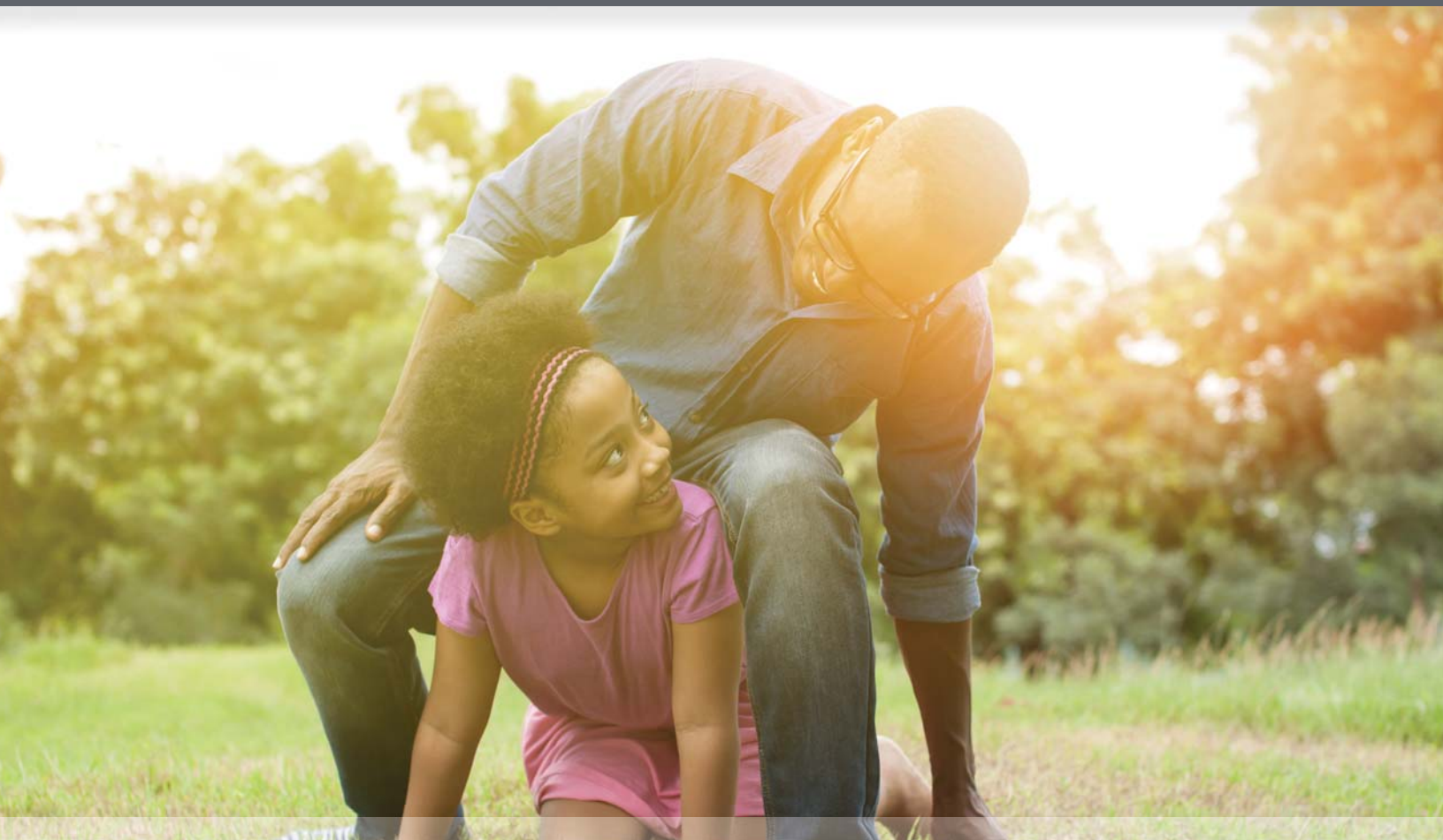


Quartz - UW Health Network

2019 PROVIDER DIRECTORY



Quartz

State of Wisconsin Group Health Insurance Program

CONTENTS

CONTACT QUARTZ

Quartz Customer Service

(844) 644-3455 (toll-free)

(608) 644-3430 (local)

711 / (800) 877-8973

(TDD / TTY only)

(608) 643-2564 (fax)

MyChart

QuartzMyChart.com

Appeals Specialist

(800) 362-3309 (toll-free)

Website

ChooseQuartz.com



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The Quartz offering for the State of Wisconsin Group Health Insurance Program is underwritten by Unity Health Plans Insurance Corporation.

WELCOME TO QUARTZ - UW HEALTH

Quartz's goal is to help members be healthy while managing the quality and cost of their care. To do this, Quartz works with a large network of providers who are committed to providing quality health care. This Provider Directory will give you the information you need to –

- ▶ Choose a Primary Care Physician (PCP)
- ▶ Understand the basics of managed care
- ▶ Access specialty care
- ▶ Become familiar with your health insurance benefits
- ▶ Be a wise health care consumer
- ▶ Learn how Quartz Customer Service can assist you with your benefit questions

In addition, we understand that medical terminology can be confusing. That's why we've included a detailed Glossary of Medical Terms to explain some of the medical terminology and abbreviations used throughout this Provider Directory.

