



# 2022 Provider Directory

Select Network



Our goal is to help you live your best life through access to affordable, high-quality care. That's why your Quartz plan features access to top providers who are committed to your health and well-being.

Our provider directory has general information that applies to most Quartz members. However, health benefit plans vary. Please read your plan documents to see what's covered.

**Note:**

- ▶ Information may change as providers join or leave the network, move, or retire.
- ▶ Before getting care, check that the provider you want to see is in your network and is taking new patients.
- ▶ Quartz does not use specific quality, member experience, or cost-related measures to select providers or hospitals to participate in the network.

For the most up-to-date list of care providers in your Quartz network, visit [QuartzBenefits.com/findadoctor](https://QuartzBenefits.com/findadoctor). Call Quartz Customer Service if you would like a free, printed copy of our provider directory mailed to you.

**Questions?**

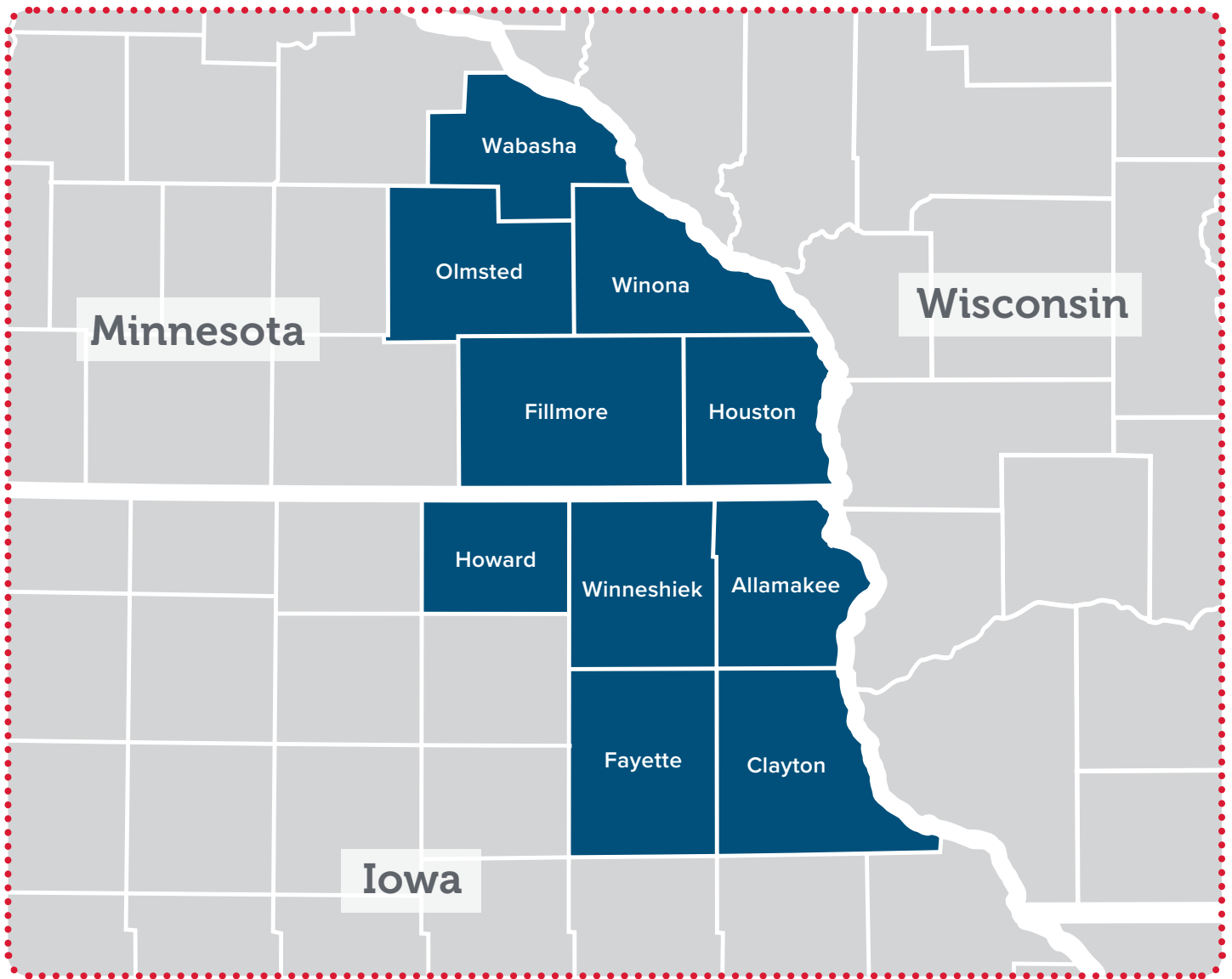
Contact us for help finding a provider to meet your needs or with any other questions. We're here to help.

