Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

This health plan is offered by Quartz Health Benefit Plans Corporation



BARNEVELD SCHOOL DISTRICT 9082018 - HMO Deductible

Coverage Period: 9/1/2022 - 8/31/2023

Coverage for: Single/Family | Plan Type: HMO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit www.QuartzBenefits.com/certlookup. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary or call 1-800-362-3310 to request a copy.

| Important Questions | Answers | Why this Matters: |
|--|---|---|
| What is the overall deductible? | Single: \$2,000 per Calendar Year Family: \$2,000 /individual or \$4,000 /family per Calendar Year | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> . |
| Are there services covered before you meet your deductible? | Yes. Preventive care services are covered before you meet your deductible. | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain preventive services without cost-sharing and before you meet your <u>deductible</u> . See a list of covered preventive services at https://www.healthcare.gov/coverage/preventive-care-benefits . |
| Are there other deductibles for specific services? | No. | You don't have to meet <u>deductibles</u> for specific services. |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | Single: \$3,000 per Calendar Year Family: \$3,000/individual or \$6,000/family per Calendar Year for medical expenses. \$2,000 Single/\$4,000 Family per Calendar Year for prescription expenses. | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met. |
| What is not included in the out-of-pocket limit? | Premiums, balance billing charges, and health care this plan doesn't cover. | Even though you pay these expenses, they don't count toward the out-of-pocket limit. |
| Will you pay less if you use a <u>network provider</u> ? | Yes. See www.QuartzBenefits.com/FindADoctor or call 1-800-362-3310 for a list of | |

| | <u>providers</u> . | for some services (such as lab work). Check with your provider before you get services. |
|---|--|--|
| Do you need a referral to see a specialist? | In-Network providers: No. Out-of-Network providers: Yes, written | In-Network: You can see the specialist you choose without a referral. Out-of-Network: This plan will pay some or all of the costs to see a specialist for covered |
| | referral is required. | services but only if you have a <u>referral</u> before you see the <u>specialist</u> . |



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| Common | Services You May Need | What You Will Pay | | |
|---|--|--|---|---|
| Medical Event | | In Network (You will pay the least) | Out-of-Network (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Primary care visit to treat an injury or illness | No charge | Not covered | Charges for Virtual Visits will apply to your deductible/coinsurance. A covered Telehealth visit applies the same cost-sharing as an in-person visit. |
| | Specialist visit | No charge | Not covered | A covered Telehealth visit applies the same cost-sharing as an in-person visit. |
| If you visit a health care <u>provider's</u> office or clinic | Other practitioner office visit | Chiro/Adult Vision: No charge | Not covered | One routine adult vision exam is covered with no charge. Cost sharing applies to subsequent exams. Benefits are not available for care that is Maintenance and Supportive Care. Glasses/contacts for Adult Routine Vision are not covered. |
| | Preventive care/screening/ immunization | No charge; <u>deductible</u> does not apply | Not covered | Coverage is limited to preventive services as defined by the Affordable Care Act. You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. |
| If you have a test | Diagnostic test (x-ray, blood work) | No charge | Not covered | none |
| | Imaging (CT/PET scans, MRIs) | No charge | Not covered | none |

| Common | | What You Will Pay | | |
|---|--|--|---|--|
| Medical Event | Services You May Need | In Network (You will pay the least) | Out-of-Network (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you need drugs to | Preferred Generics Tier 1 | Value Tier: No charge; deductible does not apply All others: \$5 copay/prescription | Not covered | |
| treat your illness or condition More information about prescription drug coverage is available at | Preferred Brands Tier 2 | Value Tier: No charge; deductible does not apply All others: \$20 copay/prescription | Not covered | Multiple copays will apply for claims of greater than 30 day supply when covered; for claims of 31 to 60 days supply, two copays will apply, and for claims of 61 to 90 days supply, three copays will apply. Coverage restrictions may apply to some medications. See the Quartz Formulary for details |
| www.QuartzBenefits.c om/formulary | Non-Preferred Brands & Generics Tier 3 | \$40 copay/prescription | Not covered | the Qualiz <u>Formulary</u> for details |
| | Tier 4 | \$20 copay/prescription for Preferred \$40 copay/prescription for Non-preferred | Not covered | |
| | Facility fee (e.g., ambulatory surgery center) | No charge | Not covered | Prior authorization may be required. See www.QuartzBenefits.com/WIPAList or call Customer |
| If you have outpatient surgery | Physician/surgeon fees | No charge | Not covered | Service for additional information. Oral Surgery: No charge; deductible does not apply Coverage is limited to procedures listed in your Certificate of Coverage |
| If you need immediate medical attention | Emergency room care | \$100 <u>copay</u> /visit; <u>deductible</u> does not apply | \$100 <u>copay</u> /visit; <u>deductible</u> does not apply | Emergency room <u>copay</u> waived if admitted. |
| | Emergency medical transportation | No charge | No charge | none |
| | Urgent care | \$25 <u>copay</u> /visit; <u>deductible</u> does not apply | \$25 <u>copay</u> /visit; <u>deductible</u> does not apply | Deductible and/or coinsurance may apply for additional services performed at your visit. |

