschtet nix. Kannscht du (800) 362-3310 uffrufe. TTY / TDD: 711 / (800) 877-8973.

Polish – To ogłoszenie zawiera ważne informacje. To ogłoszenie zawiera ważne informacje odnośnie Państwa wniosku lub zakresu świadczeń poprzez Quartz. Prosimy zwrócić uwagę na kluczowe daty zawarte w tym ogłoszeniu aby nie przekroczyć terminów w przypadku utrzymania polisy ubezpieczeniowej lub pomocy związanej z kosztami. Macie Państwo prawo do bezpłatnej informacji we własnym języku. Zadzwońcie pod (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Hindi – इस सूचना में महत्वपूर्ण जानकारी शामिल है। इस सूचना में Quartz से जुड़े आपके आवेदन या कवरेज के बारे में महत्वपूर्ण जानकारी शामिल है। इस सूचना में महत्वपूर्ण तारीखों को देखना न भूलें। स्वास्थ्य कवरेज जारी रखने या खर्च में मदद के लिए आपको कुछ तय तारीखों तक कार्रवाई करनी जरूरी है। आपके पास अपनी भाषा में, बिना किसी शुल्क के इस जानकारी और सहायता को पाने का अधिकार है। (800) 362-3310. TTY / TDD: 711 / (800) 877-8973 पर कॉल करें।

Albanian – Ky njoftim përmban informacion të rëndësishëm. Ky njoftim përmban informacion të rëndësishëm për aplikimin ose mbulimin tuaj nëpërmjet Quartz. Kontrolloni për data të rëndësishme në këtë njoftim. Mund t'ju duhet të ndërmerri veprim brenda afatave të caktuara për të mbajtur mbulimin tuaj shëndetësor ose për ndihmën me koston. Keni të drejtë ta merrni këtë informacion dhe ndihmë falas në gjuhën tuaj. Telefononi numrin (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Somali – FIIRO GAAR AH: Haddii aad ku hadashid af Soomaali, adeegyada caawimada luuqada, ayaa waxaa laguugu siinayaa bilaash, waa laguugu heli karaa. 1-800-362-3310 (TTY: 1-800-877-8973) bilbilaa.

Cushite – Oroomiffa XIYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiiddhaan ala, ni argama. Bilbilaa (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Amharic – ማሰታወቂያ: የሚገኙት ጽንሰ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያገለግሉት ተብረዷቸዋል፡ ወደ ሚኒተለው ቁጥር ይደውሉ (800) 362-3310. (መስማት ለተሳናቸው: 711 / (800) 877-8973).

Karen – ပပ်သုဉ်ပပ်သုဉ်- နုဉ်ကတိာ် တသုဉ် ကုဉ်အတိာ်တသုဉ် တသုဉ်အုဉ်တကိာ် နီတခါတုဉ်သုဉ်တိာ် တိာ် (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Mon-Khmer, Cambodian – ប្រជាជន: ប្រសិនបើអ្នកមានបញ្ហាជាមួយការងាររបស់អ្នក ឬការបង់ប្រាក់ប្រចាំខែ អ្នកអាចទទួលបានការជួយឥតគិតថ្លៃ។ ចូរទូរស័ព្ទ (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Serbocroatian – OBAVJEŠTENJE: Ako govorite srpskohrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite (800) 362-3310 TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711 / (800) 877-8973.

Thai – เรียง: ถิ่นคุณพูดภาษาไทยคุณสามารถขอรับ บริการช่วยเหลือทางภาษาไทยฟรี โทร (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Gujarati – સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. કોલ કરો (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Urdu – خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں TTY / TDD: 711 / (800) 877-8973. (800) 362-3310.

Italian – ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Greek – ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.



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