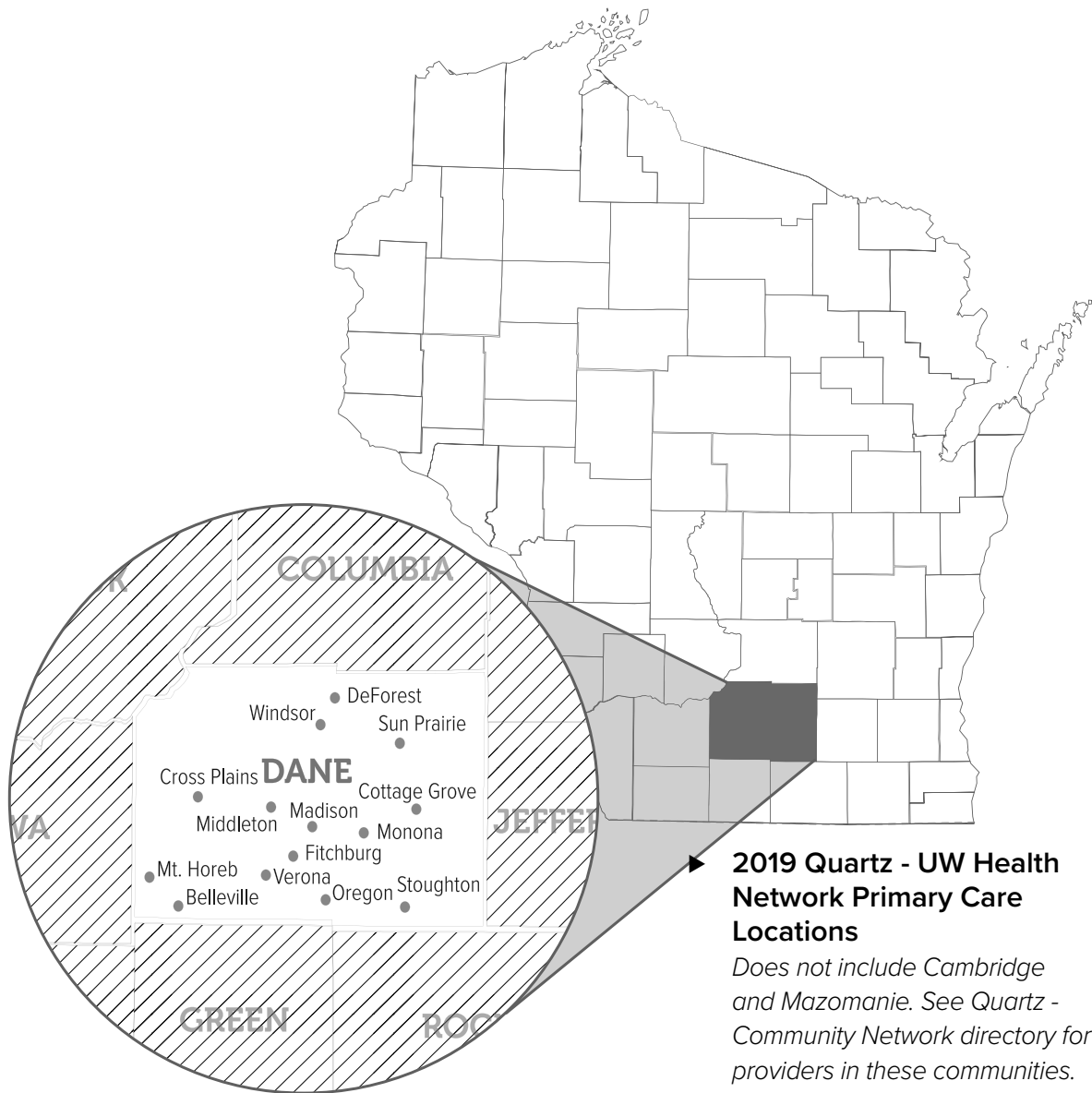
Important Information

- ▶ The availability of practitioners and providers listed in this directory changes periodically and is current on the date it is printed.
- ▶ Practitioners and providers are independent contractors and not employees of Quartz. Please contact individual clinics for specific clinic hours.
- ▶ Please contact Quartz Customer Service for printed information about hospital affiliations, medical group affiliations, board certifications, hospital accreditation, gender of each practitioner, languages spoken by, as well as an explanation for each of these items, its source, any limitations and how often this information is validated.

▶ **STILL HAVE A QUESTION?**

Please send a message to Quartz Customer Service through the message center within MyChart at QuartzMyChart.com, chat online at ChooseQuartz.com or call (844) 644-3455.

QUARTZ - UW HEALTH NETWORK SERVICE AREA



FEATURED NETWORK PROVIDERS -

- ▶ UW Health Clinics
- ▶ UnityPoint Health – Meriter
- ▶ Associated Physicians, LLP
- ▶ Phases, Primary Healthcare for Women
- ▶ Wildwood Family Clinic
- ▶ Madison Women’s Health, LLP

For a complete listing of providers, go to QuartzBenefits.com/findadoctor and select State/Local UW Health as your network.

CHOOSING A PRIMARY CARE PHYSICIAN



Primary Care Physicians (PCPs)

All Quartz members must select or be assigned a PCP at the time they enroll. Each member of your family may have a different PCP from your selected network. There are several types of providers that can serve as PCPs for Quartz members –

- Family Practice Physician (FP)
- Family Practice with Obstetrics Physician (FP / OB)
- General Practice Physician (GP)
- Geriatric Physician (Ger)
- Internal Medicine Physician (IM)
- Nurse Practitioner (NP)
- OB/ GYN Physician (OB / GYN)
- Pediatrician (Ped)

Each PCP listed in this directory has an abbreviation behind his / her name indicating his / her PCP type. These abbreviations will assist you in selecting PCPs that best meet the individual needs of your family members. Refer to the glossary at the end of this Provider Directory for more information on each PCP type.

You'll also find providers listed in the PCP section of this Provider Directory who have other abbreviations behind their name, such as Nurse Practitioners (NPs) and Physician Assistants (PA or PA-C). NPs and PAs are licensed, highly qualified professional health care providers who work in partnership with Primary Care Physicians (PCPs) and are available for annual exams, urgent visits and follow-up and ongoing health care.

- ▶ **NPs** – You may select a Nurse Practitioner denoted with the § symbol as your PCP.
- ▶ **PAs** – You may not select a PA as a PCP.

Why Choose a Primary Care Physician (PCP)?

A PCP is a physician who works with you to manage your health care. A PCP helps ensure you receive continuous, quality care in an efficient, cost-effective manner. Your PCP coordinates your medical care through Quartz's network of specialists. To effectively manage your care and help you reach an optimal level of health, it's beneficial for you to have a strong relationship with your PCP.

To help you receive the best care, your PCP should –

- ▶ Know your medical history and coordinate all of your health care needs, including working with medical / surgical specialists and behavioral health (mental health / alcohol and other drug abuse) providers.
- ▶ Monitor and coordinate your care if you have a chronic medical condition such as asthma or diabetes.
- ▶ Recommend that you seek regular preventive health services, such as immunizations, age-appropriate physical exams and screenings.

In order to choose a PCP that best meets your needs, you should consider the following –

- ▶ **Location of PCPs** – What location(s) best meets the needs of your family?
- ▶ **Specialists** – Which specialists can you access through the PCP you select?
- ▶ **Hospital affiliations** – Which hospitals can you access based on your PCP selection?

