



2023 Provider Directory

Select Network

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

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We're devoted to supporting you on your journey to a life well-lived. That's why your Quartz plan features access to an extensive provider network of trusted doctors and facilities.

Our provider directory will give you general information that applies to most Quartz members. However, health benefits vary. Please read your plan documents to confirm what's covered by your plan.

Note:

- Directory information may change as providers join or leave the network, move, or retire.
- Before getting care, be sure to check that the provider you want to see is in your network and taking new patients.

For the most up-to-date list of care providers in your Quartz network, please visit:

QuartzBenefits.com/findadoctor.

Call Quartz Customer Success if you'd like a free, printed copy of our provider directory mailed to you.

Questions?

Call us if you need help finding a provider who meets your needs, or if you have any questions. We're here to help.

Quartz Customer Success: (800) 362-3310 (TTY: 711)

Your plan details: QuartzBenefits.com

Message us in MyChart: QuartzMyChart.com

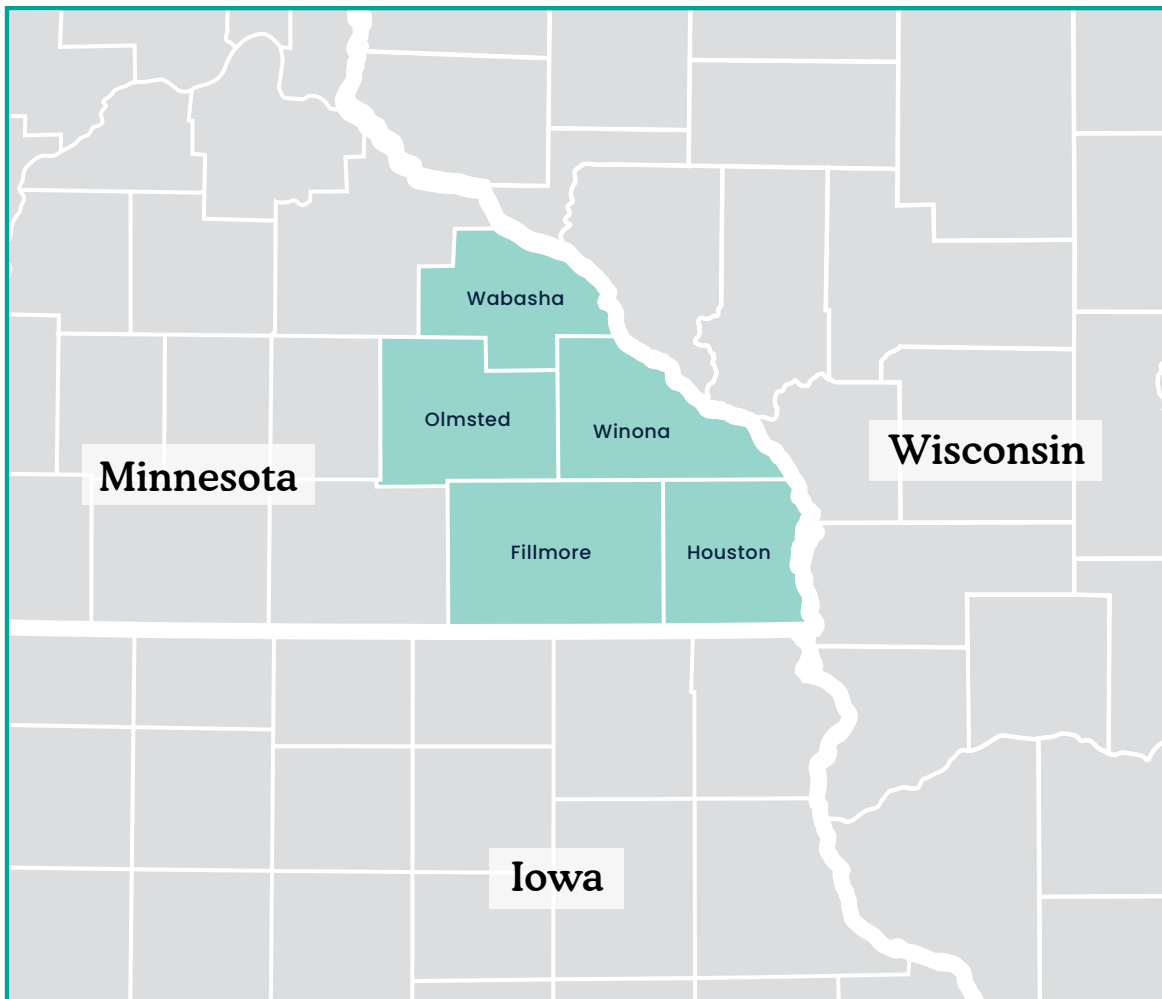
Select Service Area

Your Provider Network

Your plan includes access to all **in-network** health care providers. A network is a group of doctors and other medical professionals who have an agreement with Quartz to treat our members. They'll bill us for your care. If we don't have a contract with a doctor or provider, they're considered **out-of-network**.

Quartz has several different networks. Your network is listed on your ID card—you can search for providers in your network at QuartzBenefits.com/findadoctor. Simply select the network name listed on your ID card and a list of in-network providers will appear in the search results.

