

Pulse

News for Quartz BadgerCare Plus and/or Medicaid SSI members



Summer 2023

Quartz[®]
Find your spark.

Welcome to summer!

Find your spark with more of what matters

In 2023, we have expanded our Medicaid plan offerings with the Quartz Medicaid SSI plan in Dane, La Crosse, and Milwaukee counties. We would like to give a warm Quartz welcome to our Medicaid SSI members! We're so happy you're here!

By looking for ways to expand our plans and services, we're living out our promise. We are committed to serving your community with equal access to care from quality providers, as well as giving back to our local neighborhoods. We all shine brighter together.

We hope you will join us in finding your spark this summer and carry it with you for a **life well-lived** each and every day.

Keeping you informed. Updates on your BadgerCare Plus coverage.

The Wisconsin Department of Health Services (DHS) announced this spring that all BadgerCare Plus members must take action toward keeping their coverage.

You should have received an initial letter from DHS in mid-March or early April 2023. That letter told you when you need to re-apply or renew.

- If DHS told you that you need to re-apply, you may start that process right away.
- If DHS told you that you need to renew, you must wait to renew closer to your renewal date. You can find your renewal date in the DHS letter or MyACCESS account.

If you did not get a letter

If you did not get a letter, please reach out to your local income maintenance agency or DHS. If you lost your first letter from DHS, you can view a copy of it in the MyACCESS app. Or, you can go to [access.wi.gov](https://www.access.wi.gov) to view an online copy.

We're here to help

For more information about how to re-apply or renew for BadgerCare Plus, we can help. Visit

[www.QuartzBenefits.com/
BadgerCare-updates](https://www.QuartzBenefits.com/BadgerCare-updates).



Stay in touch with us!

Check your contact info

We want to keep in touch with you to make sure you don't miss any important updates! Check to see if your current address, phone number, and email are up-to-date. Log in at access.wi.gov or call your local agency today.

Stay in the know with MyACCESS

What is MyACCESS?

If you have a smartphone, MyACCESS makes it a breeze to access and manage your benefits on the go. Even better — it's free.

Get the app in three easy steps:

1. Open the Apple App Store or Google Play.
2. Search for "MyACCESS Wisconsin."
3. Download the app.

Translation services are here for you



We strive to make your health plan information easy to read. Your plan letters and other materials are available in other languages or in large print. Plus, we offer many ways to make it easier for you to communicate with us, including:

Free aids and services for people with disabilities, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

Plan information in a language and format you can understand, such as:

- Non-English languages spoken in the Quartz service area.
- Large print or other formats.
- Qualified interpreter services.



Once downloaded, log in to:

- Check your benefits and programs.
- Receive reminders and notifications.
- Submit and track documents.

For more information, visit MyACCESS Mobile App Support at dhs.wisconsin.gov/forwardhealth/myaccess-support.htm.

- Letters and materials that are translated into Spanish.
- Our website has a Spanish view option. Go to QuartzBenefits.com. Next to the search field, click on "ES" for Español, and the website will display in Spanish.

You can also ask for help getting your Quartz materials, benefits, and services translated by calling our Customer Success team at **(800) 362-3310**. For people who are deaf, hard of hearing, or speech impaired, please call **TTY 711**. We are here to help you Monday - Thursday, 7 a.m. - 6 p.m. and Friday, 7 a.m. - 5 p.m.

Interpreter services at your provider

To make sure you have access to providers that understand your language, all contracted Quartz BadgerCare Plus and/or Medicaid SSI providers must provide interpreter services for members with Limited English Proficiency at no cost. Those interpreter services must be given at the appointment.



Equal access to health care for all

At Quartz, we are committed to offering equal access to health care for all. To help us identify gaps people may have when getting health care or services, we welcome you to share with us your:

- Race.
- Language.
- Ethnicity.
- Gender identity.
- Sexual orientation.

You can share this information in MyChart at [QuartzMyChart.com](https://www.QuartzMyChart.com), through the safe Personal Information page. Keep in mind, your personal information is protected by the Health Insurance Portability and Accountability Act (HIPAA).

Sharing this information with Quartz is voluntary. We will not use the information we collect to limit your coverage, or benefits, or deny payment for services. Quartz may share your personal information with practitioners and providers who are treating you. This helps them provide the best care for you.

Questions?

If you have any questions or need help adding this information to MyChart, call us at **(800) 362-3310 (TTY: 711)**.

No MyChart? No problem!

Go to [QuartzMyChart.com](https://www.QuartzMyChart.com) and follow the prompts to get started.

