



State of Wisconsin Group Health Insurance Program

For 2025 plan year

Introductions



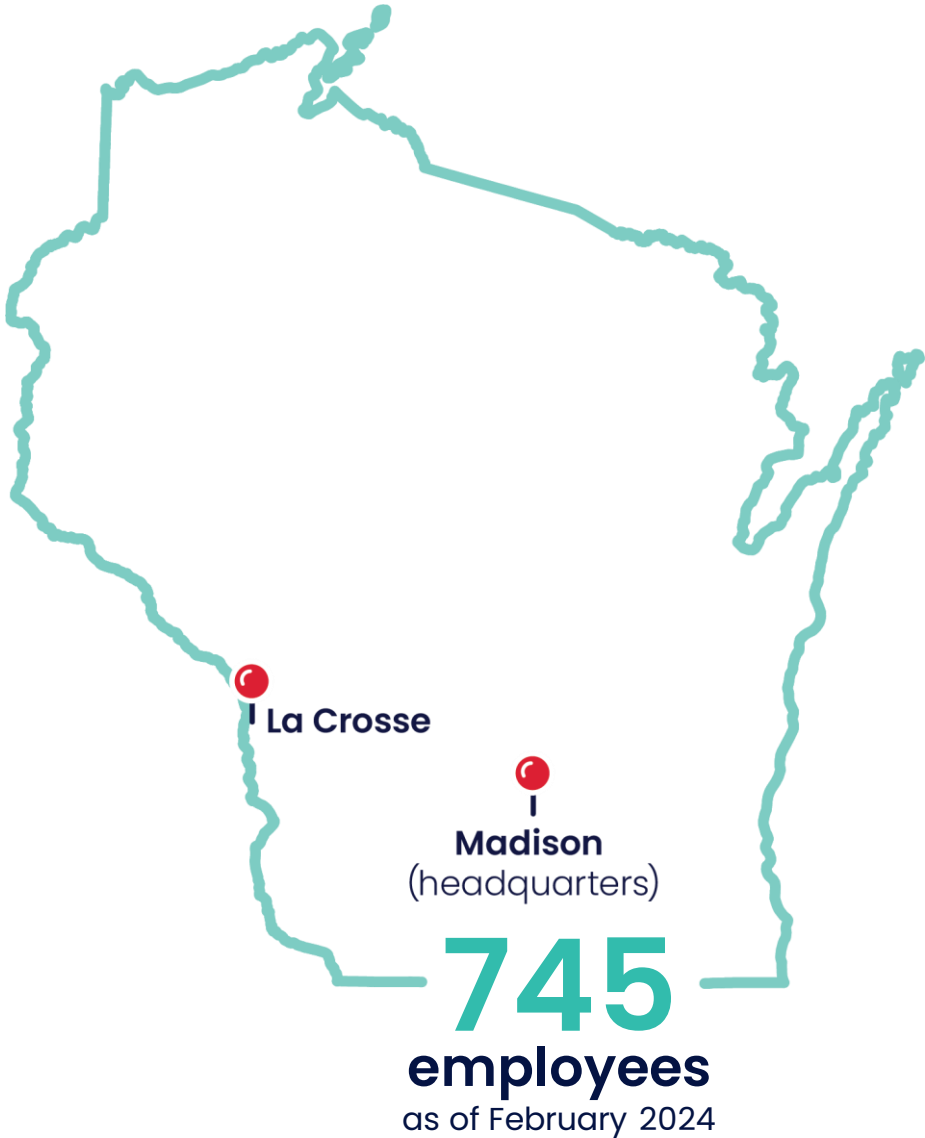
Brittany Coyne

Employer Product Manager



Linsey Tennyson

Sr. Director, Employer Product

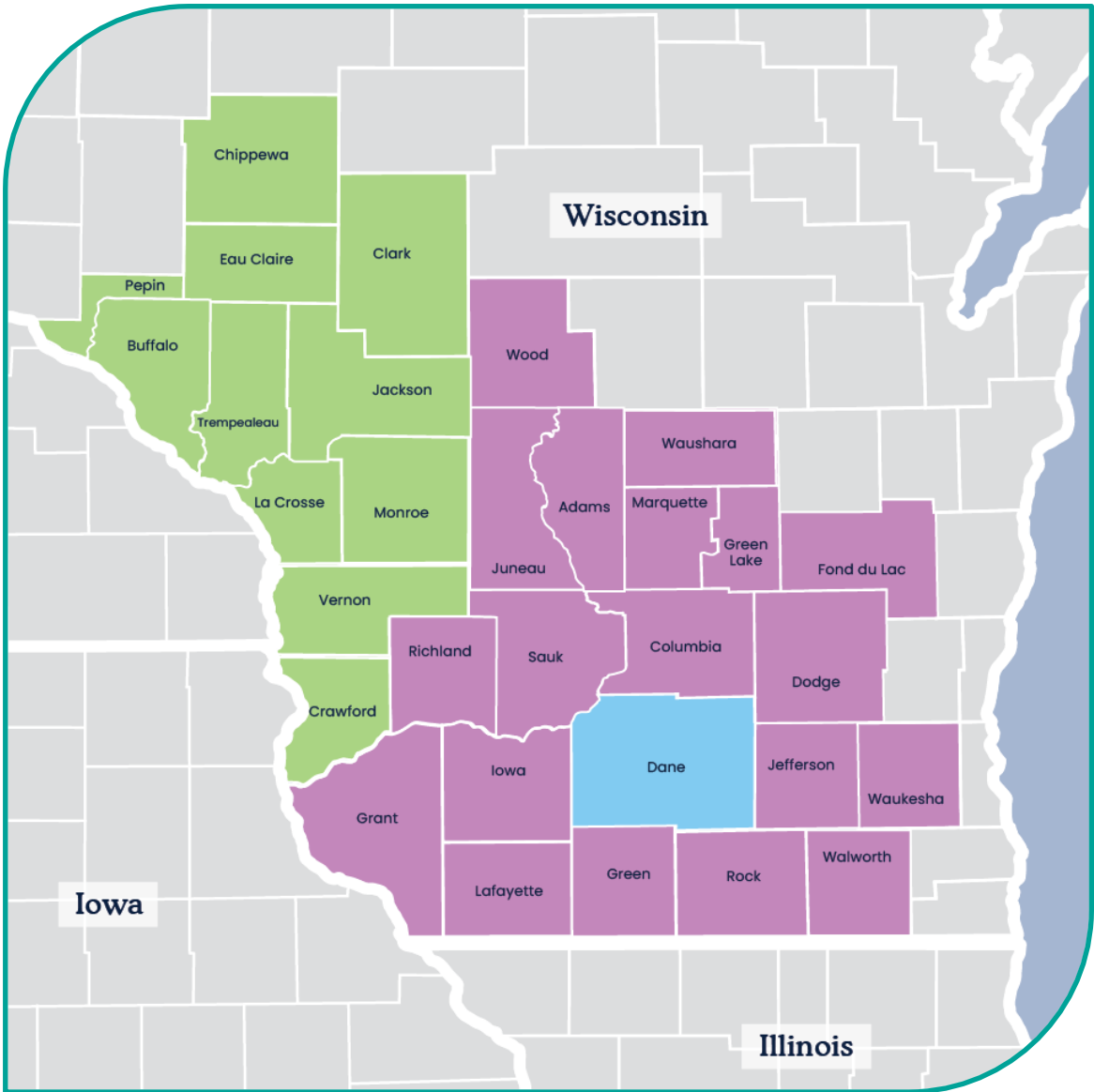


361,809
members
as of February 2024



4 provider
owners



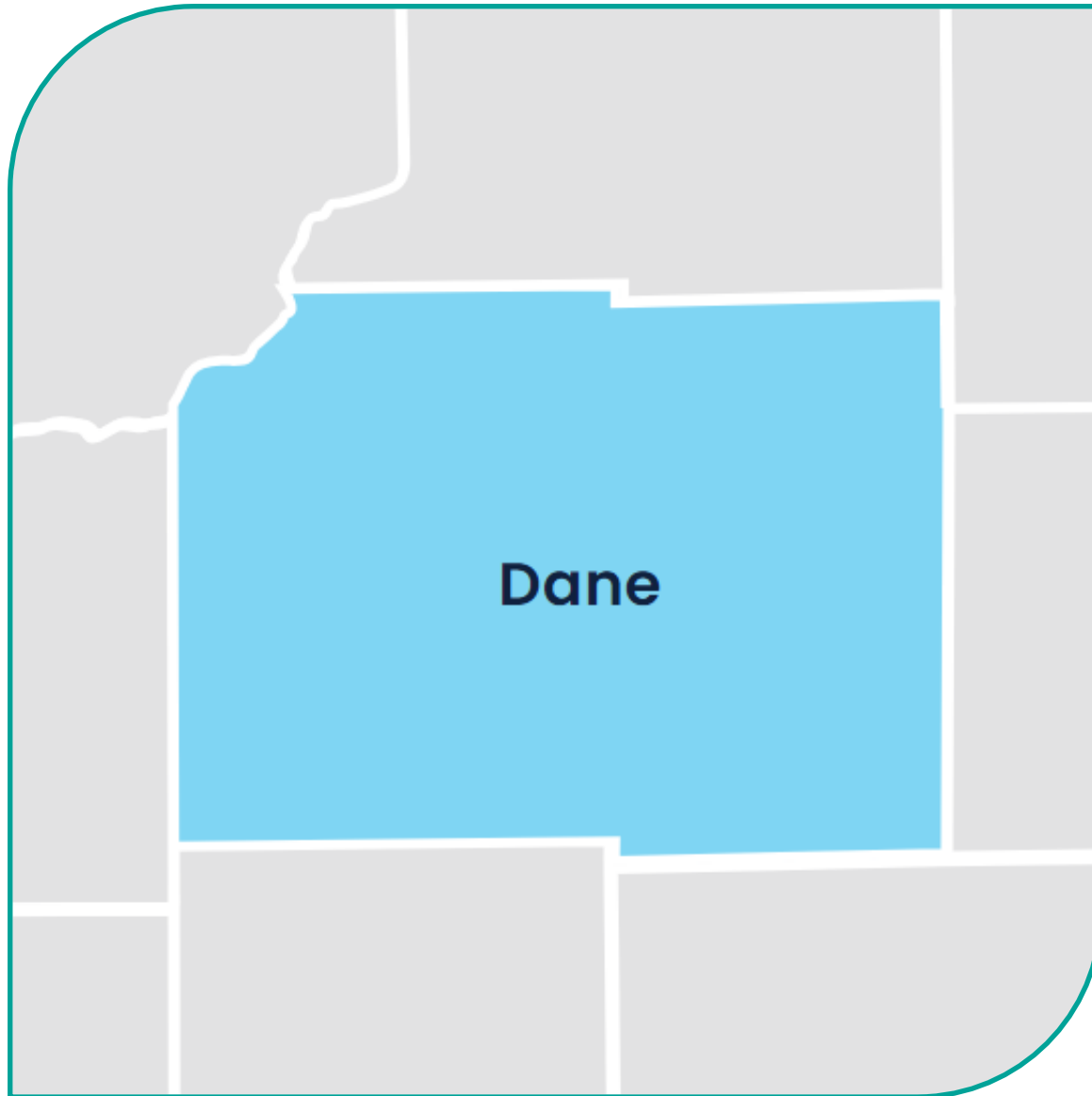


Our networks

- **Quartz West**
*Limited provider availability in Buffalo, Clark, and Pepin counties
- **Quartz UW Health**
- **Quartz Central**

Each network provides access to primary care providers (PCP) or primary care clinics (PCC) in specific areas. Choose the Quartz network that covers where you'd like to receive primary care

Every family member has the flexibility to choose their own PCP or PCC in the same network