If you don't see a provider on the list, they are out-of-network and not likely to be covered under your plan. Some Quartz plans, however, will cover services from doctors outside of your network. If you're unsure whether a provider is in-network or out-of-network, please call their office to check or contact Quartz Customer Success for help.



Establishing Primary Care

QuartzBenefits.com/findadoctor

We ask you to **choose a Primary Care Provider (PCP) or Primary Care Clinic (PCP) at enrollment.** If you don't, we'll assign you a Primary Care Clinic near your home. You can make a new selection at any time, and family members don't need to have the same provider or clinic. Once you've chosen a PCP who best meets your needs, you can update your record via MyChart.

Where to Get Care

Choose the right care at the right place based on your 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 (QuartzMyChart.com).

	Telehealth	Primary Care	Virtual Visit	Urgent Care	Emergency Care
Hours	Normal clinic hours	Normal clinic hours	24/7	Extended hours	24/7
Cost	\$\$	\$\$	\$	\$\$\$	\$\$\$\$
What it is	A scheduled appointment with your usual provider during clinic hours, via video or phone.	Regular, nonemergency care. Face-to-face appointment with your provider in their clinic or office.	An on-demand appointment with a health care provider via your smartphone, tablet, or computer.	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 to use	For service outside of the clinic, including: <ul style="list-style-type: none"> Routine visits Surgery follow-ups Mental health services Screenings 	For in-clinic services, for instance: <ul style="list-style-type: none"> Routine checkups Annual physicals Preventive screenings Vaccinations Non-urgent injuries and illness 	For urgent, nonemergency symptoms, like: <ul style="list-style-type: none"> Cough Headaches Nausea Rashes Sore throat Sprains 	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"> Cuts, scrapes, and bruises Sprains and strains Ear pain or infection Rashes and insect bites Sore or strep throat 	For serious and/or life-threatening situations, for example: <ul style="list-style-type: none"> Chest pain or heart attack Numbness or weakness on one side or stroke symptoms Shortness of breath Major illness Traumatic injury
How to access	Call your provider's office to schedule a telehealth visit (if available) and get connection instructions.	Call your primary care provider or clinic to schedule ahead of time.	Set up an account ahead of time so you're prepared to log in if you are sick or injured. Learn more at QuartzBenefits.com/digitaltools .	Call your primary care provider or clinic first, day or night. They will advise you if you should go to urgent care.	Call 911 or go to the nearest hospital emergency department for immediate help.

MyChart keeps everything organized

As a Quartz member, MyChart is your "one-stop-shop" for immediate access to benefits, claims, details, plan documents, and more. We've got everything organized for easy access when you need it.

Go to QuartzMyChart.com and follow the prompts to get started.



Get the app!

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



Prior Authorization

Most of the time, you won't need to check with Quartz before getting care. In some situations, though, 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 about prior authorizations and download the forms at [QuartzBenefits.com/providers/prior-authorization](https://www.QuartzBenefits.com/providers/prior-authorization).

Referrals

As a Quartz member, you'll never need a referral to see your PCP or other providers within your network.

Note:

- Some specialists may only accept you as a patient if you've been referred by your PCP.
- When getting specialty care, you may need approval from Quartz ahead of time to be sure everything 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://www.QuartzMyChart.com). Then, navigate to Pharmacy Benefits to:

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

Assistance is Available

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 well-informed health care consumer.

Glossary of Insurance and Medical Terms

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

Look up the meanings of common insurance and medical words.

Health Plans 101

[QuartzBenefits.com/healthplan101](https://www.QuartzBenefits.com/healthplan101)

Review the basics of how health insurance works in easy-to-understand language.

Member Rights and Responsibilities

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

Learn how Quartz uses and protects your personal information.



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 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 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.

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 nyoog los yog tej hnuv tseem ceeb uas sau rau hauv daim ntawv no kom zoo. Tej zaum koj kuj yuav tau ua qee yam uas pab kom koj ua tsis pub dhau cov caij nyoog 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 bàn 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, потребуются 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 – ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສໍາຄັນ. ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສໍາຄັນກ່ຽວກັບໃບສະໜັກ ຫຼື ການຄຸ້ມຄອງຂອງທ່ານຜ່ານ Quartz. ຊອກຫາວັນທີ່ສໍາຄັນໃນໜັງສືແຈ້ງການສະບັບນີ້. ທ່ານອາດຈຳເປັນຕ້ອງປະຕິບັດຕາມເວລາທີ່ກຳນົດໄວ້ທີ່ແນ່ນອນເພື່ອຮັກສາໄວ້ການຄຸ້ມຄອງສະພາບຂອງທ່ານ ຫຼື ຊ່ວຍເຫຼືອດ້ານຄ່າໃຊ້ຈ່າຍ. ທ່ານມີສິດທີ່ຈະໄດ້ຮັບຂໍ້ມູນນີ້ ແລະ ຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທຫາເບີ (800) 362 3310. TTY / TDD: 711 / (800) 877 8973.

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-Hemophilic 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.

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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.