CHOOSING A PRIMARY CARE PHYSICIAN

Steps to Follow to Select a PCP

Follow these steps to select a PCP and determine which specialists you can access –

Step 1 – If you are currently seeing a PCP, check this Provider Directory to determine if your PCP is a participating physician in the Quartz - UW Health Network. If the physician is listed in this Provider Directory, verify that he / she is the type of physician that can serve as a PCP.

Step 2 – If you are looking for a PCP at a UW Health Clinic write “Welcome Center” where you put your PCP choice. You may also contact the UW Health Welcome Center at (800) 552-4255 Monday through Friday from 8 a.m. to 5 p.m. or you can send an email to patient.resources@uwmf.wisc.edu.

As a new Quartz - UW Health member and a new UW Health patient the UW Health Welcome Center will –

- ▶ Help you select a new PCP
- ▶ Work with you to transfer your medical records from your previous health system
- ▶ Gather your medical history
- ▶ Discuss any chronic and / or preventive issues or needs you may have
- ▶ Help you schedule any appointments if there is an immediate need

Each member of your family can have a PCP at a different clinic within the Quartz - UW Health Network. If you do not list either a PCP or a PCP clinic, Quartz will assign a PCP to you.

Step 3 – Be sure to thoroughly read the first page of the PCP section in this Provider Directory. It provides information about the providers available to you.

If you have questions regarding participating providers or your health benefits, send a message to Quartz Customer Service through the message center within MyChart at QuartzMyChart.com, chat online at ChooseQuartz.com or call (844) 644-3455.

Tips for Selecting a PCP

It is important to choose your PCP with care. PCPs are trained to serve as your main doctor over the long term. They provide your medical care and help you stay healthy.

Look for a PCP who –

- ✓ Is highly recommended by your friends, family or co-workers
- ✓ Has the training and background that meet your needs
- ✓ Takes steps to help you prevent illness – for example, helps you identify ways to stop smoking
- ✓ Has admitting privileges at the hospital of your choice
- ✓ Encourages you to ask questions
- ✓ Listens to you
- ✓ Explains things clearly so you can understand
- ✓ Treats you with respect

Changing Your PCP

Quartz provides convenient ways to change your PCP –

1. Go to QuartzMyChart.com and log in to MyChart. Go to Quartz and select Primary Care Provider under the Resources column. Click the Search for Providers button and type in the name of your new PCP, or
2. Contact Quartz Customer Service at (844) 644-3455.

If you have a UW Health Clinic PCP, you can change your PCP at your clinic. Quartz and UW Health share the same database for member and patient information so you only need to notify one of us of your change. The database is automatically updated so both of us are informed at once.

- ▶ Check this directory for the names of all medical providers you seek care from, including specialists.

UNDERSTANDING MANAGED CARE



What is Managed Care?

Managed care is designed to help keep you healthy. Managed care encourages you to seek preventive health care services and to work with your PCP to make the appropriate health care choices for your needs.

As a member, you have rights and responsibilities to assure you receive quality care and services. This includes the right to choose a PCP, the right to privacy and confidentiality and the responsibility for providing accurate information (see page xx for more information). In addition, Quartz expects you as a member to be responsible for –

1. Using your Quartz PCP to coordinate your care
2. Contacting Quartz Customer Service any time you have questions about your Quartz benefits

What Are the Benefits of Managed Care?

Quartz's managed care plans promote the following –

Coordination of care – Your relationship with your PCP is an important one. He / she should help coordinate your health care services.

Convenient access – In the Quartz - UW Health Network, participating provider clinics are located to provide you and your family with accessible health care services in Dane County, except for the communities of Cambridge and Mazomanie (providers in these communities may be found in the Quartz - Community Provider Network).

Streamlined administration – There is very little, if any, follow-up paperwork when you seek care from a Quartz - UW Health Network participating provider. Just show your member ID card at the time of service, pay any copayment, coinsurance or deductible (if applicable) and in most instances, your practitioner will submit claims and prior authorizations on your behalf.

Care management – Quartz's doctors, nurses and other health professionals work with your PCP to review your care and help ensure you receive medically necessary and appropriate services.

Special needs care – Quartz is dedicated to assisting you in locating providers who are able to meet your special care needs. We encourage you to call Quartz Customer Service at (844) 644-3455 regarding your special needs care. Your request will then be assessed by the appropriate staff.

Preventive health care – Quartz promotes preventive health care services such as age-appropriate physical exams, well-child care, routine Pap tests, mammograms and many others to help keep you and your family healthy. There are specific recommendations for adults, children and pregnant women. For a copy of the recommendations Quartz has adopted, visit QuartzBenefits.com/preventive or send a message to Quartz Customer Service through the message center within MyChart at QuartzMyChart.com, chat with us online at ChooseQuartz.com or call (844) 644-3455.

CUSTOMER SERVICE



Quartz's Member Promise

Providing excellent customer service is one of our goals at Quartz. Every employee is dedicated to ensuring that our members have a high level of satisfaction with their Quartz plan.

We strive to –

- ▶ Provide prompt and accurate customer service
- ▶ Keep our promises and commitments to our customers
- ▶ Exceed our customers' expectations in everything we do

Quartz Customer Service

We are committed to member satisfaction. Our Customer Service representatives can assist you with any questions about your health benefits quickly. Quartz Customer Service can be reached by sending a message through the message center within MyChart at QuartzMyChart.com, our online chat feature at ChooseQuartz.com or by calling (844) 644-3455 or TDD / TTY: 711 / (800) 877-8973, during normal business hours. Outside of normal business hours, leave us a message and we'll call you back.

Quartz offers the ability to chat with a Customer Service representative using the internet during normal business hours. Chat makes it more convenient to receive real-time answers to your questions. To chat with us, go to ChooseQuartz.com and select the Click to Chat icon.

▶ INTERPRETER SERVICES

Quartz's Customer Service team provides support in English or Spanish at (844) 644-3455.

Quartz also provides interpreter services in other languages for our membership. To use this service, call (844) 644-3455 and Quartz Customer Service will connect you to interpreters who listen to the speaker, analyze the message and accurately convey its original meaning.

CUSTOMER SERVICE

Your Quartz - UW Health Member Identification Card

Soon after enrolling, you will receive two Quartz identification (ID) cards. These cards identify you (the subscriber) and your covered dependents, your group number, a PCP for each family member (if applicable) and your selected provider network. Your selected network will appear as State / Local UW Health. If you or your family member has misplaced your Quartz ID card, you can request or print a new ID card through MyChart. Log in to QuartzMyChart.com, under Quartz, scroll down and select Forms & Resources. Next, you can either select Request ID Card or Print ID Card.