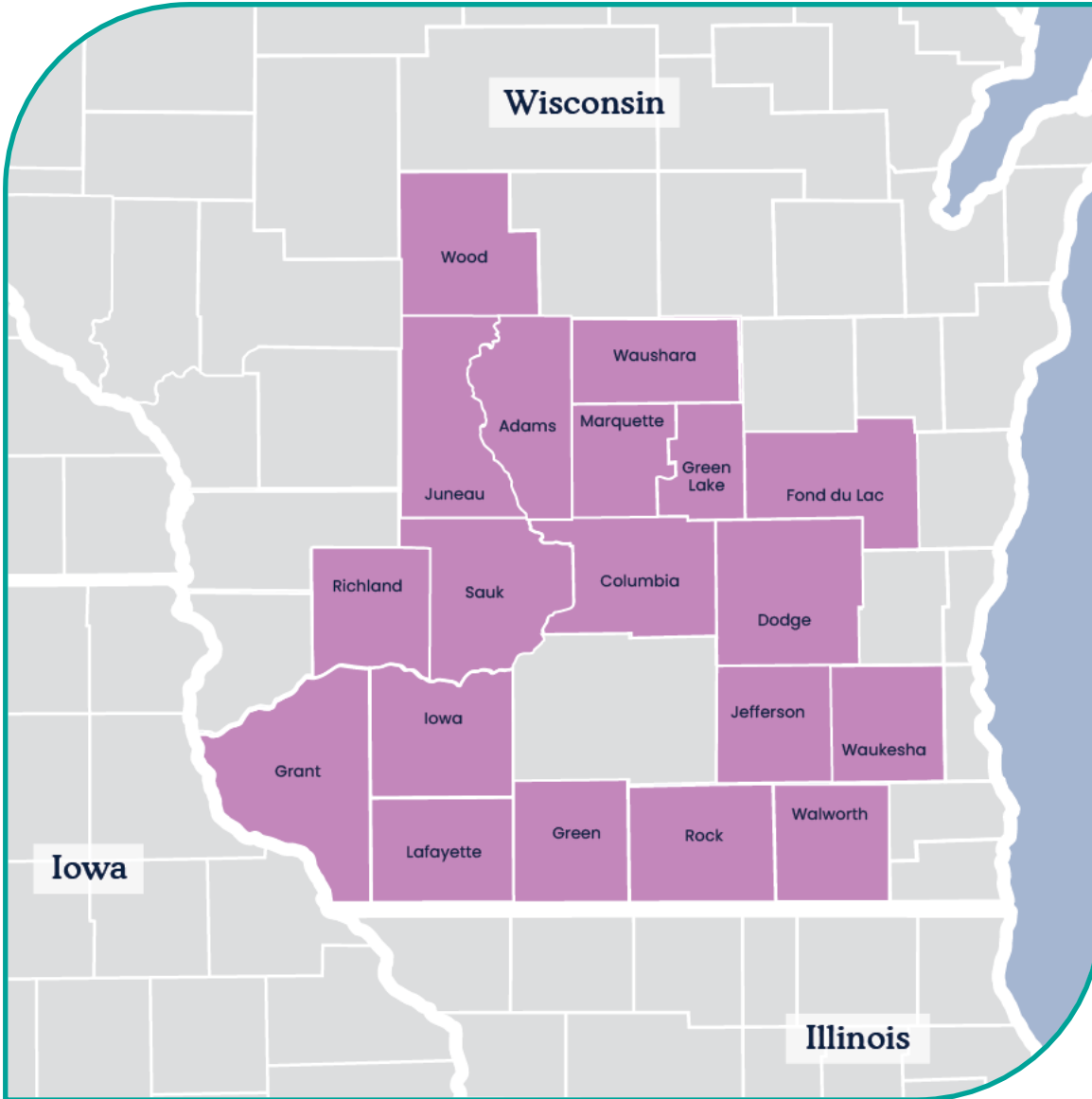
Quartz UW Health

Network

Choose the Quartz UW Health Network if you prefer to receive primary care in Dane County (excluding the communities of Cambridge, Marshall, and Mazomanie)

Featured providers:

- Access Community Health Centers
- Associated Physicians
- Madison Women's Health
- Physicians for Women
- UnityPoint Health – Meriter Hospital & Clinics
- UW Health Hospitals & Clinics
- Wildwood Family Clinic, SC



