

Quartz[®]
Find your spark.



Quartz Member Guide

QuartzBenefits.com



Quartz is dedicated to helping you discover **well-living.**

At Quartz, we're dedicated to igniting the power within us all to live a life well-lived. We're committed to providing high-quality, affordable health care, services, and wellness programs that enable our communities to shine brighter. In addition, our great providers allow us to manage and provide care through innovative solutions.

Together, we can ignite the spark to create a life well-lived.



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.

Get started today:

- Go to QuartzMyChart.com
- Click “Sign up now”
- Follow the prompts for instant activation

Get immediate access to key MyChart features:



And don't forget you can **go paperless** and access our new **cost estimator tool!**



Go mobile and get the app! Search for **Quartz MyChart** in your app store. Message and data rates may apply.

Make the most of your benefits

Looking for peace of mind with your benefits? Let us help! Follow the three suggestions below to start using your benefits.



1. Establish care or connect with your **primary care provider (PCP)**. Your PCP coordinates care and gets you the help you need.



2. Sign in to **MyChart** to view important benefit documents. To request free, printed copies of any benefit document, please call **Customer Success**. Make sure to check out these three documents:
 - **Summary of Benefits and Coverage (SBC)**: An easy-to-read summary explaining your benefits and providing examples of how much you might pay out of pocket for certain services
 - **Certificate of Coverage**: A more detailed document defining services covered and services excluded from coverage
 - **Schedule of Benefits for your Certificate (SOB)**: A document outlining the fees associated with each type of health care service covered by your plan



3. Review these helpful resources to better understand your benefits:
 - Health plans 101:
[QuartzBenefits.com/healthplan101](https://www.QuartzBenefits.com/healthplan101)
 - Glossary of insurance and medical terms:
[QuartzBenefits.com/glossary](https://www.QuartzBenefits.com/glossary)
 - Member rights and responsibilities:
[QuartzBenefits.com/memberrights](https://www.QuartzBenefits.com/memberrights)
 - Notice of privacy practices:
[QuartzBenefits.com/privacypractices](https://www.QuartzBenefits.com/privacypractices)

Understand your prescription coverage

To check medication coverage, review the covered drug list at [QuartzBenefits.com/formulary](https://www.QuartzBenefits.com/formulary).

Our **Pharmacy Benefits Tool** keeps your prescription drug benefit information in one convenient place and allows you to:

- Check yearly medication costs
- View savings opportunities
- Find details on medications, such as side effects and precautions
- View pharmacy hours and contact information
- Print yearly tax reports for your medications
- And more!

A few different ways to access your Pharmacy Benefits Tool:



In **MyChart**. Go to [QuartzMyChart.com](https://www.QuartzMyChart.com), then click **Pharmacy Benefits**.



The **Quartz MyChart app**. Search for **Quartz MyChart** in your app store.*

*Message and data rates may apply.

If your medications are not listed on the formulary, speak with your doctor to learn about other options or call Customer Success at **(800) 362-3310**.



Where to get the care you need

Right location: Choose the right level of care



Member cost share varies by plan. Refer to your Summary of Benefits and Coverage for copay, coinsurance, and deductible amounts.

Right place: Access virtual visits 24/7

Set up an account with your local provider today and you'll be ready to go!



Search your app store for UW Health Care Anywhere. Go to uwhealthcareanywhere.org to set up your account or access care.



Search your app store for Gundersen VirtualVisit. Learn more and explore frequently asked questions at gundersenvirtualvisit.org.



Search your app store for LiveWell with Advocate Aurora. Visit livewell.aah.org to sign up or start a visit.

Deductible, coinsurance, or copay may apply for virtual visits. Please review your plan documents to verify coverage.

Right provider: Check your in-network options

Use our **Find a Doctor tool** to quickly find care from providers in our Quartz network. Go to QuartzBenefits.com/findadoctor to get started!

Programs and services to help you live well

We're committed to helping you live a life well-lived and that's why we provide extra support and encouragement along your health care journey. At no additional cost to you, we offer resources and programs that help you to get healthy, stay healthy, and find the extra spark to keep you going.

Preventive services

We focus on prevention and early detection with services including **annual checkups, preventive screenings, and important vaccinations.**

Health management programs

These voluntary programs allow us to help eligible members with specific health conditions, like **diabetes, heart disease, tobacco cessation, and more.** We also provide **health coaching and complex case management** support.

Digital wellness programs

Our personalized **Quartz Well** program allows members to earn points for healthy choices and behaviors. Redeem points for **Amazon gift cards up to \$100 per calendar year.** For more information, visit QuartzBenefits.com/quartzwell.

Go mobile with Quartz Well! Search your app store for **Healthy Path.** Open the app and type in Quartz.



Quartz®

Find your spark.



Contact Us

Website

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

MyChart

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

Find a Doctor

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

Follow Us

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



Questions?

Send a secure message through MyChart at

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

Call **(800) 362-3310** (TTY: 711)

Monday – Thursday, 7 a.m. – 6 p.m.

Friday, 7 a.m. – 5 p.m.