Your health plan. Our quality standards.

We believe an informed member is a healthier one. That's why we've made it easy for you to find timely health plan-related information on our website, all in one place. Visit [QuartzBenefits.com/blog/quality-matters](https://www.QuartzBenefits.com/blog/quality-matters). You can also sign up for our blog and get a monthly email highlighting the latest posts.

You'll find health-related topics such as:

- Advance Care planning
- Releasing health information
- Exercise works best for low back pain
- Looking for benefits information? Find it quickly online
- Important information about your appeal rights
- New member drug supply
- Preventive vs. non-preventive exams
- Women's Health and Cancer Rights Act
- Preventive care outreach
- Health management programs

- Case Management available to Quartz members
- Evaluating the use of new technology. Is it covered?

Get quick, online access to Quartz member information, such as:

- The member rights and responsibilities statement. Go to [QuartzBenefits.com/memberrights](https://www.QuartzBenefits.com/memberrights).
- The Notice of Privacy Practices. Go to [QuartzBenefits.com/notice-of-privacy-practices](https://www.QuartzBenefits.com/notice-of-privacy-practices).
- Our utilization management criteria and processes. Go to [QuartzBenefits.com/utilization](https://www.QuartzBenefits.com/utilization).

You can also browse [QuartzBenefits.com/BadgerCare](https://www.QuartzBenefits.com/BadgerCare). You'll find tons of plan information, including how to make appeals and grievances. Plus, there are links to your member handbook, the provider directory, and more!





Welcome to better well-being with AbleTo

What's one thing we have in common? We're all working through life's changes and challenges. Sometimes we can do it ourselves. But other times, we need a little help.

That's why we're excited to bring you Quartz mental well-being programs with AbleTo. From on-demand self-care to therapy and coaching, AbleTo can help you cope with feelings of stress, worry, and anxiety.

With AbleTo, you'll get:

- Flexible support that works with your schedule.
- Science-backed tools.
- Skill-building activities.
- 24/7 access to self-care tools, content, and more.

Who can use AbleTo?

- Self Care+ is offered to members ages 13+.*
- Coaching and therapy are offered to members ages 18+.**

How to get started

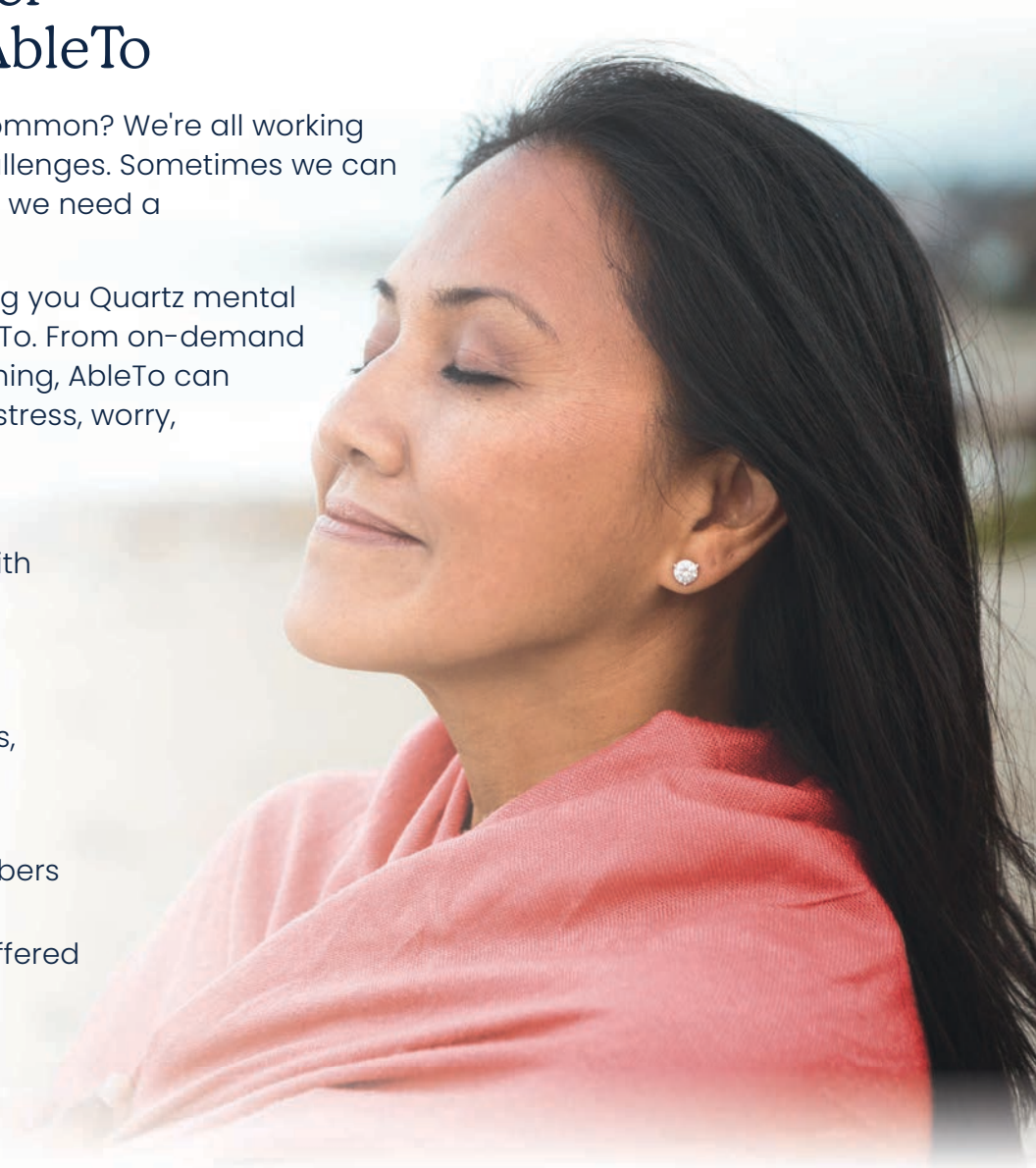
1. Visit AbleTo.com/Quartz.
2. Fill out a short questionnaire.
3. Start your personalized program.