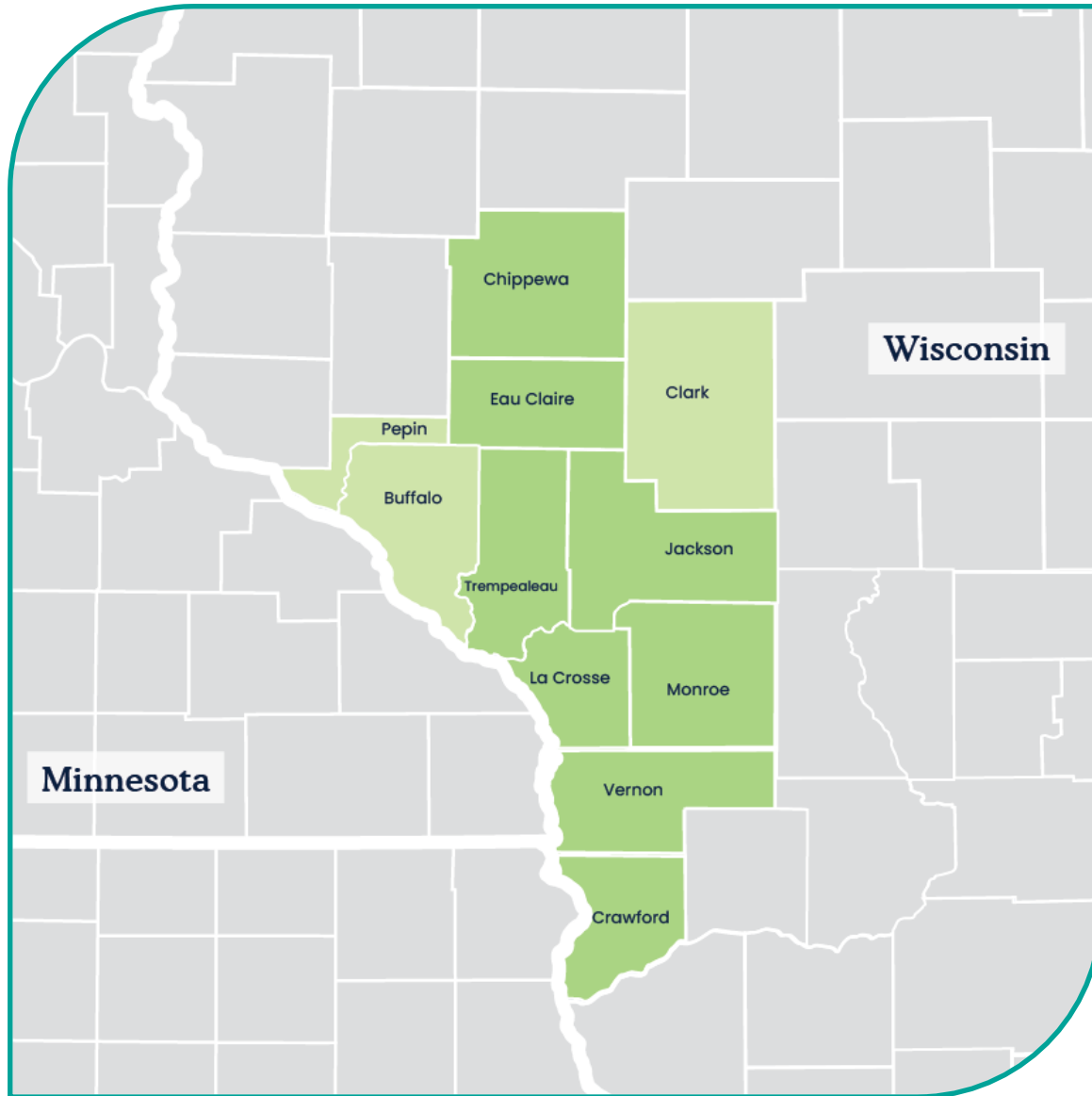
Quartz Central

Network

Choose the Quartz Central Network if you prefer to receive primary care in the middle and eastern parts of the state outside of Dane County (or in the communities of Cambridge, Marshall, and Mazomanie)

Featured providers:

- Aurora Health Care
- Gundersen Health System
- ProHealth Medical Group
- UnityPoint Health – Meriter Hospital & Clinics
- UW Health Hospitals & Clinics



Quartz West

Network

Choose the Quartz West Network if you prefer to receive primary care in western Wisconsin

Featured providers:

- Black River Memorial
- Crossing Rivers Health
- Gundersen Health System
- Tomah Health
- UW Health Hospitals & Specialty Clinics

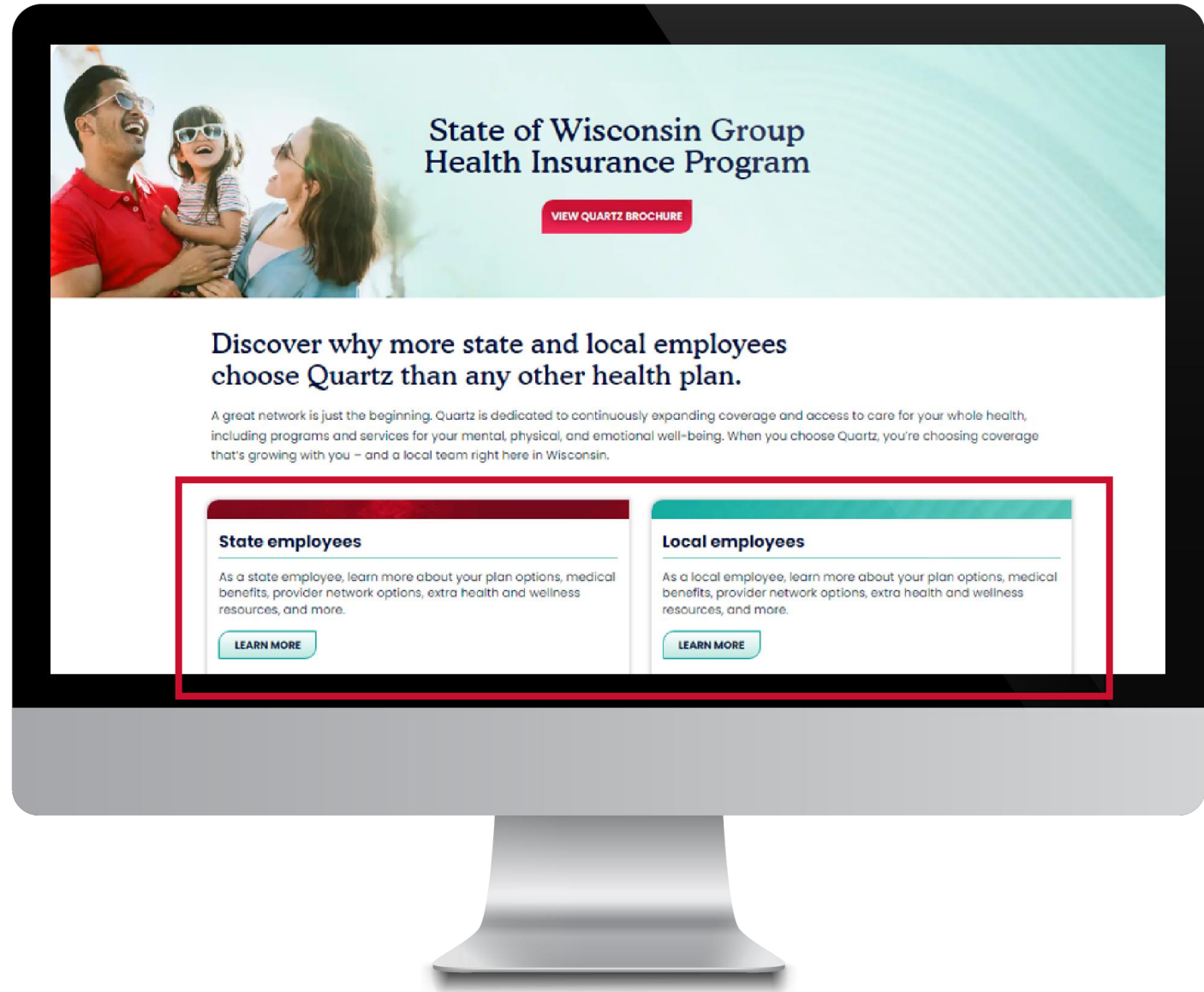
*Limited provider availability in Buffalo, Clark, and Pepin counties