Date Printed: MM/DD/YY	Effective Date: MM/DD/YY	
Quartz	HMO Product Your Network: STATE/LOCAL UW HEALTH	
<u>Subscriber Name</u> KING TRITON	<u>Subscriber #</u> 123456789-00 1	<u>Group #</u> 234567
PCP: PCP: Clinic Name Physician Name		
<u>Benefits</u> PCP: Specialist: ER:		

Quartz knows that privacy is very important to you, which is why your member ID number is a randomly assigned number.

PLEASE READ THE IMPORTANT REMINDERS ON YOUR ID CARD

There is important information on the front and back of your member ID card. Do not tear it in half – you will need the top and bottom portions to present at your clinic when you seek services. Always have your member ID card with you each time you access services from a participating health care provider or when calling Quartz Customer Service.

If you wish to change your PCP to another one in the Quartz - UW Health Network, notify Quartz. You will be issued new ID cards with the revised information on them. Any time you are issued new ID cards, please destroy the old ones. Any inquiries about member ID cards can be directed to Quartz Customer Service at (844) 644-3455 or TDD / TTY: 711 / (800) 877-8973.

ACCESSING URGENT OR EMERGENCY CARE

Urgent Care

Urgent care is care for an accident or illness that is needed sooner than a routine doctor's visit. URGENT CARE IS NOT EMERGENCY CARE. It does not include care that can safely be postponed until you return to Quartz's service area to receive such care from a Quartz - UW Health Network provider. Urgent health problems are usually marked by a rapid onset of persistent or unusual discomfort associated with an illness or injury. Examples of urgent care cases are most broken bones, sprains, non-severe bleeding, minor cuts, most drug reactions and minor burns. Urgent care centers are not emergency rooms or a replacement for your PCP's office.

During normal office hours

Call your primary care clinic and explain your symptoms, in addition to advising them that you feel you need to be seen immediately. If you are not sure whether your symptoms require urgent care, ask to speak with a nurse who can assess the problem. If it's determined you have an urgent problem, you will be scheduled for an appointment within 24 hours or given other appropriate instruction.

After regular office hours

If you require urgent care after regular clinic hours or on weekends and holidays, call your primary care clinic. (Quartz requires all participating primary care clinics to have 24-hour call coverage available for you). Leave your name and telephone number with the answering service and the on-call physician will return your call promptly. Please keep your telephone line clear to receive the call. Do this even when you are outside the service area or believe your clinic is closed. Your primary care clinic will tell you how to get appropriate care.

Follow-up care after you receive the initial treatment for the urgent or emergency condition is not considered urgent or emergent care. Your PCP must provide or arrange for your follow-up care and it must be provided by Quartz - UW Health Network providers.

Emergency Care Services

An emergency medical condition is one that manifests itself by acute symptoms of sufficient severity, including severe pain, to lead a prudent layperson who possesses an average knowledge of health and medicine to reasonably conclude that a lack of immediate medical attention will likely result in any of the following –

- ▶ Serious jeopardy to the person's health. With respect to a pregnant woman, it includes serious jeopardy to the unborn baby.
- ▶ Serious impairment to the person's bodily functions.
- ▶ Serious dysfunction of one or more of the person's body organs or parts.

Some examples of emergencies are –

- Acute allergic reactions
- Acute asthmatic attacks
- Convulsions
- Epileptic seizures
- Acute hemorrhage
- Acute appendicitis
- Coma
- Heart attack
- Attempted suicide
- Suffocation
- Stroke
- Drug overdose
- Loss of consciousness
- Any condition for which you are admitted to the hospital as an inpatient from the emergency room

In these instances, seek emergency care at the nearest emergency care facility.

Emergency care services include reasonable accommodations for repair of durable medical equipment as medically necessary.

What to do in case of an emergency - inside or outside of service area

1. Go to the nearest hospital or call 911.
2. Have someone show your Quartz - UW Health member ID card to the emergency room hospital staff.
3. Notify your PCP of your emergency care so he / she can help you coordinate any follow-up care.

If an ER physician refers you to a specialist for a follow-up visit, call your PCP before seeing the specialist. All follow-up care must be provided by Quartz - UW Health Network providers. Out-of-network referral requests require prior authorization from your PCP and approval by Quartz.

If you are uncertain whether the situation is a true emergency, call your primary care clinic or the nearest hospital Emergency Room.

Visit etf.wi.gov for information on the out-of-pocket costs for emergency care.

ACCESSING URGENT OR EMERGENCY CARE



Urgent care outside the service area

Contact your PCP first. (Quartz requires all network PCPs to have 24-hour call coverage available for you.) Your PCP will tell you how to get appropriate care. Quartz will consider payment for out-of-network urgent care services if you experience a sudden and unexpected illness or injury, and all of the following are true –

- ▶ You urgently needed the care AND
- ▶ You could not have foreseen the need for care prior to leaving the service area AND
- ▶ You did not specifically leave the service area to obtain care AND
- ▶ You could not have delayed care until you were able to return to the service area.

Follow-up care after urgent or emergency services

Follow-up care is care you receive after the initial treatment of the urgent condition. Follow-up care is not urgent care. Your PCP will provide or arrange for your follow-up care. All follow-up care must be received from providers in the Quartz - UW Health Network. Out-of-network referrals require prior authorization from your PCP and approval by Quartz. Contact Quartz Customer Service at (844) 644-3455 if you have questions.

Dependents living away from home

Eligible dependents living outside of Quartz's service area are covered for medical emergencies while they are away from home. If your child is a covered dependent living away from home, that child can obtain emergency or urgent care, as needed. Routine and follow-up care must be received from a Quartz – UW Health Network provider for covered benefits to be paid.

Your eligible child who is a full-time student can also receive a clinical assessment for outpatient mental health or alcohol and other drug abuse (AODA) treatment by an out-of-network provider that Quartz designates. If outpatient services are recommended and approved by Quartz, coverage will be provided for up to five visits outside of Quartz's service area.

Reimbursement

Unless the medical care facility you use for out-of-network emergency or urgent care agrees to bill Quartz directly, obtain an itemized statement of services. Submit appropriate documentation with a completed member claim form, available at QuartzBenefits.com/memberforms.

▶ ROUTINE AND SPECIALTY CARE

There is no coverage for routine and specialty care that is obtained at a facility other than a Quartz - UW Health Network provider. Routine services obtained at an out-of-network provider will not be paid. Routine, follow-up and specialty care should always be obtained when you arrive back home.

