

# Chiropractic provider network transition to Quartz: Frequently asked questions

In light of Fulcrum's recent announcement, including the revised closure date of June 30, 2026, Quartz will transition management of chiropractic and massage provider network operations in-house.

While this accelerated timeline may raise questions, it also presents a meaningful opportunity. Bringing these operations in-house will enable a more streamlined, responsive, and effective experience for both providers and Quartz members. This change will strengthen alignment, improve efficiency, and enhance overall service delivery.

Our priority remains to ensure a seamless transition with minimal disruption. We will partner closely with you throughout this process, providing ongoing guidance, resources, and support.

## Contracting

- **How will Quartz contract with chiropractors and massage therapy providers?**

Quartz will contract with provider groups or facilities rather than with individual practitioners. Individual practitioners affiliated with a contracted group or facility will be linked to that group's agreement.

- **How will the contracting approach and outreach work?**

Quartz will focus outreach efforts based on member utilization, geographic coverage, and network needs to ensure members have appropriate access to care. As part of this approach, provider groups or facilities that have not submitted claims within the past 12 months may not be contacted for contracting, as priority will be given to active providers supporting current member needs.

If Quartz offers a contract, the provider group or facility will receive a DocuSign email containing the proposed provider agreement. To complete the process, the agreement must be reviewed and signed electronically via DocuSign, after which it will become effective in accordance with the contract terms.

- **When can I expect to receive a contract via DocuSign?**

Quartz will begin outreach and contract distribution prior to June 1, 2026. Timing may vary based on provider group size, location, member utilization, and network needs.

- **What if I didn't receive a contract by June 1, 2026? What actions should I take?**

Quartz would have initiated outreach to providers selected for contracting. If you have not received communication from us by June 1, 2026, we encourage you to contact Quartz directly for clarification.

If you are not contracted, continuity of care considerations may apply for eligible Quartz members to support ongoing treatment needs, and no action is required on your part.

- **Will chiropractors and massage therapists need to go through the credentialing process before contracting?**

Quartz will receive existing credentialing information from Fulcrum for currently participating providers.

Providers will continue to be subject to Quartz credentialing and recredentialing requirements, including routine recredentialing every three years and updates as needed for regulatory or accreditation purposes. Quartz uses the CAQH credentialing application in the credentialing process.

## **Quartz member impact**

- **Are the benefits for members changing for chiropractic and/or massage services?**

Member benefits for chiropractic and massage therapy remain unchanged, with coverage continuing in accordance with each member's benefit plan terms and conditions.

- **Will continuity of care (COC) be applied?**

COC may apply if a Quartz member's chiropractor or massage service is not contracted with Quartz; impacted members will receive direct communication, and the overall impact is expected to be limited.

## **Claims submission process**

- **When should we start submitting claims to Quartz?**

Claims with dates of service on or after July 1, 2026, should be submitted directly to Quartz for processing.

When submitting claims to Quartz, ensure that your facility lists the correct information in Box 33 of the HCFA 1500 to reflect the correct billing provider information, which will be a group practice versus an individual practitioner's information.

- **What if the service date was before June 30, 2026, and the submission was not made to Fulcrum before July 17, 2026? Will Fulcrum still process the claim?**

Claims for dates of service on or before June 30, 2026, should be submitted to Fulcrum as soon as possible. Fulcrum will process claims through July 17, 2026.

Claims with a date of service before June 30, 2026, not received by Fulcrum before July 17, 2026, will be returned to the provider and must be submitted directly to Quartz for processing.

- **Where should claims be submitted?**

To support a smooth, efficient process, Quartz encourages electronic claim submission through the clearinghouse, Availity. This will be the primary and preferred method for submitting claims moving forward.

Providers unable to submit claims electronically should refer to page 53 of the [Quartz Provider Manual](#) for paper claim submission instructions.

- **What is the payor ID for submitting claims through the EDI process to Quartz?**

Quartz accepts claims electronically through a third-party clearinghouse, Availity.

The payer ID used depends on the member's line of business:

- Quartz HMO/Commercial/Medicare Advantage plans: 39180
- Quartz Align: 11303 (Refer to the [FAQ](#) for Quartz Align details.)
- Quartz PPO plans: 36326

Additional EDI information is available on the [Quartz website](#).

- **Will the timely filing limits apply?**

Standard timely filing requirements will apply based on the Quartz member's date of service and applicable provider agreement requirements.

- **Can I receive remittance advice electronically?**

Electronic remittance advice (ERA) is available and encouraged. Providers can enroll by following the enrollment instructions available on the [Quartz website](#). Remittance advice can also be accessed through the [My Quartz Tools](#) provider portal.

## **Prior authorization**

- **Will Quartz require prior authorization for services?**

At this time, Quartz will not require prior authorization for chiropractic services.

Quartz will communicate any future utilization management changes in advance to providers and members, as required.

## **Provider portal access**

- **How do I get access to the provider portal, My Quartz Tools?**

Providers who already have access can sign in to the provider portal through [My Quartz Tools](#).

If you are not yet registered, create your account by using the [Access Request Form](#).

Additional information regarding access and portal capabilities can be found on page 75 of the [Quartz Provider Manual](#).

## **Contact us**

- **Questions?**

Quartz is committed to making this transition as smooth as possible and will partner with you throughout the process to provide guidance and support.

Please get in touch with us at **(800) 897-1923** or via [My Quartz Tools](#).