Helpful resources

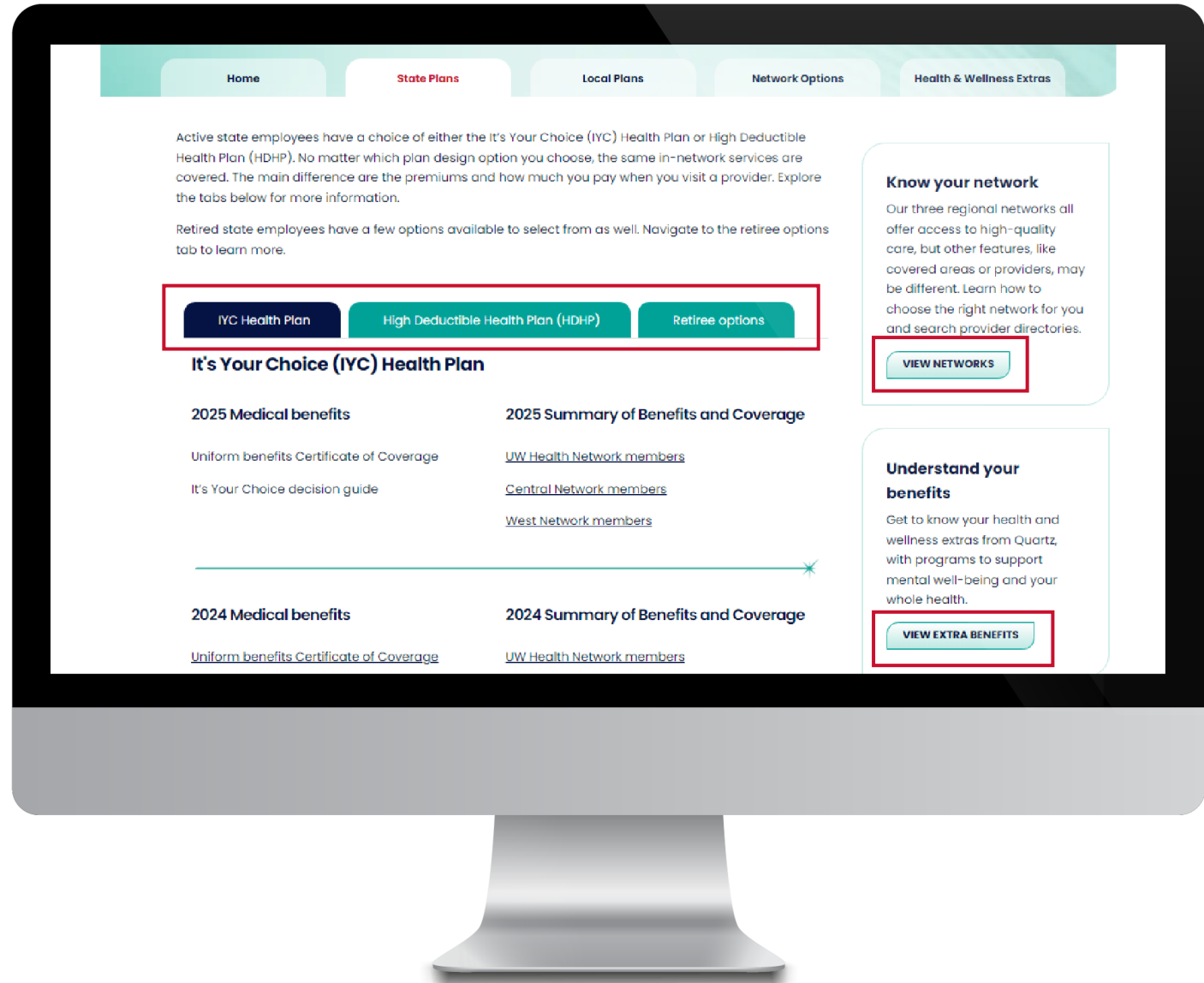
ChooseQuartz.com

Home page



ChooseQuartz.com

State/Local pages



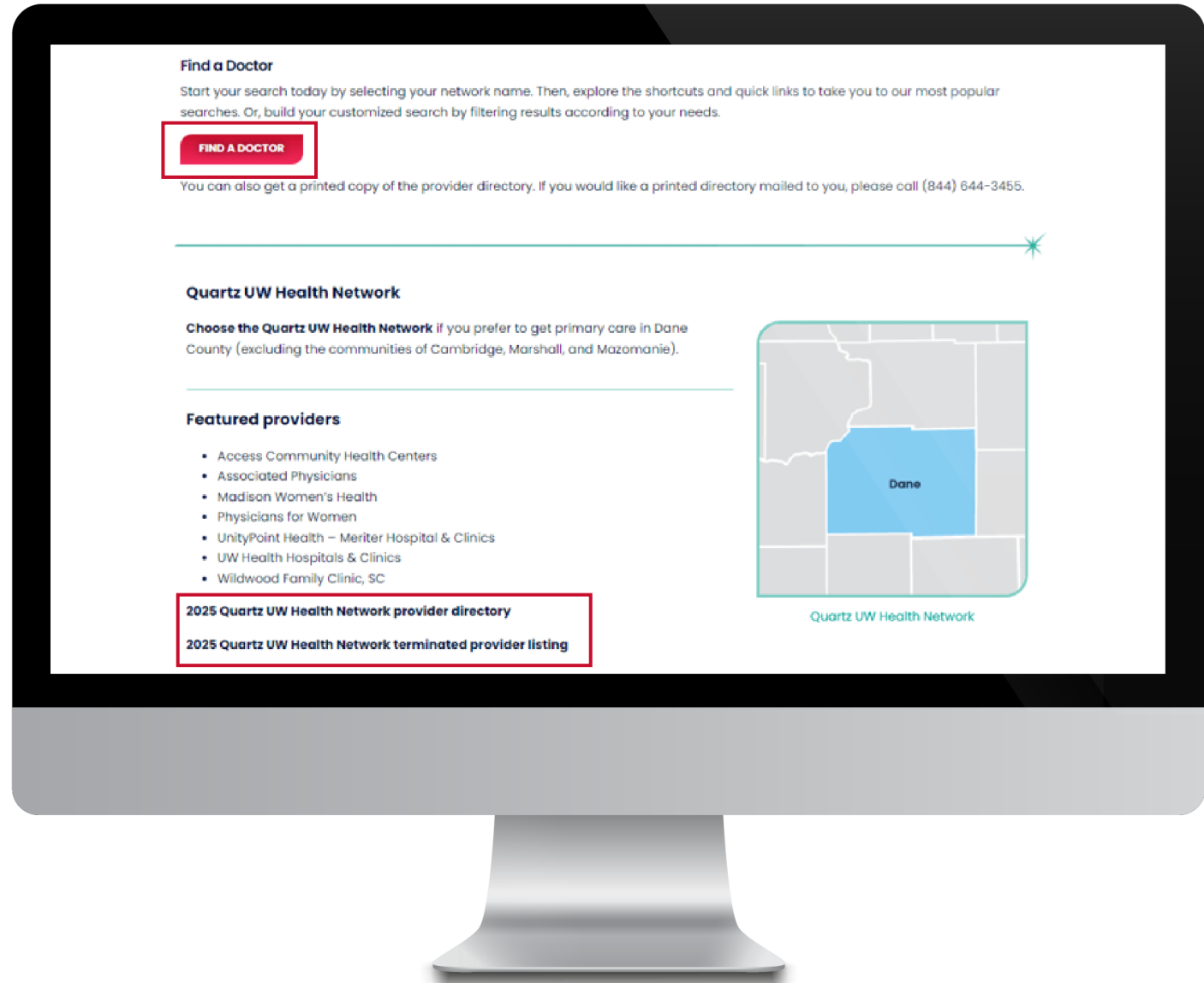