BEING A WISE HEALTH CARE CONSUMER



Know Your Benefit Plan

Be sure to review your *It's Your Choice* materials at etf.wi.gov. Quartz is obligated to administer benefits as outlined in the State of Wisconsin Group Health Insurance Program Certificate of Coverage and may not alter the language, benefits or exclusions and limitations of your plan.

Member Rights and Responsibilities

Quartz is committed to maintaining a mutually respectful relationship with our members and practitioners. We have a written policy that states our commitment to respecting your rights and communicates our expectations of your responsibilities including your right to privacy and confidentiality, your right to be treated with respect and dignity, and your responsibility to show consideration and respect to health plan staff and health care practitioners. Quartz's Member Rights and Responsibilities can be found on page xx in this Provider Directory.

Member Confidentiality and Privacy Policies

The following is a brief summary about how Quartz uses and protects member information. For additional information, see Quartz's Notice of Privacy Practices at QuartzBenefits.com/privacy-practices.

Quartz has policies and procedures designed to safeguard the confidentiality of personally identifiable member information.

These policies and procedures establish guidelines for the proper handling of records and information used to administer health plan benefits. When responding to a request for information, Quartz's policy is to release only the information necessary to respond to the request.

The Quartz confidentiality and privacy policies protect member privacy and address the following topics –

- ▶ Routine use and disclosure of member health information
- ▶ Use of authorizations for non-routine disclosure of member health information
- ▶ Procedures used to monitor access to information
- ▶ Protection of information disclosed to external entities

You may access Quartz's Notice of Privacy Practices online at QuartzBenefits.com/privacy-practices. If you would prefer a printed copy, please call Quartz's Privacy Official at (608) 881-8250 or email privacyofficial@quartzbenefits.com

BEING A WISE HEALTH CARE CONSUMER

Authorization for Release of Information

Quartz does not need authorization to obtain or disclose member information for treatment, payment or health care operations. For other purposes, Quartz will ask the member to sign an authorization form that gives permission to release the information. Authorization must be obtained when information is to be used for the following purposes –

- ▶ Release of information to a family member, power of attorney, employer or lawyer
- ▶ Release of information that could result in another company contacting you for marketing purposes
- ▶ Release of information for research (if the disclosure includes personally identifiable member information)

In instances where a member is unable to provide necessary authorization, Quartz may require a valid court order or other written proof of legal authority prior to releasing information.

Member access to medical records

Quartz does not maintain original medical records. You may access your medical records by contacting your provider's office or the provider of care (such as a hospital). You must follow the practitioner's or provider's procedures for accessing medical information.

Member access to Quartz - UW Health records

Members may request access to their Quartz records, such as claim and billing information. Quartz requires members to complete a written request for access. Members can call Quartz Customer Service at (844) 644-3455 to request a copy of the written request form and learn more.

Disclosure of information to health plan administrators

Quartz provides certain types of information to health plan administrators as part of standard health insurance processes. Disclosure of information to health plan administrators is limited to information permitted by law to be shared.

Treatment setting

Practitioners and providers are expected to implement confidentiality policies and procedures that address the disclosure of medical information, patient access to medical information and the storage and protection of medical information. Quartz reviews provider's confidentiality processes during pre-contractual site visits for primary care physicians and certain specialty care providers.

Quality improvement

Data for quality improvement measures are collected from claims, pharmacy and member medical records. Quartz protects confidential information by reviewing records in non-public areas and excluding member identifiable information from written reports.

Opting Out of Information Sharing or Gathering

You may have received notices from other organizations that allow you to "opt-out" of certain disclosures. The most common type of disclosure that applies to opt-outs is the disclosure of personal information to a nonaffiliated company so that company can market its products or services to you. As a health plan, we must follow many federal and state laws that prohibit us from making these types of disclosures. Because we do not make disclosures that apply to opt-outs, it is not necessary for you to complete an opt-out form or take any action to restrict such disclosures.

BEING A WISE HEALTH CARE CONSUMER

Complaint and Grievance Procedures

Quartz is dedicated to providing quality service to its members. To continuously improve care and service, Quartz looks to you for comments or suggestions.

There may be a time when you have a complaint or concern regarding Quartz benefits or services. As a member, you have the right to voice a complaint or appeal a decision made by Quartz and to receive a prompt and fair review.

If you have a complaint you would like addressed, please contact Quartz Customer Service at (844) 644-3455. Quartz's Customer Service representatives are dedicated to resolving your complaint in a timely fashion. If Quartz Customer Service is unable to resolve your complaint, an appeals specialist will assist you.

Quartz's grievance process includes a comprehensive review of your grievance by an appeals specialist and review by qualified medical personnel and the Reconsideration Committee when needed.

The Reconsideration Committee was established to ensure you receive all the benefits your contract entitles you to as well as a fair and impartial hearing of your grievance. This committee also provides you the opportunity to share information concerning your grievance in person.

For certain types of claims, you are entitled to request an independent, external review of the Quartz decision. For details, please see your Certificate of Coverage. If your claim is not eligible for independent external review but you still disagree with a denial, your state insurance regulator may be able to help to resolve the dispute.

For questions about your rights or for assistance, you can contact –

Office of the Commissioner of Insurance
PO Box 7873
Madison WI 53707-7873
Fax: (608) 264-8115
Phone: (800) 236-8517 or (608) 266-0103
Email: ocicomplaints@wisconsin.gov

Or, contact the Employee Benefits Security Administration at (866) 444-3272.

For more information about your appeal rights, you can visit QuartzBenefits.com/appeals.

In addition, if your claim is not eligible for the independent, external review process previously mentioned, you have the right to request a review of your grievance by the Department of Employee Trust Funds (ETF). You may call or send a letter to ETF and request a complaint form (ET-2405). Contact –

Department of Employee Trust Funds
PO Box 7931
Madison, WI 53707-7931
(877) 533-5020 (toll-free)

Your written request should be sent to ETF within 60 days of the date of Quartz's denial letter. Requests must contain all related documentation, including our response to your grievance and a description of the contract provision(s) at issue. Your complaint will be referred for review and investigation to an ETF ombudsperson who attempts to resolve complaints and disputes on your behalf. If you would like more information, you should contact ETF toll-free at (877) 533-5020 and ask to speak directly with the ombudsperson.

Quartz is dedicated to providing you quality health care services and quality customer service. Solutions can only be made when problems have been identified. We thank you in advance for your cooperation.

