Effective January 1, 2021

Quartz®

2021 Medicare Advantage

Provider Directory

Quartz Medicare Advantage (HMO) Plan Provider Directory

This directory provides a list of Quartz Medicare Advantage's current network providers.

Aurora Health Quartz Medicare Advantage
Gundersen Quartz Medicare Advantage
Gundersen MN Quartz Medicare Advantage
SwedishAmerican Quartz Medicare Advantage
UW Health Quartz Medicare Advantage

This directory is for the following plans' state and county service areas:

- **Iowa:** Allamakee, Clayton, Fayette, Howard, and Winneshiek
- **Illinois:** Boone, Jo Daviess, Ogle, Stephenson, Winnebago
- **Minnesota:** Fillmore, Houston, Wabasha, and Winona
- **Wisconsin**: Adams, Brown, Buffalo, Columbia, Crawford, Dane, Iowa, Jackson, Jefferson, Juneau, Kenosha, La Crosse, Manitowoc, Marquette, Milwaukee, Monroe, Ozaukee, Racine, Richland, Sauk, Sheboygan, Trempealeau, Vernon, Walworth, Washington, Waukesha, and Winnebago.

While you need to keep your eligibility in the county service area for the plan you have enrolled, you can see participating providers in the entire Quartz Medicare Advantage provider network.

To access Quartz Medicare Advantage's online provider directory, you can visit **QuartzBenefits.com/MAfindadoctor**. Some network providers may have been added or removed from our network after this directory was printed. We do not guarantee that each provider is still accepting new members.

For any questions about the information contained in this directory or to get the most up-to-date information about Quartz Medicare Advantage's plan network providers in your area, you may:

- Visit **QuartzBenefits.com/MedicareAdvantage**
- Call Customer Service at (800) 394-5566, Monday - Friday from 8 a.m. to 8 p.m. From October 1 through March 31, we're also available to assist you on Saturdays and Sundays from 8 a.m. to 8 p.m.
- Call TTY 711 or toll-free (800) 877-8973 for people who are deaf, hard of hearing, or speech impaired.
- Call through a video relay service company of your choice. Interpreter services are provided free of charge to you.
- We can also give you the information in large print or other alternate formats.

Other pharmacies/physicians/providers are available in our network.

The provider network may change at any time. You will receive notice when necessary.

Introduction

This directory provides a list of Quartz Medicare Advantage's network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage (EOC).

The network providers listed in this directory have agreed to provide you with your health care services. You may go to any of our network providers listed in this directory; however, some services may require a referral. If you have been going to one network provider, you are not required to continue going to that same provider. In some cases, you may get covered services from non-network providers.

Selecting a Primary Care Provider

As a member of Quartz Medicare Advantage (HMO), you should choose one of our network providers listed in this directory to be your Primary Care Provider (PCP). Generally, you must get your health care services from network providers.

Aurora Health Quartz Medicare Advantage

- Choosing a PCP is required when you enroll in an Aurora Health Quartz Medicare Advantage plan.
- If you receive your services through Aurora Health Care, for help finding or changing your PCP you may call (414) 290-9671.
- If you receive your services through ProHealth Care, for help finding or changing your PCP you may call the ProHealth Physician Referral Line at (262) 928-2745.

Gundersen Quartz Medicare Advantage and Gundersen MN Quartz Medicare Advantage

- Choosing a PCP is required when you enroll in a Gundersen Quartz Medicare Advantage plan.
- For help finding or changing your PCP, you may call Gundersen Health System New Patient Registration Department at (608) 775-0601.

SwedishAmerican Quartz Medicare Advantage

- Choosing a PCP is required when you enroll in a SwedishAmerican Quartz Medicare Advantage plan.
- For help finding or changing your PCP, you may call the SwedishAmerican HealthConnect Department at (779) 696-7081.

UW Health Quartz Medicare Advantage

- Choosing a PCP is required when you enroll in a UW Health Quartz Medicare Advantage plan.
- If you receive your services through UW Health, for help finding or changing your PCP you may call the UW Health Welcome Center at (608) 821-4819.
- If you receive your services through UnityPoint Health – Meriter, for help finding or changing your PCP you may call Quartz Medicare Advantage Customer Service at (800) 394-5566 or TTY 711.