ChooseQuartz.com

Network Options page



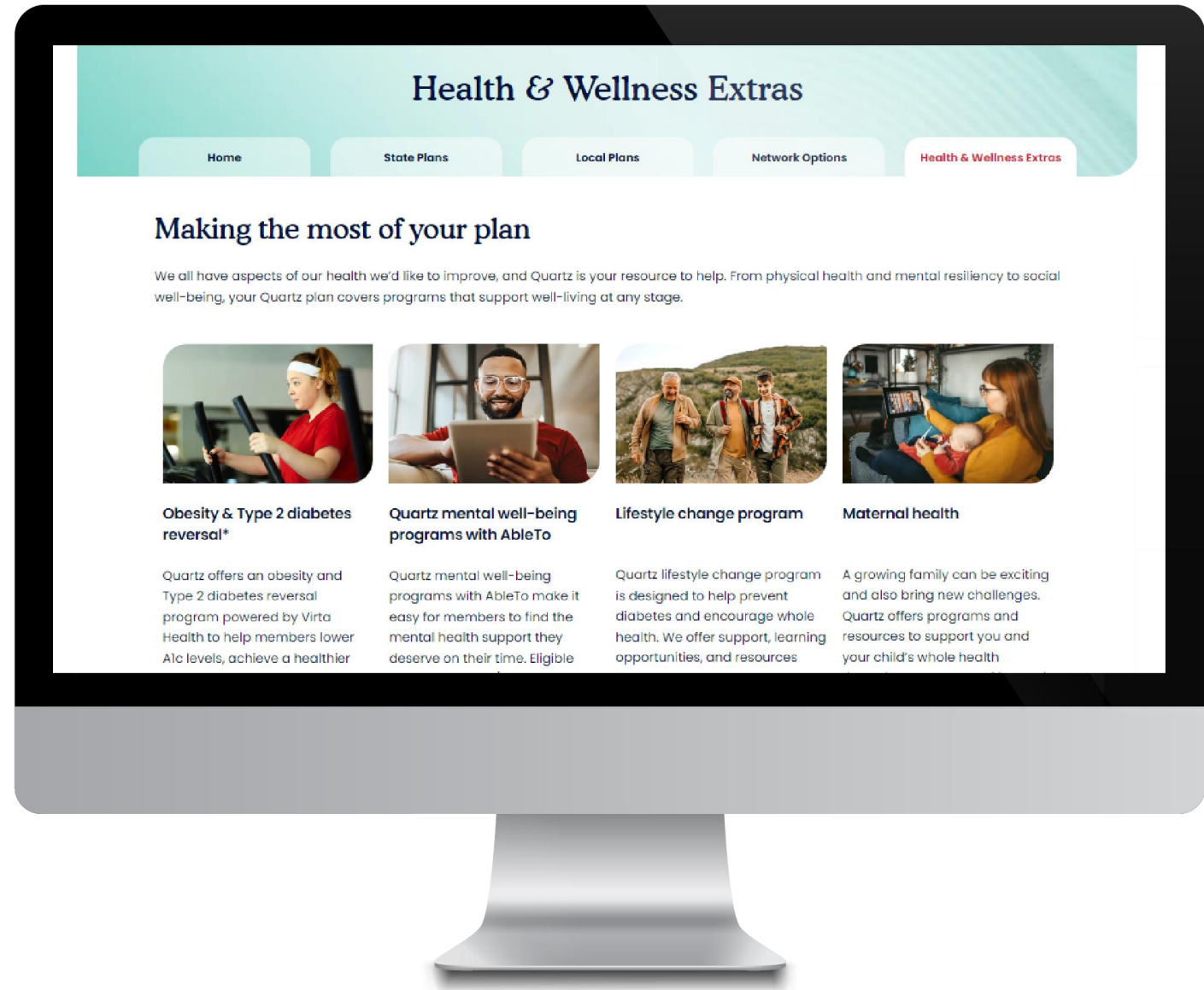
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Network Options page (continued)



