



2023 Provider Directory

Quartz Medicare Advantage & Quartz Dual Eligible with Rx

Effective January 1, 2023

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Quartz Medicare Advantage (HMO) & Quartz Med Advantage Dual Eligible with Rx 2023 Plan Provider Directory

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

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

- **Iowa:** Allamakee, Clayton, Fayette, Howard, and Winneshiek counties.
- **Illinois:** Boone, Carroll, Jo Daviess, Lee, Ogle, Stephenson, and Winnebago counties.
- **Minnesota:** Fillmore, Houston, Wabasha, and Winona counties.
- **Wisconsin:** Adams, Brown, Buffalo, Calumet, Chippewa, Columbia, Crawford, Dane, Dodge, Eau Claire, Florence, Fond du Lac, Grant, Green, Green Lake, Iowa, Jackson, Jefferson, Juneau, Kenosha, Kewaunee, La Crosse, Lafayette, Manitowoc, Marinette, Marquette, Milwaukee, Monroe, Oconto, Outagamie, Ozaukee, Pepin, Racine, Richland, Rock, Sauk, Shawano, Sheboygan, Trempealeau, Vernon, Walworth, Washington, Waukesha, Waushara, and Winnebago counties.

This provider directory includes Quartz Medicare Advantage (HMO) and Quartz Dual Eligible plans. Please see the Evidence of Coverage to determine your plan options.

To access the provider directory online:

- For the Quartz Medicare Advantage provider directory, visit **QuartzBenefits.com/MAfindadoctor**
- For the Quartz Dual Eligible provider directory, visit **QuartzBenefits.com/Dualfindadoctor**

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 a Quartz Champion at (800) 394-5566, Monday - Friday from 8 a.m. to 8 p.m. From October 1 through March 31, seven days a week from 8 a.m. to 8 p.m.
- Call TTY 711 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.

Quartz Medicare Advantage will mail a hard copy of the provider directory to you within three (3) business days of your request. Quartz Medicare Advantage may ask whether your request for a hard copy is a one-time request or if you are requesting to receive the provider directory in hard copy permanently.

If you request it, your request for hard copies of the provider directory remains until you leave Quartz Medicare Advantage or request that hard copies be discontinued.

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 and Quartz Dual Eligible network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage document.

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. Choosing a PCP is required when you enroll in one of Quartz's Medicare Advantage plans.

Selecting a Primary Care Provider

As a Quartz Medicare Advantage (HMO) or Quartz Dual Eligible member, 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 plans

- If you receive your services through Aurora Health Care, you may get help finding or changing your PCP by calling (414) 290-9671.
- If you receive your services through ProHealth Care, you may get help finding or changing your PCP by calling the ProHealth Physician Referral Line at (262) 928-2745.

Gundersen Quartz Medicare Advantage & Gundersen MN Quartz Medicare Advantage plans

- For help finding or changing your PCP, you may call Gundersen Health System New Patient Registration Department at (608) 775-0601.

UW Health Quartz Medicare Advantage & UW Health IL Quartz Medicare Advantage plans

- If you receive your services through UW Health in Illinois, you may get help finding or changing your PCP by calling the HealthConnect Department at (779) 696-7081.
- If you receive your services through UW Health, you may get help finding or changing your PCP by calling 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 a Quartz Champion at (800) 394-5566 (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 Evidence of Coverage document, which is available in your Quartz MyChart account.

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 or Quartz Dual Eligible plan?

Each Quartz Medicare Advantage or Quartz Dual Eligible 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 Evidence of Coverage. For more information, see Chapter 1, Section 2.3 of your Evidence of Coverage.

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

Aurora Health Quartz Medicare Advantage plans

- Wisconsin: Brown, Calumet, Florence, Kenosha, Kewaunee, Oconto, Ozaukee, Outagamie, Marinette, Manitowoc, Milwaukee, Racine, Sheboygan, Shawano, Walworth, Washington, Waukesha, and Winnebago counties.

Gundersen Quartz Medicare Advantage plans

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

Gundersen MN Quartz Medicare Advantage plans

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

UW Health Quartz Medicare Advantage plans

- Wisconsin: Adams, Columbia, Dane, Dodge, Fond du Lac, Grant, Green, Green Lake, Iowa, Jefferson, Lafayette, Marquette, Richland, Rock, and Sauk counties.

