



September 15, 2021

Dear Quartz – Community Member,

Thank you for choosing Quartz through the State of Wisconsin Group Health Insurance Program. We're so glad you're here. This letter has important information about your plan and what to expect as a Quartz – Community member.

### What's next

**It's Your Choice open enrollment is September 27 – October 22, 2021.**

Visit **ChooseQuartz.com** for more information, or call **(844) 644-3455** to talk with a Quartz representative about your coverage and network options.

### What's new

The following changes to the group health insurance program take effect January 1, 2022:

- Coverage added for medically necessary orthognathic surgeries (e.g., corrective jaw surgeries).
- Timeframe requirement removed for extractions/dental repairs due to accidents.
- Telemedicine coverage categories specified, and copayment amounts updated. You can identify providers who offer telehealth services by searching at **QuartzBenefits.com/findadoctor**.
- Medical maximum out-of-pocket limit updated to follow the annual federal maximum updated values.
- All medical benefits will apply to the maximum out-of-pocket limit.

### Provider network updates

The Quartz – Community Network is being restructured into two regional options: **Quartz – Central Network** and **Quartz – West Network**. The best network option for you depends on where you live and where your primary care provider is located. Each of these new network options features access to high-quality care from many local and regional providers.

- Watch a quick video to learn more about your options— go to **QuartzBenefits.com/choosequartznetworks2022**.

Your health plan is offered by Quartz Health Benefit Plans Corporation for the State of Wisconsin Group Health Insurance program.

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### INFORMATION

- Enrollees of the State and Wisconsin Public Employers Group Health Insurance Program can expect a few changes beginning January 1, 2022.



### NEXT STEPS

- It's Your Choice open enrollment runs from September 27 through October 22, 2021.
- Select one of the new Quartz networks when you enroll.
- Check your new member ID card when it arrives to make sure the right primary care clinic is listed.



### CONTACT US

- Customer Service: **(844) 644-3455**
- Send a message through MyChart at **QuartzMyChart.com**
- TTY: 711
- **ChooseQuartz.com**

- Visit [QuartzBenefits.com/findadoctor](https://www.QuartzBenefits.com/findadoctor) to explore the new networks, locate your primary care provider, and download the 2022 network directories.
- Be sure to review the list of providers who will no longer be available to you as of January 1, 2022, on our website at [QuartzBenefits.com/2022CommunityTermedProvider](https://www.QuartzBenefits.com/2022CommunityTermedProvider).

### Establishing primary care

All Quartz members must choose a primary care provider (PCP) or primary care clinic (PCC) at enrollment. If you don't, Quartz will assign you to a primary care clinic near your home.

- Family members do not need to have the same provider or clinic.
- When you receive your member ID card, please confirm the PCC listed is correct.
- You can select a new PCP or PCC at any time. Let us know by updating your MyChart account at [QuartzMyChart.com](https://www.QuartzMyChart.com) or by calling Customer Service at **(844) 644-3455**.

### Good to know

- **You do not need to obtain a referral** to see an in-network provider.
- Some services may require Quartz's approval ahead of time. Go to [QuartzBenefits.com/priorauth](https://www.QuartzBenefits.com/priorauth) for more information.
- Visit [etf.wi.gov](https://www.etf.wi.gov) to review uniform benefit documents, frequently asked questions, and It's Your Choice enrollment materials.

### We're here to help

Quartz wants you to make the most of your health insurance plan. Visit [ChooseQuartz.com](https://www.ChooseQuartz.com) to find everything you need to know.

We value your membership and are committed to providing you with an exceptional health insurance experience. If you have any questions, please send us a message through MyChart at [QuartzMyChart.com](https://www.QuartzMyChart.com) or call Customer Service at **(844) 644-3455**. Thank you.

Sincerely,



Linsey Tennyson  
Director, Government Programs - State