

Access standards and network adequacy guardrails

Quartz has established standards for appointment access availability for our members. All in-network providers are expected to comply with these standards to ensure Quartz members have reasonable access to care and services, considering the urgency of the need for services.* To ensure these standards are met, we may conduct surveys and site visits to monitor compliance with appointment and wait time standards.

All providers are required to:

1. Follow appointment wait time standards.
 - Wait times for care at facilities and scheduled appointments should not be 15 minutes beyond the scheduled appointment time.
 - When care is unavoidably delayed, members must be notified of the delay and allowed to reschedule their appointment. Attempts will be made to reschedule the appointment as medically appropriate and close to the original date.
2. Provide services 24 hours per day, 7 days per week or have appropriate after-hours care.
 - All providers should have an appropriate message available for patients calling in after normal business hours. The recommended provider's telephone greeting should include name, office hours, and availability of translation services, plus the name and phone number of a hospital or emergency services provider where a member can obtain after-hour care or emergency care.
3. Provide accessibility for individuals with disabilities as defined by the Americans with Disabilities Act (ADA), the Civil Rights Act, and any state or federal requirements to meet special and cultural needs.
4. Ensure that interpreter services are available for members with hearing impairments or who speak a different language than the provider.
5. Follow Department of Health Services standards for Quartz BadgerCare Plus and/or Medicaid SSI.
 - Provider's hours of operation are no less than the hours of operation offered to commercial members or Medicaid FFS and do not discriminate against Quartz BadgerCare Plus and/or Medicaid SSI members.*
 - Provide medically necessary high risk prenatal care within two weeks of the member's request for an appointment, or within three weeks if the request is for a specific Quartz provider, who is accepting new patients.*

*DHS HMO Contract

Quartz adheres to the following network adequacy guardrails by product and state

Product/State	Links to the standards for time/distance, wait time, provider ratios and other rules
Individual ACA (WI/IA/IL/MN)	<ul style="list-style-type: none"> • Network adequacy standards eCFR :: 45 CFR 156.230 -- Network adequacy standards • Essential Community Provider (ECP) standards eCFR :: 45 CFR 156.235 -- Essential community providers • Qualified Health Plan Issuer Instructions and standards Application Instructions (cms.gov)
WI Group - Commercial	<ul style="list-style-type: none"> • Access standards s. 609.22, Wis. Stat. • Defined network plan requirements s. Ins 9.32, Wis. Adm. Code • Quartz follows the ETF WI Provider Network Access Standards provided annually
IL Group	<ul style="list-style-type: none"> • Network Adequacy and Transparency Act 215 ILCS 124/ Network Adequacy and Transparency Act. (ilga.gov) • IL Department of Insurance Network Adequacy & Transparency Checklist Checklists Life - Accident - Health (illinois.gov) <ul style="list-style-type: none"> ○ One IP hospital and one mental health facility per county ○ Travel time and distance <ul style="list-style-type: none"> ▪ Non-Behavioral Health: Follow QHP standards from Plan Year Letter to Issuers
MN Group	<ul style="list-style-type: none"> • Geographic accessibility; provider network adequacy (individual, small group) Minn. Stat. 62K.10 • Geographic accessibility (HMOs) Minn. Stat. 62D.124 • Availability and accessibility HMO network 4685.1010, Minn. Adm. Rules
IA Group	<ul style="list-style-type: none"> • Health Maintenance Organizations HMOs s. Ins 40.5, IAC
QMA/D-SNP	<ul style="list-style-type: none"> • Medicare Advantage Applications CMS <ul style="list-style-type: none"> ○ HSD Requirements - 202x HSD Reference File Updated xx_xx_202x (XLSX) ○ Medicare Advantage and Section 1876 Cost Plan Network Adequacy Guidance_xx_xx_202x (PDF)
BadgerCare/SSI	<ul style="list-style-type: none"> • Access standards can be found starting on page 104 of Contracts (forwardhealth.wi.gov)