Emergency/Urgent Care

You may receive covered emergency medical care whenever you need it worldwide and urgently needed services when out of the plan's service area. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health.

- If you are seen in the emergency room and are admitted, we will communicate with that provider to manage and follow up on your care.
- If your emergency care is provided by a network provider, you are entitled to follow-up care to be sure your condition continues to be stable.
- If your emergency care is provided by an out-of-network provider, you are entitled to follow-up care to be sure your condition is stable enough to allow travel home, where you can be treated in-network. We will then try to arrange for network providers to take over your care as soon as your medical condition and circumstances allow.

Nonemergency services by non-network providers will require a referral authorization from your network provider. Referral authorization must be approved before services can be rendered. If you should receive a bill for the full cost of your covered services from a non-network provider, submit it to Quartz Medicare Advantage for processing and determination of your liability, if any.

For more information, see the Medical Benefits Chart in Chapter 4 of your EOC.

Please note that although services are provided through the Quartz Medicare Advantage network delivery system, the continued participation of a doctor, hospital or facility cannot be guaranteed. We recommend that you confirm the participation of the provider before scheduling an appointment.

You must use network providers except in emergency or urgent care situations. If you obtain routine care from out-of-network providers, neither Medicare nor Quartz Medicare Advantage will be responsible for the costs.

What is the Service Area for Your Quartz Medicare Advantage Plan?

Each Quartz Medicare Advantage plan maintains separate county eligibility requirements, premiums, and benefits. As a member, you are limited to the supplemental benefits and the corresponding providers noted in your EOC. For more information, see Chapter 1, Section 2.3 of your EOC.

The Quartz Medicare Advantage service area by state and county is listed below.

Aurora Health Quartz Medicare Advantage

- Wisconsin: Brown, Winnebago, Manitowoc, Sheboygan, Ozaukee, Washington, Waukesha, Milwaukee, Walworth, Racine, Kenosha, and Waukesha County

Gundersen Quartz Medicare Advantage

- Iowa: Allamakee, Clayton, Fayette, Howard and Winneshiek counties
- Wisconsin: Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon counties.

Gundersen MN Quartz Medicare Advantage

- Minnesota: Fillmore, Houston, Winona, and Wabasha counties

SwedishAmerican Quartz Medicare Advantage

- Illinois: Boone, Jo Daviess, Ogle, Stephenson, and Winnebago counties

UW Health Quartz Medicare Advantage

- Wisconsin: Adams, Columbia, Dane, Jefferson, Iowa, Marquette, Richland, and Sauk counties

How Do You Find Quartz Medicare Advantage Providers That Serve Your Area?

Network providers are listed in this directory by type of provider, state, county, city, neighborhood/ZIP code, and provider name. The providers are then listed in alphabetical order by the facility.

To search for a provider online, visit **QuartzBenefits.com/MAfindadoctor**.

Questions?

If you have questions about Quartz Medicare Advantage, please call Customer Service at (800) 394-5566, Monday through Friday from 8 a.m. to 8 p.m. From October 1 through March 31, we're also available to assist you on Saturdays and Sundays from 8 a.m. to 8 p.m. TTY 711 or toll-free (800) 877-8973.

Multi-Language Insert

Multi-Language Interpreter Services

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-394-5566 (TTY: 711).

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-394-5566 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-394-5566（TTY：711）。

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-394-5566 (TTY: 711).

Arabic: ملاحظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متاحة من أجلك، يُرجى الاتصال على الرقم 1-800-394-5566 (TTY: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-394-5566 (телетайп: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-394-5566 (711)번으로 전화해 주십시오.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-394-5566 (TTY: 711).

Pennsylvania Dutch: Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-394-5566 (TTY: 711).

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-800-394-5566 (TTY: 711).

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-394-5566 (ATS : 711).

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-394-5566 (መስማት ለተሳናቸው: 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-394-5566 (TTY: 711) पर कॉल करें।

Serbo-Croatian: OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-394-5566 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-394-5566 (TTY: 711).

NOTICE OF NONDISCRIMINATION

Quartz Medicare Advantage (HMO) is the marketing name operating under the entities of Quartz Health Plan Corporation and Quartz Health Plan MN Corporation. These companies are separate legal entities. In this notice, "we" refers to these companies. 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 interpreters
  - Information written in other languages

If you need these services, contact Customer Service at **(800) 362-3310**.