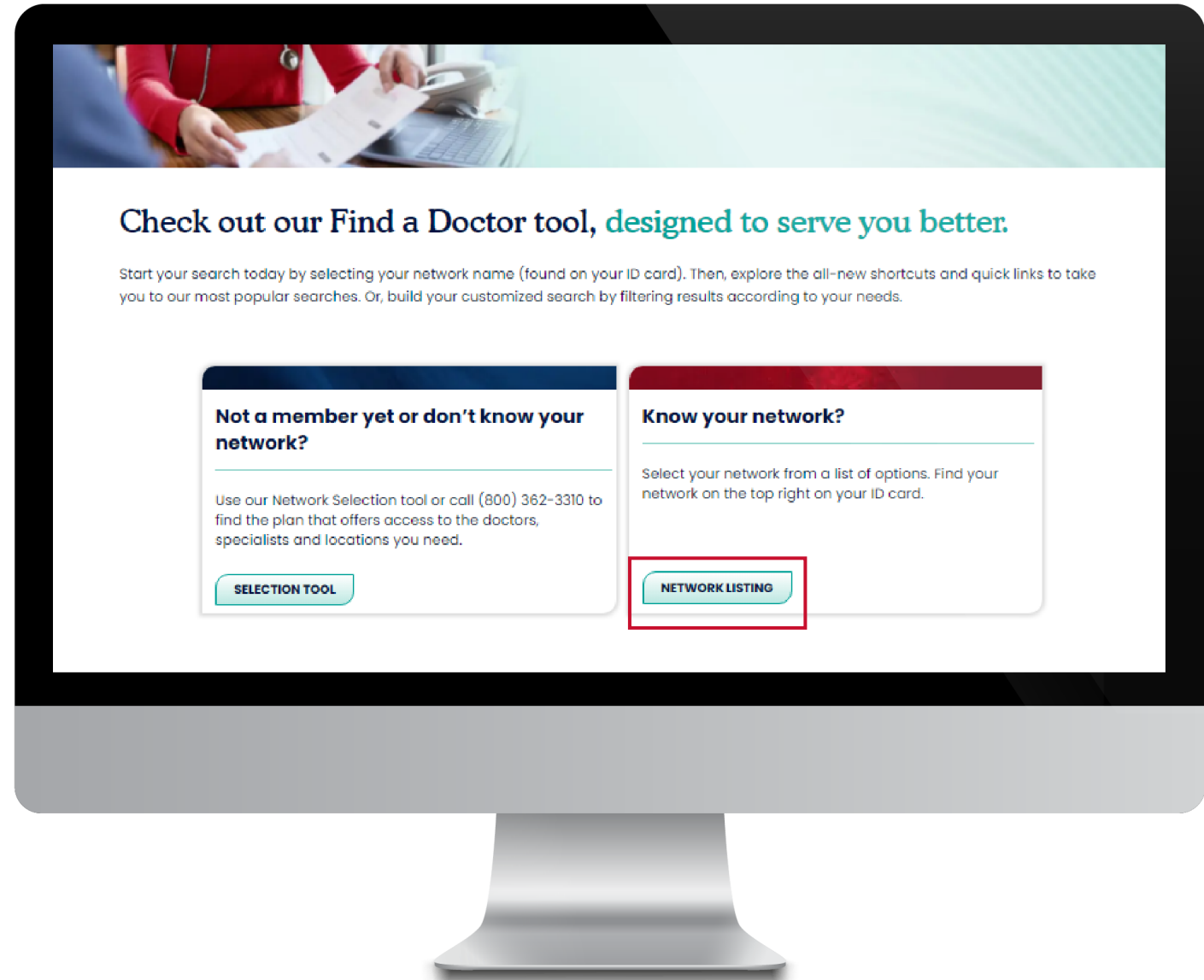
ChooseQuartz.com

Health & Wellness Extras page



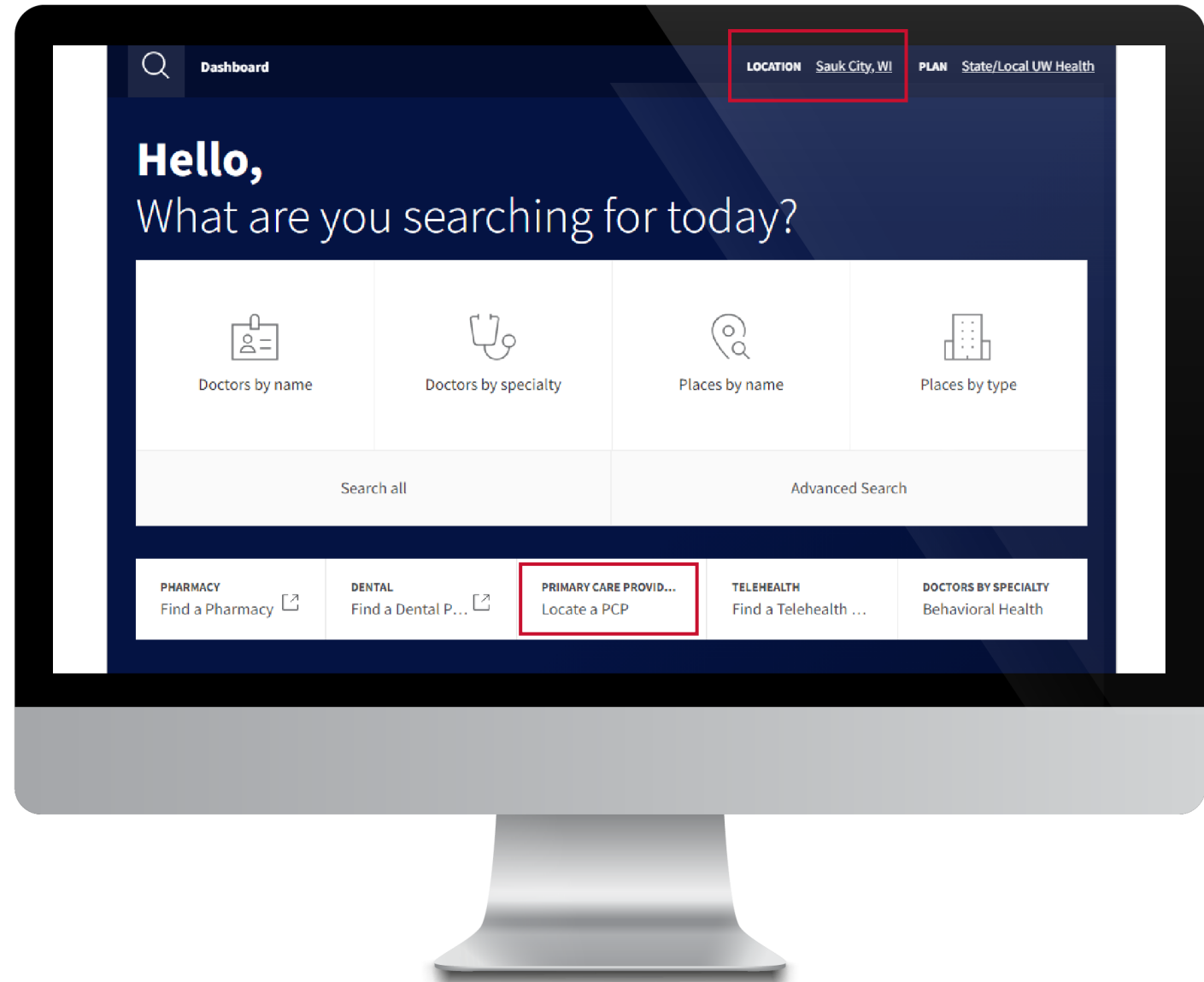
ChooseQuartz.com

Find a Doctor page



ChooseQuartz.com

Find a Doctor page (continued)