UW Health Illinois Quartz Medicare Advantage plans

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

The Quartz Med Advantage Dual Eligible plan Wisconsin service area by county is listed below.

- **Aurora Health Quartz Med Advantage Dual Eligible with Rx:** Milwaukee County.
- **Gundersen Quartz Med Advantage Dual Eligible with Rx:** La Crosse County.
- **UW Health Quartz Med Advantage Dual Eligible with Rx:** Dane County.

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

How do you find Quartz Medicare Advantage or Quartz Dual Eligible 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 Quartz Medicare Advantage provider online, visit **QuartzBenefits.com/MAfindadoctor**.

To search for a Quartz Dual Eligible provider online, visit **QuartzBenefits.com/Dualfindadoctor**.

For Dental Providers, you can visit Delta Dental's website to search for providers: **MedicareAdvantage.deltadentalwi.com**. Quartz Dual Eligible members can search **QuartzBenefits.com/Dualfindadoctor**.

Questions?

If you have questions about your plan's providers, please call a Quartz Champion at (800) 394-5566 (TTY: 711), Monday through Friday, from 8 a.m. to 8 p.m. From October 1 through March 31, we're available seven days a week from 8 a.m. to 8 p.m.

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 [Deutsch (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, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 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: ማሳሰቢያ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም ኣርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። 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) and Quartz Med Advantage Dual Eligible w/Rx are the marketing names 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, gender identity, or sexual orientation.

- 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 Success 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, gender identity, or sexual orientation, you can file a grievance with:

**Kristie Breunig, Compliance Officer; 2650 Novation Parkway, Madison, WI 53713
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 Breunig, Compliance Officer, is available to help you.

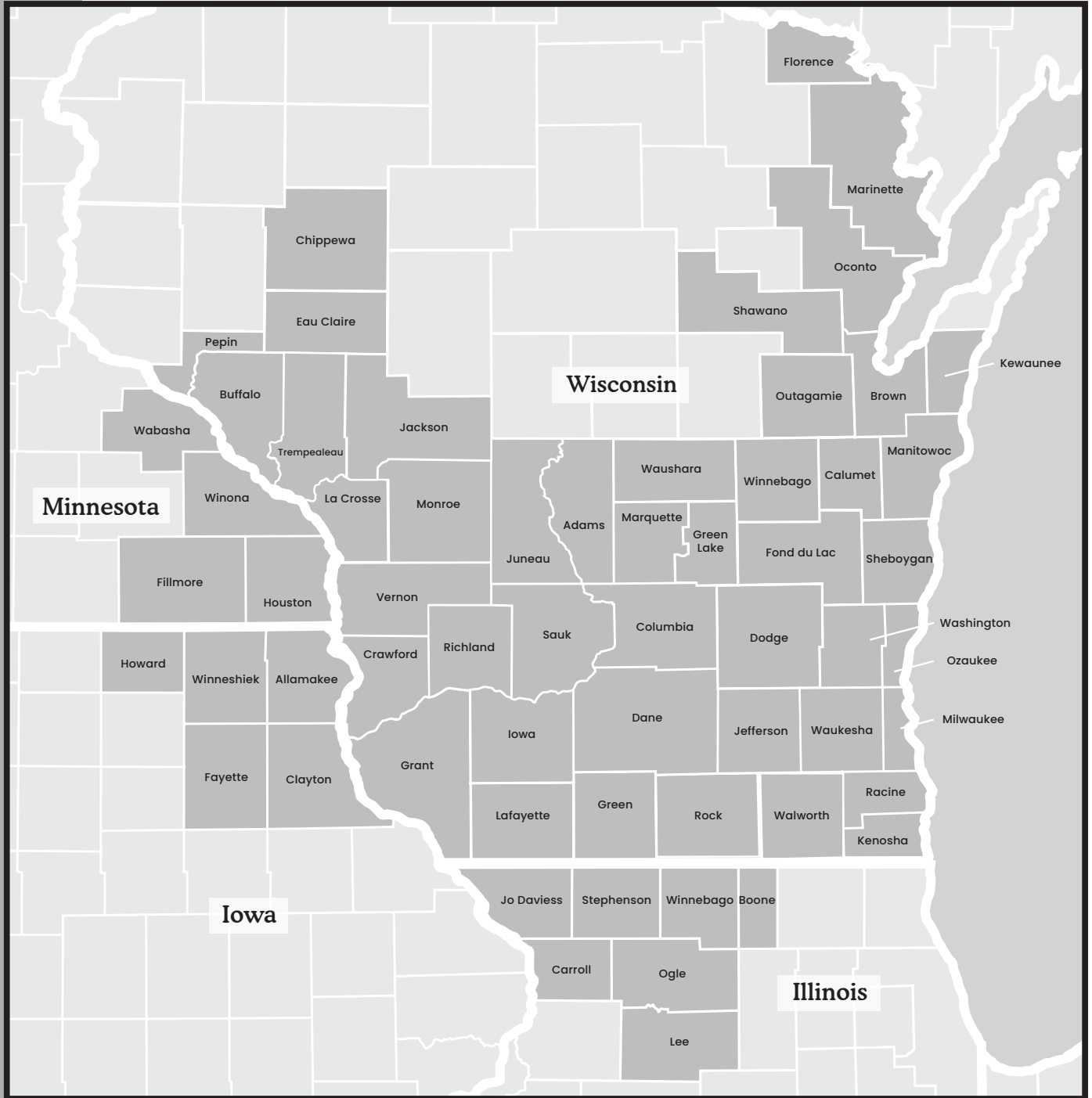
You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