**Customer Service (800) 362-3310; TTY: 711**

[QuartzBenefits.com](https://QuartzBenefits.com)

MyChart at [QuartzMyChart.com](https://QuartzMyChart.com)

**Quartz®**



## Select Network Service Area

### YOUR PROVIDER NETWORK

Your health insurance includes access to in-network providers. A “network” is a **group of doctors and other medical providers who have agreed to provide services to Quartz members**. They will bill us for your care. If we do not have a contract with a doctor or provider, they are considered out-of-network.

Quartz has several different networks. **Yours is listed on your ID card**. You can search for providers in your network at [QuartzBenefits.com/findadoctor](https://QuartzBenefits.com/findadoctor). Simply select the network name that is on your ID card and a list of providers in your network will show in the search results.

**If a provider is not on the list, they are out-of-network and likely are not covered under your plan.** Some Quartz plans, however, do cover services with doctors not in your network. If you are not sure if a provider is in-network or out-of-network, simply call their office to check or call Quartz Customer Service for help.







## Establishing Primary Care

[QuartzBenefits.com/findadoctor](https://QuartzBenefits.com/findadoctor)

Quartz members are asked to **choose a primary care provider (PCP) or primary care clinic at enrollment**. If you don't, we will assign you to a primary care clinic near your home. You can make a new selection at any time. Family members do not need to have the same provider or clinic. Once you have picked a PCP who best meets your needs, you can update your record via MyChart.

### WHERE TO GET CARE

Choose the right care for the right situation. For all types of care, check to see what your plan covers, especially before being treated by someone other than your PCP. **You can see all your benefits in MyChart.**

	 Virtual Visit	 Primary Care	 Urgent Care	 Emergency Care
What is it?	An on-demand appointment with a health care provider via your smartphone, tablet, or computer.	Regular, nonemergency care by appointment. Face-to-face interaction 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.
When should I use it?	For urgent, nonemergency symptoms, like: <ul style="list-style-type: none"> <li>▶ Cough</li> <li>▶ Headaches</li> <li>▶ Nausea</li> <li>▶ Rashes</li> <li>▶ Sore throat</li> <li>▶ Sprains</li> </ul>	For in-clinic services, for instance: <ul style="list-style-type: none"> <li>▶ Routine checkups</li> <li>▶ Annual physicals</li> <li>▶ Preventive screenings</li> <li>▶ Vaccinations</li> <li>▶ Non-urgent injuries and illness</li> </ul>	For health issues or injuries that need prompt attention, but are not serious enough for emergency care, such as, <ul style="list-style-type: none"> <li>▶ Cuts, scrapes, and bruises</li> <li>▶ Sprains and strains</li> <li>▶ Ear pain or infection</li> <li>▶ Rashes and insect bites</li> <li>▶ Sore or strep throat</li> </ul>	For serious and/or life-threatening situations, for example: <ul style="list-style-type: none"> <li>▶ Chest pain or heart attack</li> <li>▶ Numbness or weakness on one side or stroke symptoms</li> <li>▶ Shortness of breath</li> <li>▶ Major illness</li> <li>▶ Traumatic injury</li> </ul>
How do I get access?	Set up an account ahead of time so you're prepared to log in if you become sick or injured. Learn more at <a href="https://QuartzBenefits.com/digitaltools">QuartzBenefits.com/digitaltools</a> .	Call your primary care provider or clinic to schedule ahead of time.	Call your primary care provider or clinic first, day or night, to check the best course of action. They will advise you if you should go to urgent care.	Call 911 or go to the nearest hospital emergency department for immediate help.



### 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 health care 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](https://QuartzMyChart.com) and follow the prompts to create your account.