Advance Care Planning

Advance care planning (ACP) is the process of planning for your future health care needs. ACP ensures your wishes are known by your family, friends, and doctors

Resources

- Check out QuartzBenefits.com/blog
- Webinar recording available on the ETF website at etf.wi.gov/video/advance-care-planning
- Register for free one-hour workshop available through UW Health at uwhealth.org/about-us/advance-care-planning





Extras that matter

Quartz offers programs and resources that focus on supporting whole health and well-being for the entire family

Extras that matter



No referrals needed!

Quartz does not require you to obtain a referral from your PCP to see other providers in your selected network



PCP selection assistance with our provider owners

UW Health Welcome Center

(608) 821-4819 or (800) 552-4255

Gundersen Patient Access Registration

(608) 775-0601 or (800) 362-9567

UnityPoint Health – Meriter Referral Line

(608) 417-3748

Aurora Health Care

(888) 863-5502



MyChart

Convenient, 24/7 digital access to benefits information, claims details, and more

Virtual visits



UW Health Care Anywhere

Download the app or visit UWHealthCareAnywhere.org to set up your account



Gundersen virtual care

Download the app and visit MyChart.GundersenHealth.org to learn more and explore frequently asked questions



Virtual Visits with the LiveWell app

Download the app or visit LiveWellAAH.org to sign up or start a visit



Extras that matter

Well-living programs

Get more care with programs that support physical health, mental resiliency, and social well-being. Most services are available at no extra cost with your Quartz plan

- Quartz mental well-being programs with AbleTo
- Obesity and Type 2 diabetes reversal powered by Virta Health**
- Prenatal and postpartum programs to support the whole family with the Healthy Beginnings and Healthy Futures program** featuring doula services for pregnant members

***Pilot program available to 2025 members on a trial basis and may be changed or discontinued in future years*



Additional Information

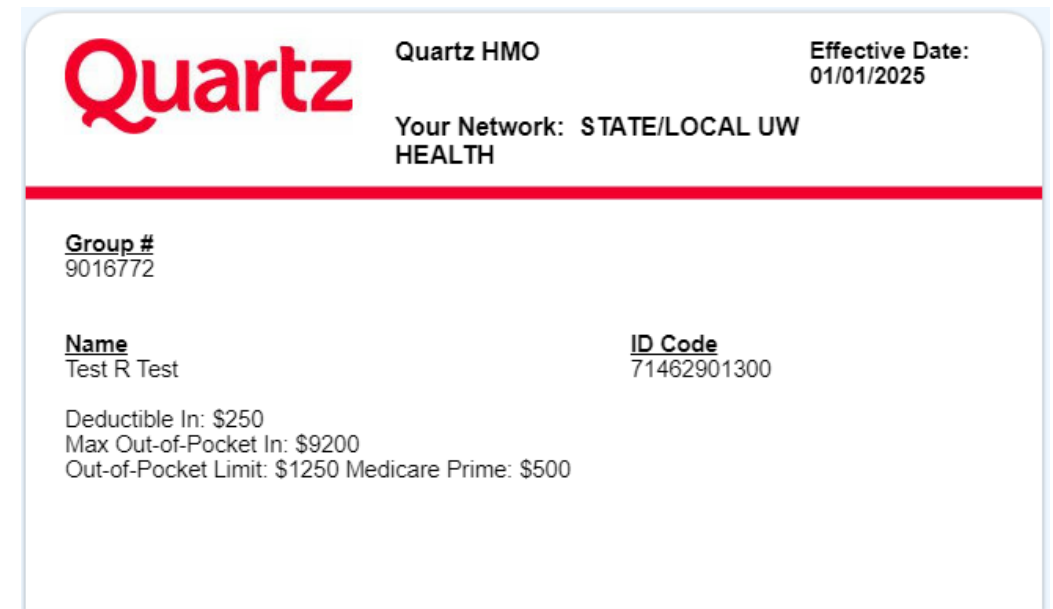
ID card

Your member identification (ID) card is the key to accessing your Quartz coverage

This card has a lot of important information so always have it with you each time you access services from a health care provider or when calling Quartz

HELPFUL TIP

In 2025, members and new members will receive a new ID card. When you receive your new ID card, please confirm all your information is correct



Frequently asked questions (FAQs)

Q: Can I receive medical care outside of my health plan network?

If you are covered through a Health Maintenance Organization (HMO) you are required to obtain medical care from providers in the health plans network. HMO plans will cover urgent and emergency care outside of the service area. Any follow up care must be performed by an in-network provider unless approved by the health plan

Q: Explain the difference between a referral and prior authorization.

A referral is a written order from your primary care provider for you to see a specialist. A request for prior authorization is submitted by members and providers; Quartz reviews the request and responds by letting the member and provider know whether the service, treatment, or supply is covered under the member's plan. Health plans have up to 15 calendar days to provide a response for non-urgent requests.

Q: Why am I receiving a bill for my annual preventive care visit?

A preventive visit may cost you money if a medical concern is identified, discussed or treated during your preventive visit. Some lab work/or additional tests may also result in you being billed for a copay, deductible, or coinsurance.

Q: What is the difference between the out-of-pocket limit (OOPL) and maximum out of pocket (MOOP) amounts for my plan?

Your out-of-pocket limit (OOPL) is the most you or your family may pay during a calendar year for covered medical services with in-network providers. The maximum out of pocket (MOOP) is the most you or your family may pay in a calendar year for any covered services received in-network, to include pharmacy



We're here to help

Contact us

Visit ChooseQuartz.com for contact details

Call Customer Success: (844) 644-3455, TTY: 711

Send a secure message through MyChart at QuartzMyChart.com

Thank you