**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.



Service Area for Quartz Medicare Advantage & Quartz Medicare Advantage Dual Eligible w/Rx



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



Facility services definitions

Understanding common facilities and related services

Health insurance terminology can sometimes be complicated, but this handy guide will help.

Ambulatory Surgery Center	Outpatient surgery, also known as ambulatory surgery, day surgery, day case surgery, or same-day surgery, is surgery that does not require an overnight hospital stay.
Anesthetists	Anesthesiology is the medical specialty focused on the total perioperative care of patients before, during, and after surgery. It encompasses anesthesia, intensive care medicine, critical emergency medicine, and pain medicine.
Anti-Hemophiliac Factor	Factor VIII is an essential blood-clotting protein, also known as an anti-hemophilic factor.
Audiology	Audiology is a branch of science that studies hearing, balance, and related disorders. Audiologists treat those with hearing loss and proactively prevent related damage. By employing various testing strategies, audiologists aim to determine whether someone has normal sensitivity to sounds.
Autism Treatment	Autism, or autism spectrum disorder (ASD), refers to a broad range of conditions characterized by challenges with social skills, repetitive behaviors, speech, and nonverbal communication.
Behavioral Health	Behavioral health is a term that includes many aspects of a person's wellbeing, such as mental health, substance use, harmful behaviors, or overall emotional wellness.
Behavioral Health AODA Residential/ Transitional	A residential treatment center refers to a licensed residential facility that is non-hospital based and provides voluntary, non-acute 24-hour individualized clinical treatment from a multi-disciplinary team in a contained, safe, and structured environment. A transitional residential treatment service is a clinically supervised, peer-supported therapeutic environment with clinical involvement.

QA01597 (0722)

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Behavioral Health Day Treatment	“Day treatment” or “day hospital” means a nonresidential intensive program that provides a mix of psychosocial treatment, education, recreational activities, and follow-up services to alleviate problems related to mental health or substance abuse issues.
Behavioral Health Inpatient	Psychiatric hospitals, also known as mental health units or behavioral health units, are acute care hospitals or hospital units specializing in the treatment of severe mental disorders, such as major depressive disorder, schizophrenia, and bipolar disorder. Care is provided 24 hours a day, 7 days a week, by or under the direction of a psychiatrist or psychiatric nurse practitioner.
Birth to Three	The Birth to 3 Program is a federally-mandated Early Intervention program (Part C of the Individuals with Disabilities Education Act—IDEA) to support families of children with developmental delays or disabilities under age three.
Chiropractic	Chiropractic is an alternative medicine concerned with diagnosing and treating mechanical disorders of the musculoskeletal system, especially the spine.
Clinics	A clinic is a health facility where people go for medical care or advice.
Clinics - Specialty Care	Specialty care means advanced medically necessary care and treatment of specific physical, mental or behavioral health conditions, or those health conditions which may manifest in particular ages or subpopulations, that are provided by a specialist, preferably in coordination with a primary care professional or other health care professional.
Durable Medical Equipment	Durable medical equipment is medical equipment ordered by a health care provider for everyday or extended use. Some examples are CPAP devices, crutches, hospital beds, orthotics, and wheelchairs.
Durable Medical Equipment - Bone Growth Stimulator	Bone growth stimulation is used to promote bone healing in difficult-to-heal fractures or fusions by applying electrical or ultrasonic current to the fracture/fusion site. An electrical osteogenesis stimulator is a device that provides electrical stimulation to augment bone repair.