### Get the app!

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



## Prior Authorization

Most of the time, you can take care of your medical needs without checking with Quartz. In some situations, you might need our okay first before we cover the costs. This process is called prior authorization. You, your doctor, or nurse will fill out a General Prior Authorization Request Form and send it to Quartz for our review. We will let you and your provider know if the service is covered by your plan (approved) or not covered (denied). If the request is denied, we will tell you how you can appeal the decision. Learn more and download forms at [QuartzBenefits.com/priorauth](https://QuartzBenefits.com/priorauth) or [QuartzBenefits.com/medpriorauth](https://QuartzBenefits.com/medpriorauth).



## Referrals

As a Quartz member, you do not need to get a referral from your PCP to see other providers in your network.

### Note:

- ▶ Some specialists may only accept you as a patient if you have been referred by your PCP.
- ▶ You may need Quartz's okay ahead of time to make sure specialty care is covered by your plan.



## Pharmacy Benefits

Quartz offers many kinds of prescription drug coverage. To learn about your specific plan, log in to MyChart at [QuartzMyChart.com](https://QuartzMyChart.com). Then, navigate to **Pharmacy Benefits** to:

- ▶ Get drug information
- ▶ Compare prices
- ▶ Find a pharmacy
- ▶ View and print your medication history
- ▶ And more!



## Take Notice

For questions about your rights or for assistance, contact:

**Iowa Insurance Division**, (515) 281-5705, 601 Locust St. - 4th Floor, Des Moines, IA 50309

**Minnesota Commerce Department**, Consumer Services Center, Toll-free (800) 657-3602



## Resources

We know health insurance is complicated. Check out our resources to help you be a smart 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.

### Notice of Privacy Practices

[QuartzBenefits.com/privacypractices](https://QuartzBenefits.com/privacypractices)

Learn how Quartz uses and protects your personal information.

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## 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](http://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](http://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](http://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 ntsiab 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 thiaj 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 – ຄຳຈັກການສະບັບນີ້ມີຂໍ້ມູນທີ່ສຳຄັນ.

ຄຳຈັກການສະບັບນີ້ມີຂໍ້ມູນທີ່ສຳຄັນກ່ຽວກັບໃບສະໜັກ ຫຼື ການຄຸ້ມຄອງຂອງທ່ານຜ່ານ Quartz. ຊອກຫາວັນທີ່ສຳຄັນ ໃນຫນັງສືຄຳຈັກການສະບັບນີ້. ທ່ານອາດຈຳເປັນຕ້ອງປະຕິບັດຕາມເວລາ ທີ່ກຳນົດໄວ້ທີ່ແນ່ນອນເພື່ອຮັກສາໄວ້ການຄຸ້ມຄອງສະຊະພາບຂອງທ່ານ 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.

**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 die Bekanntmachung. Es iss meeglich, ass du ebbes duh muscht, an beschtimme 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.

**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. ليذك الحق في الحصول على هذه المعلومات TTY / TDD: 711 / (800) 877-8973 / (800) 362-3310.

**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.

**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 devez 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.

**Hindi** – इस सूचना में महत्वपूर्ण जानकारी शामिल है। इस सूचना 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 ज़रूरी 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।

**Korean** – 본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 Quartz을 통한 커버리지 에 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) 362-3310 로 전화하십시오. TTY / TDD: 711 / (800) 877-8973.

**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.

**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.

**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 XIYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

**Amharic** – ማሰታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ (800) 362-3310. (መስማት ለተሳናቸው: 711 / (800) 877-8973).

**Karen** – ၵၢ်သ့ၵ်းလံး- နမ့ၢ်ကတိၢ် ကညိၣ် ကျိၣ်အသိၣ်, နမ့ၢ်န့ၢ် ကျိၣ်အတိၢ်မၤစၢၤလၢ တလၢၣ်ဘျၣ်လၢၣ်စ့ၤ နီတၢ်ဘျၣ်သ့ၵ်းလံး. ကိး (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

**Mon-Khmer, Cambodian** – ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំណប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ (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** – เรียบ: ถ้ คุณพูด ภาษาไทยคุณสามารถขอรับ บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

**Gujarati** – સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન 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 (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

**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.