GLOSSARY OF MEDICAL TERMS

Allergy and Immunology	Diagnosis and treatment of allergic conditions and diseases of the immune system.
Anesthesiology	Administration of anesthesia to achieve temporary, partial or complete loss of sensation to patient undergoing surgery.
Audiology and Speech– Language Pathology	Diagnosis and treatment of hearing, speech and language disorders
Behavioral Health	Diagnosis and treatment of mental or behavioral health problems such as depression, eating disorders, substance abuse or anxiety disorders; practitioner types include psychiatrists, psychologists and counselors.
CNM (Certified Nurse Midwife)	A person who assists women in childbirth. Cannot serve as a PCP for Quartz - Community members.
CNP (Certified Nurse Practitioner)	Nurses who are specially trained to assume an expanded role in providing medical care under the supervision of a physician. CNPs with a (§) next to their name cannot serve as a PCP for Quartz - Community members, but are available for routine exams, urgent / problem visits and follow-up care.
CPNP (Certified Pediatric Nurse Practitioner)	Nurses who are specially trained to assume an expanded role in providing medical care under the supervision of a physician, focusing on care of infants and children up to age 18. CPNPs with a (§) next to their name cannot serve as a PCP for Quartz - Community members, but are available for routine exams, urgent / problem visits and follow-up care.
Cancer	See Oncology, Medical Oncology, Gynecologic Oncology and Radiation Oncology.
Cardiology or Cardiovascular Disease	Diagnosis and treatment of diseases of the heart and blood vessels.
Chiropractic	Treatment that utilizes the relationship between the musculoskeletal structures and functions of the body, particularly of the spinal column and the nervous system.
Critical Care Medicine	Health care provided to a critically ill patient during a medical emergency or crisis.
DC (Doctor of Chiropractic)	See Chiropractic.
DDS (Doctor of Dental Surgery)	See Dentistry.
DO (Doctor of Osteopathy)	Diagnose and treat diseases, injuries and disorders for people of all ages. Physician who has had four years of premedical education in a college or university followed by four years of medical school. Education includes training in musculoskeletal manipulation.
DPM (Doctor of Podiatric Medicine)	See Podiatry.
Dentistry	Care and treatment of the teeth and gums.
Dermatology	Diagnosis and treatment of diseases and disorders of the skin.
Endocrinology, Diabetes and Metabolism	Diagnosis and treatment of diseases and disorders of the endocrine glands (thyroid, pituitary, pancreas, ovaries and testes), including diabetes.
ENT (Ear, Nose, and Throat)	See Otolaryngology.
Family Practice (FP)	Medical Doctors who diagnose and treat medical conditions for people of all ages with an emphasis on family health problems.
Gastroenterology	Diagnosis and treatment of diseases and disorders of the stomach, intestines, liver and gallbladder.

GLOSSARY OF MEDICAL TERMS

General Practice (GP)	Medical Doctors who diagnose and treat diseases, injuries and disorders for people of all ages.
Geriatric Medicine	Diagnosis and treatment of medical conditions in the elderly.
Geriatric Physician (Ger)	Medical Doctor providing comprehensive diagnosis, evaluation and care for elderly individuals.
Gynecologic Oncology	Diagnosis and treatment of cancers of the female reproductive organs, such as ovarian cancer, cervical cancer and uterine cancer.
Hematology	The treatment of diseases of the blood, spleen and lymph glands.
Infectious Disease	Diagnosis and treatment of complicated infections, including those associated with patients with reduced ability of the immune system such as leukemia patients, organ transplant recipients and HIV-related diseases.
Internal Medicine (IM)	Medical Doctors who diagnose and treat diseases and disorders of the body for people over age 18; includes basic and preventive treatment and diagnosis and treatment of acute and chronic illnesses.
MD (Medical Doctor)	Physician who has had four years of premedical education in a college or university followed by four years of medical school.
Maternal and Fetal Medicine	Treatment for patients with complicated pregnancy.
Medical Oncology	Diagnosis and treatment of the abnormal growth of tissue (cancer).
Neonatal-Perinatal Medicine	Care for high-risk infants, including pre-term and full-term infants with medical or surgical problems.
Nephrology	Diagnosis and treatment of diseases and disorders of the kidneys.
Neurological Surgery	Provides medical and surgical management of nervous system disorders.
Neurology	Diagnosis and treatment of diseases and disorders of the nervous system.
Neurosurgery	Surgical treatment of disorders and injuries of the brain and nervous system.
NP (Nurse Practitioner)	Nurses who are specially trained to assume an expanded role in providing medical care under the supervision of a physician. NPs with a (S) next to their name cannot serve as a PCP for Quartz - Community members, but are available for physical exams, urgent / problem visits and follow-up care.
Nutrition	Treatment of various types of nutritional problems, such as obesity, nutrition support and malnutrition; see providers under Endocrinology Diabetes and Metabolism, and Internal Medicine.
OD (Doctor of Optometry)	See Optometry.
Obstetrics and Gynecology (OB / GYN)	Medical Doctors who diagnose and treat females and the female reproductive system, including management of care during pregnancy and childbirth.
Occupational Medicine	Management of medical conditions in relation to motor skills.
Occupational Therapy	Use of therapeutic activities in mental and physical disorders.
Oncology	Diagnosis and treatment of tumors and cancer. See Medical Oncology, Gynecologic Oncology and Radiation Oncology.
Ophthalmology	Examination, diagnosis, treatment and management of diseases and disorders of the eye with appropriate medical and surgical procedures.