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Durable Medical Equipment - Insulin Pump	Insulin pumps are small, computerized devices that mimic the way the human pancreas works by delivering small doses of short-acting insulin continuously (basal rate).
Durable Medical Equipment - Respiratory	Durable medical equipment (DME) includes the different types of oxygen equipment necessary to care for patients with respiratory ailments.
Durable Medical Equipment - Wound Vac	Negative-pressure wound therapy, also known as a vacuum assisted closure, is a therapeutic technique using a suction pump, tubing, and a dressing to remove excess exudate and promote healing in acute or chronic wounds and second- and third-degree burns.
Eye Clinic	A clinic where specialists care for patients' eyes.
Family Planning Center	Family planning may involve consideration of the number of children a family wishes to have, including the choice to have no children and the age at the time of conception. These matters are influenced by external factors such as marital situation, career considerations, financial position, and any disabilities that may affect their ability to have children and raise them. If sexually active, family planning may involve the use of contraception and other techniques to control the timing of reproduction.
Home Health	Home health care is a wide range of health care services that can be given in your home for an illness or injury. Home health care is usually less expensive, more convenient, and just as effective as care you get in a hospital or nursing home (skilled nursing facility).
Home Infusion	Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to an individual at home. The components needed to perform home infusion include the drug (for example, antivirals, immune globulin), equipment (for example, a pump), and supplies (for example, tubing and catheters).
Hospice	Hospice care focuses on a person's last six months of life or less. When curative treatment is no longer an option, hospice professionals work to make the patient's life as comfortable as possible. This means that hospice care includes palliative care because the goal is to make the patient as comfortable as possible for the time that remains.

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Hospital	A hospital is an institution that is built, staffed, and equipped for the diagnosis of disease, for the medical and surgical treatment of the sick and the injured, and for their housing during this process.
Infusion Therapy	In medicine, infusion therapy deals with all aspects of fluid and medication infusion via an intravenous or subcutaneous application. A special infusion pump can be used for this purpose. A fenestrated catheter is most frequently inserted into the localized area to be treated.
Inpatient Rehabilitation	An inpatient rehabilitation facility is a free-standing rehabilitation hospital or a rehabilitation unit in an acute care hospital. They provide an intensive rehabilitation program, and patients who are admitted must be able to tolerate three hours of intense rehabilitation services per day.
Massage Therapy	The manipulation of the muscles and other soft tissues of the body (as by stroking, kneading, or rubbing with one or both hands or an instrument) by a massage therapist for therapeutic purposes (as to relieve pain, promote healing, or improve physical functioning).
Narcotic Treatment Services	NRT is a comprehensive treatment with synthetic opiates approved by the United States Food and Drug Administration (FDA) for opiate-addicted patients. Authorized narcotic replacement medications are methadone, buprenorphine, naltrexone, and levo-alpha-acetylmethadol (LAAM). They are available to patients receiving treatment in a licensed Narcotic Treatment Program (NTP).
Nursing Home/ Skilled Nursing Facility	Nursing homes, also called skilled nursing facilities (SNFs), provide a wide range of health and personal care services. Their services focus on medical care more than most assisted living facilities. These services typically include nursing care, 24-hour supervision, three meals daily, and assistance with everyday activities.
Open MRI	Open MRIs are configured to provide improved patient comfort while taking images inside the body. They have magnets above and below the patient and wide-open sides.
Orthopedics	A branch of medicine concerned with the correction or prevention of deformities, disorders, or injuries of the skeleton and associated structures (such as tendons and ligaments).

