



HEALTH PLAN TRANSITION SERVICES

Making the Move to Quartz — We're Here to Help

Your employer is changing their health insurance carrier to Quartz. Welcome! What does that mean for you or anyone else covered on your plan? **If you have complex medical needs and are being treated by an out-of-network provider**, Health Plan Transition (HPT) can give you extra support and time to establish care with Quartz providers. We may approve temporary coverage while you transition to in-network providers, **so you don't have a lapse in care**. HPT might also be appropriate depending on the medications you take and if you need durable medical equipment or supplies. See if you qualify for HPT services and learn how to apply.



Are your current providers in the Quartz network? Are your medications on the Quartz formulary? Go to QuartzBenefits.com/findadoctor and QuartzBenefits.com/formulary to confirm. Stop here if the answers are "yes" and "yes"— you don't need HPT services. If you answered "no" or you are uncertain, continue reading.

How to request HPT services



Go to page 2 and review the HPT Self-Assessment for each person on your new Quartz plan.



Complete a separate Health Plan Transition Form for each person who has any "yes" answers.



Submit the form to Quartz according to the instructions on the form.



We'll review your request and **follow up within 10 days**. If you're approved for HPT services, we'll explain what care will be covered, at what level or cost, and for how long.



You may be contacted by more than one of our team members. Our goal is to **understand your needs** and help you make a smooth transition to Quartz.

See page 2. →

HPT Self-Assessment

Please complete and send in a **Health Plan Transition Services Form** for each person on your plan who has any “yes” answers.

Pharmacy	
I'm enrolling in an HMO, POS, or PPO plan and am currently:	Request HPT?
Taking a drug on the Quartz formulary (Quartz's list of covered drugs) that doesn't need prior authorization (PA)	✗ No
Stable on a drug not listed on the Quartz formulary	✓ Yes
Taking a drug that's on the formulary, but is marked as non-formulary (NF), medical benefit (MB), or needing prior authorization (PA)	✓ Yes

Medical or Behavioral Health	
I'm enrolling in an HMO, POS, or PPO plan and am currently:	Request HPT?
Getting durable medical equipment and/or medical supplies from a source outside of the Quartz network.	✓ Yes
I'm enrolling in an HMO plan and am currently:	Request HPT?
Seeing providers already in the Quartz network	✗ No
Scheduled with a specialist outside the Quartz network for a serious condition	✓ Yes
In treatment with a mental health professional who is outside the Quartz network	✓ Yes
Pregnant and have established prenatal care with an out-of-network provider	✓ Yes
Scheduled for surgery	✓ Yes
I'm enrolling in a POS or PPO plan* and currently:	Request HPT?
See providers in the Quartz network	✗ No
See providers outside the Quartz network	✗ No

*Your POS or PPO plan has built-in benefits for out-of-network care, so HPT services don't apply.



Questions?

Call Customer Service at **(800) 362-3310**.

Health Plan Transition Services Form



Is your employer changing their health insurance plan to Quartz? If you or your dependents have complex medical, behavioral health, or pharmacy needs, Health Plan Transition services can give you temporary support while you establish care with Quartz providers.

General Information

Covered Employee (Subscriber) Name

Employer Name

Coverage Start Date

Phone

Best time to call between 8 a.m. - 5 p.m.

Person Needing HPT services

Name

Date of Birth (mm/dd/yyyy)

Relationship to employee Self Spouse/partner Child

Health

Tell us about the medical or behavioral health conditions and treatments you need to transition to Quartz.

Treating provider's name, location, specialty, and upcoming appointment dates:

What prescription medications are you taking that are not on Quartz's covered drug list or need prior authorization?

What durable medical equipment are you getting from a provider outside of the Quartz network?

Do you have any other questions or concerns?

Please return the completed form:

By mail: Quartz, Medical Management, 2650 Novation Parkway, Madison, WI 53713

By fax: (608) 821-4207 Attn.: Medical Management