GLOSSARY OF MEDICAL TERMS

Optometry	Examination, diagnosis, treatment and management of diseases and disorders of the eye and visual system.
Oral and Maxillofacial Surgery	Surgery to treat disorders of the gums, teeth and mouth.
Orthodontics	The use of devices (such as braces) to move teeth or adjust underlying bone.
Orthopedic Surgery	Diagnosis, treatment and repair of disorders involving the spine, bones, joints and muscles.
Otolaryngology or Ear, Nose, Throat / ENT	Diagnosis and treatment of diseases and disorders of the ear, nose and throat.
Pediatrician (Peds)	Medical Doctors who diagnose and treat infants and children up to age 18.
Pediatrics	Diagnosis and treatment of diseases of children and adolescents and general management of their health.
Physical Medicine and Rehabilitation	Therapeutic use of physical medicine and equipment in the treatment of injury and disease.
Physical Therapy	The use of exercise and physical activities to condition muscle and improve a patient's level of activity.
Physician Assistant (PA) or Physician Assistant – Certified (PA-C)	A health care professional who is licensed to provide patient education, or evaluation and health care services. A physician assistant works under the supervision of a doctor to provide medical care. PAs cannot serve as a PCP for Quartz - Community members, but are available for routine exams, urgent / problem visits and follow-up care.
Plastic Surgery	Repair and restoration of external physical defects or trauma effects.
Psychiatry / Psychology	Diagnosis and treatment of mental, addictive and emotional disorders; See Behavioral Health.
Podiatry	Diagnosis and treatment of diseases and injuries to the foot.
Pulmonary Disease and Pulmonology	Diagnosis and treatment of diseases of the lungs and airways.
RN (Registered Nurse)	An individual trained to provide medical care under the supervision of a physician. RNs cannot serve as a PCP for Quartz - Community members.
Radiation Oncology	Medical use of radiation to destroy cancers.
Rheumatology	Diagnosis and treatment of diseases and disorders of the joints, muscles, bones and tendons, such as arthritis and degenerative joint disease.
Specialist	Physician who has had four years of premedical education in a college or university followed by four years of medical school, plus at least three years of residency in a specific area of medicine.
Sports Medicine	Diagnosis and treatment of sports-related injuries with emphasis on prevention of injury and illness.
Surgery	Operative treatment of internal and external diseases.
Thoracic Surgery	Use of surgery to treat diseases of the heart and lungs.
Urology	Diagnosis and treatment of diseases and disorders of the urinary system and adrenal glands.
Vascular Surgery	Use of surgery to treat diseases of the blood vessels, including stroke and circulation problems.

MEMBER RIGHTS AND RESPONSIBILITIES

Take a moment to review your Member Rights and Responsibilities so that you can continue to take an active role in managing your family's health care –

Member Rights

- ▶ **To choose:** Members have the right to choose a Primary Care Physician (PCP) who participates in their plan's provider network.
- ▶ **To obtain information:** Members have the right to receive information about their rights and responsibilities as a member of Quartz. Members have the right to make recommendations regarding Quartz's Member Rights and Responsibilities Statement. Members have the right to obtain information about Quartz and information relating to covered and excluded health plan benefits. Members have the right to obtain information on available primary and specialty care practitioners and providers. Members have the right to receive preventive care information and information about their illnesses and treatment options. Members have the right to obtain information about how to file a complaint, appeal or grievance.
- ▶ **To have privacy and confidentiality:** Members have the right to privacy and confidentiality in communications and records about their care.
- ▶ **To participate in their care:** Members have the right to be active in decisions about their treatments. Members have the right to have a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage. Members have the right to obtain information about the risks and benefits of treatment. Members also have the right to refuse care.
- ▶ **To present a complaint, appeal or grievance:** Members have the right to voice concerns and to receive a prompt and fair review of their concerns.
- ▶ **To be treated with respect and dignity:** Members have the right to be treated with respect and dignity regardless of their race, age, gender, sexual orientation or creed.

Member Responsibilities

- ▶ **To choose a personal physician:** Members have a responsibility to choose a personal physician from among the PCPs who participate in their plan's provider network and to establish a relationship with that physician.
- ▶ **To know their benefits and requirements:** Members have a responsibility to understand their health plan benefits and limitations and to follow required procedures. Members also have a responsibility to know how to use their plan's provider network and to ask questions about things they do not understand.
- ▶ **To provide accurate information:** Members have a responsibility to provide accurate and complete information about their health history, their eligibility, and their enrollment. Members have a responsibility to show their ID card each time they receive services and to pay any out-of-pocket expenses they incur.
- ▶ **To participate in their care:** Members have a responsibility to participate in their care by asking questions about their health. Members also have a responsibility to follow the recommended and agreed upon treatment plan for their illness and to make healthy lifestyle choices to maintain their health or manage their illness.
- ▶ **To keep their appointments:** Members have a responsibility to keep their appointments or to give early notice if they must cancel.
- ▶ **To show consideration and respect:** Members have a responsibility to show consideration and respect to health plan staff and health care providers.

Non-Discrimination & Language Access

Quartz is the brand name for a group of companies committed to your health: Unity Health Plans Insurance Corporation, Physicians Plus Insurance Corporation, Gundersen Health Plan, Inc., and Gundersen Health Plan Minnesota. 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, sex, gender identity, sexual orientation or health status.

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 / TDD: 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 / TDD: 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 u obtener 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 cov kev pab kam them nqi kho mob los ntawm Quartz. Saib cov caij nyoog ceeb hauv daim ntawv no. Tej zaum koj kuj yuav tau ua qee yam kom tsis pub dhau cov caij nyoog koj thiab yuav tau txais kev pab kam them nqi kho mob los yog kev pab them tej nqi kho mob. Koj muaj cai tau cov ntshiab lus no thiab tau kev pab 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。本通知包含了關於您通過 Quartz 提交之申請或保險責任範圍的重要訊息。請留意本通知內的重要日期。您可能需要在若幹截止日期之前採取行動，以維持您的健康保險責任範圍或者費用補貼。您有權利免費獲得以您母語撰寫的本訊息和各種幫助。請致電 (800) 362-3310。聾啞人電話：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 – ແຈ້ງການນີ້ມີຂໍ້ມູນສໍາຄັນ. ແຈ້ງການນີ້ມີຂໍ້ມູນທີ່ສໍາຄັນກ່ຽວກັບການສະໝັກຂໍ ຫຼື ການຄຸ້ມຄອງຂອງທ່ານ ໂດຍຜ່ານ Quartz. ໃຫ້ເບິ່ງກຳນົດວັນທີ່ສໍາຄັນຢູ່ໃນແຈ້ງການນີ້. ທ່ານອາດຈະຕ້ອງໄດ້ໃຊ້ເວລາດຳເນີນການຕາມກຳນົດເວລາທີ່ແນ່ນອນ ເພື່ອຮັກສາການຄຸ້ມຄອງຂອງທ່ານ ຫຼື ການຊ່ວຍເຫຼືອທີ່ມີຄ່າໃຊ້ຈ່າຍ. ທ່ານມີສິດໄດ້ຮັບຂໍ້ມູນຂ່າວສານ ແລະ ການຊ່ວຍເຫຼືອເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍໃດໆ. ໃຫ້ໂທຫາເບີ (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

German – Diese Benachrichtigung enthält wichtige Informationen. Diese Benachrichtigung enthält wichtige Informationen bezüglich Ihres Antrags oder Ihres 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 erhalten. 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.