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Pharmacies	A store where medicinal drugs are dispensed and sold.
Physical Therapy	The treatment of disease, injury, or deformity by physical methods such as massage, heat treatment, and exercise rather than by drugs or surgery.
Podiatry	The treatment of the feet and their ailments.
Portable X-ray Supplier	Portable x-ray suppliers provide diagnostic imaging services at patients' locations - most often residences, including private homes and group living facilities, such as nursing homes - rather than in a traditional clinical setting, such as a doctor's office or hospital.
Practice Location	A Practice Location is the health care facility where a physician spends the largest number of hours per week engaged in patient care. They may practice additional hours at other locations, too.
Radiology	This science deals with X-rays and other high-energy radiation, especially using such radiation for diagnosing and treating disease.
Renal Dialysis Unit	A ward or part thereof for dialyzing patients with advanced renal disease. Usually, outpatients may stay overnight; less commonly, inpatients may be awaiting a kidney transplant.
Sports Medicine Clinic	Sports medicine is a branch of medicine that deals with physical fitness and the treatment and prevention of injuries related to sports and exercise.
Urgent Care	Urgent Care Medicine is the provision of immediate medical service offering outpatient care for treating acute and chronic illness and injury.

[Primary Care Providers (PCPs)]

[State]

[County]

[City]

[Zip Code]

[PCP Name]

[*If applicable: Accepting New Patients? Yes/No*]

[PCP Street Address, City, State, Zip Code]

[Phone number]

[*Optional: website and e-mail addresses*]

[*Optional: Indicator for PCP(s) that support electronic prescribing*]

[PRIMARY CARE NON-PHYSICIANS]

[State]

[County]

[City]

[Zip Code]

[PCP Name]

[*If applicable: Accepting New Patients? Yes/No*]

[PCP Street Address, City, State, Zip Code]

[Phone number]

[*Optional: website and e-mail addresses*]

[*Optional: Indicator for PCP(s) that support electronic prescribing*]

[Specialists]

[Specialty Type]

[State]

[County]

[City]

[Zip Code]

[Specialist Name]

[*If applicable: Accepting New Patients? Yes/No*]

[Specialist Street Address, City, State, Zip Code]

[Phone number]

[*Optional: website and e-mail addresses*]

[*Optional: Indicator for specialist(s) that support electronic prescribing*]

[Hospitals]

[State]

[County]

[City]

[Zip Code]

[Hospital Name]

[Hospital Street Address, City, State, Zip Code]

[Phone number]

[*Optional: website and e-mail addresses*]

[*Optional: Indicator for hospital(s) that support electronic prescribing*]

[Skilled Nursing Facilities (SNFs)]

[State]

[County]

[City]

[Zip Code]

[SNF Name]

[SNF Street Address, City, State, Zip Code]

[Phone number]

[*Optional*: website and e-mail addresses]

[*Optional*: Indicator for SNF(s) that support electronic prescribing]

[Outpatient Behavioral Health Providers]

[State]

[County]

[City]

[Zip Code]

[Provider Name]

[*If applicable*: Accepting New Patients? Yes/No]

[Provider Street Address, City, State, Zip Code]

[Phone number]

[*Optional*: website and e-mail addresses]

[*Optional*: Indicator for provider(s) that support electronic prescribing]

[Other Plan Providers]

[State]

[County]

[City]

[Zip Code]

[PCP Name]

[If applicable: Accepting New Patients? Yes/No]

[PCP Street Address, City, State, Zip Code]

[Phone number]

[Optional: website and e-mail addresses]

[Optional: Indicator for PCP(s) that support electronic prescribing]

[Supplemental Benefits]

[State]

[County]

[City]

[Zip Code]

[PCP Name]

[If applicable: Accepting New Patients? Yes/No]

[PCP Street Address, City, State, Zip Code]

[Phone number]

[Optional: website and e-mail addresses]

[Optional: Indicator for PCP(s) that support electronic prescribing]

Quartz Medicare Advantage (HMO) & Quartz Med Advantage Dual Eligible with Rx 2023 Pharmacy Directory

The pharmacy directory was last updated on **[Insert <applicable date>]**, for distribution on January 1, 2023. For more recent information or other questions, please contact Customer Success at (800) 394-5566, Monday through Friday, 8 a.m. to 8 p.m. October 1 through March 31, we are available seven days a week, 8 a.m. to 8 p.m.