Download the AbleTo app for anytime, anywhere access.

*AbleTo's Self Care+ program is available to Quartz members and eligible dependents 13+ who are enrolled in an eligible health plan through Quartz.

**Additional coaching and therapy services are offered at no additional cost to the member; however, therapy services are subject to cost-sharing depending on the service and the plan.

AbleTo's therapy services assist members in coping with covered mental health conditions like depression or anxiety. For more acute conditions, more extensive service may be needed. If you need emergency emotional assistance, call or text the 988 Suicide and Crisis Lifeline at 988 or use Lifeline Chat for 24/7 free and confidential support.



Accessibility at Quartz

Quartz provides 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).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Quartz at (800) 362-3310 (TTY: 711).

Spanish – ATENCIÓN: Si habla español, los servicios de asistencia lingüística están a su disposición gratis. Llame al (800) 362-3310 (TTY: 711).

Hmong – MLOOG KOM ZOO: Yog koj hais lus Hmoob, ces yuav muaj kev pab txhais lus pub dawb rau koj. Hu rau tus xov tooj (800) 362-3310 (TTY: 711).

Laotian – ຂໍ້ຄວນໃສ່ໃຈ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີການບໍລິການຊ່ວຍເຫຼືອແປພາສາໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທຫາເບີ (800) 362-3310 (TTY: 711).

Chinese – 注意：如果您讲中文，您可以免费获得语言协助服务。请致电 (800) 362-3310（TTY 用户请致电 711）。

Somali – U FIIRSASHO: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda waxaa laguugu heli karaa adiga iyagoo bilaash ah Soo wacl (800) 362-3310 (TTY: 711).

Burmese – သတိပြုရန်- သင် မြန်မာဘာသာစကား ကိုပြောဆိုလျှင် ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများကို အခမဲ့ ရရှိနိုင်ပါသည်။ (800) 362-3310 (TTY: 711) သို့ ဖုန်းဆက်ပါ။

Russian – ВНИМАНИЕ: если вы говорите по-русски, вы можете обратиться за бесплатной помощью переводчика. Позвоните по номеру телефона (800) 362-3310 или воспользуйтесь телетайпом TTY: 711.



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For health insurance benefit questions, please call Quartz Customer Success at **(800) 362-3310 (TTY: 711)**. We will gladly assist you. Or visit **QuartzBenefits.com**. The Pulse newsletter is published two times a year for BadgerCare Plus and/or Medicaid SSI members. Quartz is a BadgerCare Plus HMO and/or Medicaid SSI, with a contract with the Wisconsin Department of Health Services (DHS). Information in the Pulse newsletter comes from a wide range of medical experts. If you have any concerns or questions about certain content that may affect your health, please contact your health care provider. ©2023 Quartz Health Solutions, Inc. All rights reserved. Quartz complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llama al **(800) 362-3310, TTY 711**. Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **(800) 362-3310, TTY 711**.