Arabic – بخصوص طلبك للحصول على التغطية من خلال Quartz. التكاليف. يحوي هذا الاشعار معلومات هامة. يحوي هذا الاشعار معلومات مهمة في تواريخ معينة للحفاظ على تغطيتك الصحية أو للمساعدة في دفع ابحاث عن التواريخ الهامة في هذا الاشعار. قد تحتاج لاتخاذ اجراء اتصل ب (800) 362-3310. TTY / TDD: 711 / (800) 877-8973. لك الحق في الحصول على المعلومات والمساعدة بلغتك من دون أي تكلفة.

French – Cet avis contient des informations importantes. Cet avis contient des informations importantes concernant votre demande ou sur la prise en charge par Quartz. Rechercher les dates importantes sur le présent avis. Il se peut qu'une action de votre part soit nécessaire avant une certaine date afin de conserver votre couverture santé ou votre aide sur les frais. Vous avez le droit d'obtenir gratuitement ces informations et une assistance dans votre langue. Appelez le (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Korean – 본 통지서에는 중요한 정보가 들어 있습니다. 본 통지서에는 귀하의 신청 또는 Quartz를 통한 보험보장에 관한 중요한 정보가 들어 있습니다. 본 통지서에 나와있는 중요한 날짜를 찾아보십시오. 귀하는 귀하의 건강 보험보장을 유지하기 위해 특정 마감일까지 조치를 취해야 할 수도 있거나, 비용에 관한 도움이 필요할 수도 있습니다. 귀하는 귀하가 사용하는 언어로 이러한 정보와 도움을 무료로 받을 권리가 있습니다. (800) 362-3310 번으로 전화하십시오. TTY / TDD: 711 / (800) 877-8973.

Tagalog – Ang Abisong ito ay may Importanteng Impormasyon. Ang abisong ito ay may importanteng impormasyon tungkol sa aplikasyon o proteksiyon mo sa pamamagitan ng Quartz. Hanapin ang mga pangunahing petsa na nasa abisong ito. Maaaring kailangan mong kumilos bago sumapit ang ilang takdang araw para mapanatili ang proteksiyon ng kalusugan mo o para makatulong sa mga gastusin. Karapatan mong makuha ang impormasyon na ito na nasa wika mo nang walang gastos. Tumawag sa numerong (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

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

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

Karen – ဝံသုဉ်ဝံသုဉ်- နုမာကတိ ကညီ ကျိအထိ, နုမာနု ကျိအတတ်မစာလေ၊ တလတ်ဘုဉ်လတ်စု၊ နိတံဘုဉ်သုနုဉ်လိ၊ ကိ: (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Mon-Khmer, Cambodian – ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ 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 – เรียม: ถ่า คุณพูด ภาษาไทยคุณสามารถเข้ารับ บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Gujarati – સુચના: જો તમે ગુજરાતી બોલતા હો, 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.

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 beschtimde 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. Wann du mit me Interpreter schwetze witt, kannscht du (800) 362-3310 uffrufe. TTY / TDD: 711 / (800) 877-8973.

Polish – To zawiadomienie zawiera ważne informacje. To zawiadomienie zawiera ważne informacje dotyczące Państwa wniosku lub zakresu ubezpieczenia w Quartz. Proszę zwrócić uwagę na ważne daty podane w zawiadomieniu. Mogą to być terminy dokonania określonych czynności koniecznych do zachowania ubezpieczenia zdrowotnego lub uzyskania pomocy związanej z kosztami. Mają Państwo prawo do otrzymania tej informacji oraz uzyskania pomocy bezpłatnie w swoim języku. Proszę dzwonić pod numer: (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Hindi – इस नोटिस में महत्वपूर्ण जानकारी है। इस नोटिस में आपके आवेदन या Quartz के माध्यम से बीमे के कवरेज बारे में महत्वपूर्ण जानकारी है। इस नोटिस में मुख्य तारीखें देखें। अपना स्वास्थ्य बीमा बनाए रखने या कीमत चुकाकर सहायता प्राप्त करने के लिए आपको कुछ निश्चित समयसीमा तक कार्रवाई करने की ज़रूरत हो सकती है। आपको कोई कीमत चुकाए बिना यह जानकारी और सहायता अपनी भाषा में प्राप्त करने का अधिकार है। कॉल करें (800) 362-3310। 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.

Somali – FIIRO GAAR AH: Haddii aad ku hadashid af Soomaali, adeegyada caawimada luuqada, ayaa waxaa laguugu siinayaa bilaash, waa lagu heli karaa. 1-800-362-3310 (TTY: 1-800-877-8973) bilbilaa.

Your Search Criteria

Complete list of providers

Friday, August 31, 2018

Important Information about the Online Provider Directory

This online directory was developed to help Quartz members easily find participating practitioners, providers and other health care professionals. While we try to provide you with accurate data, the information contained in this directory changes periodically as participating providers and practitioners join or leave the network, move or retire.

Quartz does not use criteria such as quality measures, member experience measures or cost related measures to select practitioners for participation in Marketplace silver tier plans. Quartz does not use criteria such as quality measures, member experience measures, patient safety measures or cost related measures to select hospitals for participation in Marketplace plans.

Prior to receiving services, you should always verify that the practitioner or provider you choose is still participating with Quartz and accepting new patients. Please note that some benefit plans require that you obtain a referral from your Primary Care Provider before receiving services from another physician or specialist. In order to receive the highest level of benefits, check your certificate of coverage, login to mychart (<https://quartzmychart.com>) to check your certificate of coverage online, or call Customer Service at (844) 644-3455 to determine whether a referral is required.

If you receive services from a network hospital, the hospital may arrange with physicians and other providers who are not part of Quartz's network to assist in your care. Quartz encourages its network hospitals to hold those providers to Quartz's standards for member billing. However, if a hospital does not require its providers to comply with Quartz's standards, Quartz cannot influence the manner or amounts that you may be billed by the provider.

This online directory is for general information. Health benefit plans vary, so please read your certificate of coverage to determine what services and supplies are covered under your particular plan.

Quartz

840 Carolina Street | Sauk City, WI 53583
QuartzBenefits.com | Quartz Customer Service | (844) 644-3455

*The Quartz offering for the State of Wisconsin Group Health Insurance Program
is underwritten by Unity Health Plans Insurance Corporation.*