For people who are deaf, hard of hearing or speech impaired, please call TTY 711, which is free of charge. You may also visit our website at QuartzBenefits.com/MedicareAdvantage

This booklet provides a list of the Quartz Medicare Advantage and Quartz Dual Eligible network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and the Quartz Medicare Advantage formulary (drug list).

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Quartz Medicare Advantage only if they are filled at a network pharmacy or through our mail-order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of **[Insert <applicable date>]**. For the most current list, please contact us. Our contact information appears on the back cover page.

You can get prescription drugs shipped to your home through our network mail-order delivery program, which is called MedImpact Direct, LLC. For more information, please contact us or see the mail-order section of this pharmacy directory.

If you have questions about this information, please see the last cover page of this directory for information on how to contact us.

The participating pharmacies within the Quartz Medicare Advantage and Quartz Dual Eligible service areas are listed in the pharmacy directory. The pharmacies are displayed by provider type (retail, chain, home infusion, long-term care, etc.) and then listed alphabetically within each state, county, and city.

[Long Term Care (LTC) Pharmacies]

Residents of a long-term care facility may access their prescription drugs covered under Quartz Medicare Advantage and Quartz Dual Eligible through the facility's long-term care pharmacy or another network long-term care pharmacy.

[State]

[County]

[City]

[Zip Code]

[Pharmacy Name]

[Pharmacy Street Address, City, State, Zip Code]

[Phone number]

[Optional: website and e-mail addresses]

[Optional: Indicator for pharmacy(ies) that support electronic prescribing]

[Retail and Chain Pharmacies]

The participating pharmacies within the Quartz Medicare Advantage and Quartz Dual Eligible service areas are listed in the pharmacy directory. The pharmacies are displayed by provider type (retail, chain, home infusion, long term care, etc.) then listed alphabetically within each state, county, and city. Pharmacies offering a 90-day supply at contracted rates are identified by a symbol following the pharmacy's name.

[State]

[County]

[City]

[Zip Code]

[Pharmacy Name]

[Pharmacy Street Address, City, State, Zip Code]

[Phone number]

[*Optional*: website and e-mail addresses]

[*Optional*: Indicator for pharmacy(ies) that support electronic prescribing]

[Mail-order Pharmacies]

You can get prescription drugs shipped to your home through our network mail-order delivery program, which is called MedImpact Direct, LLC.

For refills of your mail order prescriptions, please contact us 2 weeks before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

Typically, you should expect to receive your prescription drugs within 10 days from the time that the mail-order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact Customer Success or you may also visit our website at QuartzBenefits.com/MedicareAdvantage

[State]

[County]

[City]

[Zip Code]

[Pharmacy Name]

[Pharmacy Street Address, City, State, Zip Code]

[Phone number]

[Optional: website and e-mail addresses]

[Optional: Indicator for pharmacy(ies) that support electronic prescribing]

[Home Infusion]

Quartz Medicare Advantage will cover home infusion therapy if:

- Your prescription drug is on Quartz Medicare Advantage formulary (drug list);
- Quartz Medicare Advantage and Quartz Dual Eligible have approved your prescription drug for home infusion therapy;
- Your prescription is written by a doctor; and
- You get your home infusion services from a Quartz Medicare Advantage and Quartz Dual Eligible network pharmacy.

Please contact a Quartz Champion if you have further questions about home infusion pharmacy services.

[State]

[County]

[City]

[Zip Code]

[Pharmacy Name]

[Pharmacy Street Address, City, State, Zip Code]

[Phone number]

[Optional: website and e-mail addresses]

[Optional: Indicator for pharmacy(ies) that support electronic prescribing]

[Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies]

Only Native Americans and Alaska Natives have access to Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies through Quartz Medicare Advantage and Quartz Dual Eligible pharmacy network. Those other than Native Americans and Alaskan Natives may be able to access these pharmacies under limited circumstances (e.g., emergencies).

[State]

[County]

[City]

[Zip Code]

[Pharmacy Name]

[Pharmacy Street Address, City, State, Zip Code]

[Phone number]

[Optional: website and e-mail addresses]

[Optional: Indicator for pharmacy(ies) that support electronic prescribing]



Quartz Champion:

(800) 394-5566 or TTY 711

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