If you believe that we have 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.

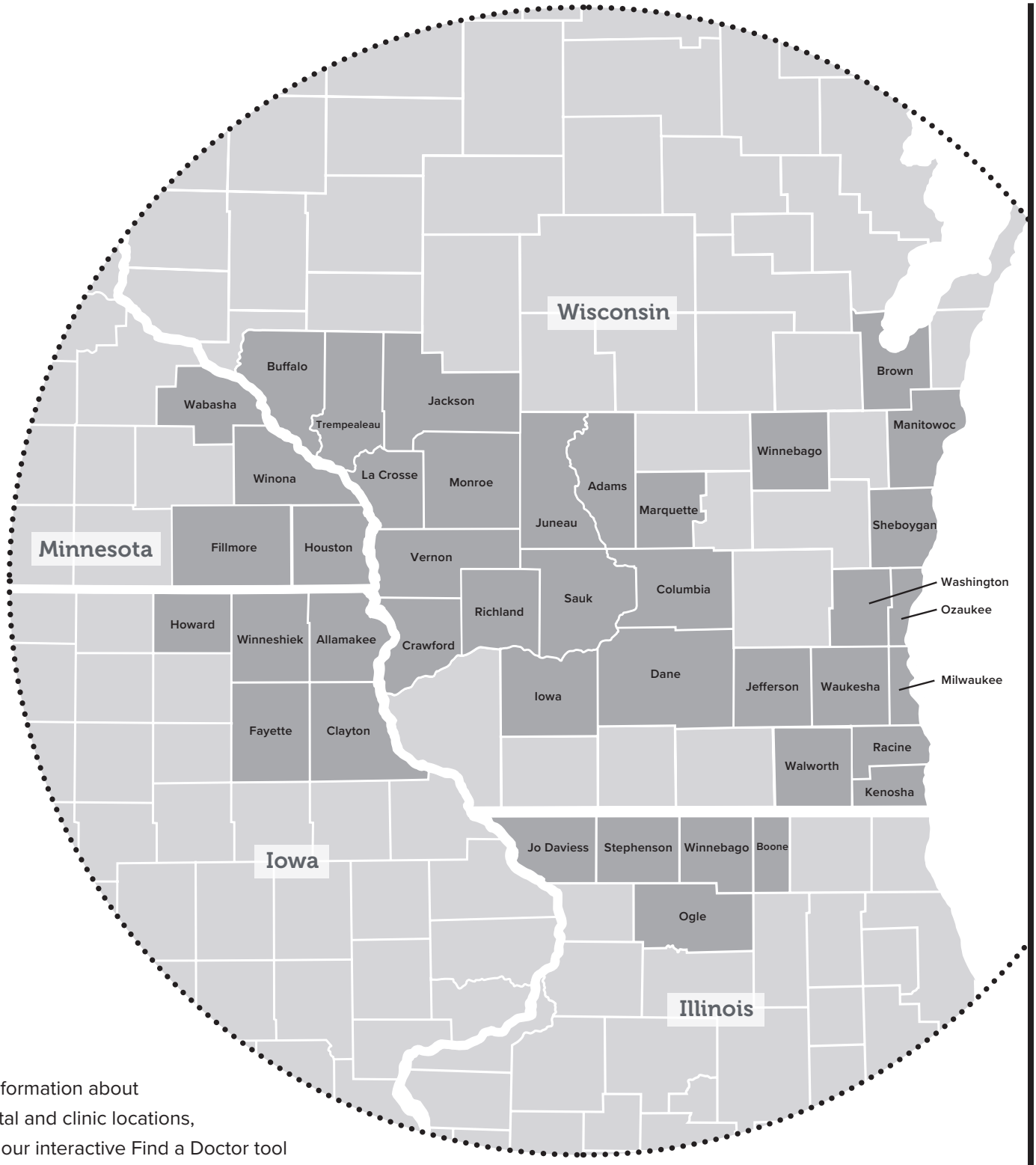
You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf** or by mail or phone at –

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

Quartz Medicare Advantage (HMO) 2021 Service Area



For information about hospital and clinic locations, go to our interactive Find a Doctor tool at **QuartzBenefits.com/MAfindadoctor**

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