| Common | | What You Will Pay | | |
|---|---|--|---|--|
| Medical Event | Services You May Need | In Network (You will pay the least) | Out-of-Network (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you have a hospital | Facility fee (e.g., hospital room) | No charge | Not covered | Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer |
| stay | Physician/surgeon fees | No charge | Not covered | Service for additional information. |
| If you need mental health, behavioral | Outpatient services | No charge | Not covered | Benefits are not available for care that is Maintenance and Supportive Care. A covered Telehealth visit applies the same cost-sharing as an in-person visit. |
| health, or substance abuse services | Inpatient services | No charge | Not covered | Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. |
| | Office visits | No charge | Not covered | Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). Prior authorization is required for inpatient services. See |
| If you are pregnant | Childbirth/delivery professional services | No charge | Not covered | |
| | Childbirth/delivery facility services | No charge | Not covered | www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. |
| If you need help recovering or have other special health needs | Home health care | No charge | Not covered | Coverage is limited to 60 visits per Calendar Year. Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. |
| | Rehabilitation services | No charge | Not covered | Coverage for Physical, Speech and Occupational therapy is limited to a combined total of 40 visits per Calendar Year. This limit is shared between Rehabilitation and Habilitation and Habilitation services . Cardiac Rehab is limited to 36 visits per event. A covered Telehealth visit applies the same cost-sharing as an in-person visit. |

| Common | | What You Will Pay | | |
|---------------------|----------------------------|--|---|--|
| Medical Event | Services You May Need | In Network (You will pay the least) | Out-of-Network (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Habilitation services | No charge | Not covered | Coverage for Physical, Speech and Occupational therapy is limited to a combined total of 40 visits per Calendar Year. This limit is shared between Rehabilitation and Habilitation services. Prior authorization may be required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. A covered Telehealth visit applies the same cost-sharing as an in-person visit. |
| | Skilled nursing care | No charge | Not covered | Coverage limited to 90 days per confinement. This benefit is combined with the Swing Bed Care benefit. Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. |
| | Durable medical equipment | No charge | Not covered | Purchase of DME with a per unit cost of \$500 or more (except for hearing aids) and all DME rentals must be Prior Authorized. Coverage for Foot Orthotics: Limited to one pair per Calendar Year. Hearing Aids: Limited to one per ear every 36 months. To obtain the list of covered hearing aid models log onto www.QuartzBenefits.com/hearingaids or contact Customer Service. |
| | Hospice services | No charge | Not covered | Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. Hospice coverage excludes room and board charges in a Skilled Nursing Facility. |
| If your child needs | Children's eye exam | No charge; deductible does not apply | Not covered | One routine vision exam is covered with no charge. Cost sharing for an office visit applies to subsequent exams. |
| dental or eye care | Children's glasses | Not covered Not covered | Not covered Not covered | none |
| | Children's dental check-up | NOT COVELED | NOT COVELED | none |

Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Cosmetic surgery
- Dental care (Adult)
- · Long-term care

- Non-emergency care when traveling outside the U.S.
- Weight loss programs

- · Private-duty nursing
- · Routine foot care

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

Acupuncture (Limited)Bariatric surgery

- · Chiropractic care
- Hearing aids

- · Infertility treatment
- Routine eye care (Adult)

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Wisconsin Office of the Commissioner of Insurance at 1-800-236-8517, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-EBSA (3272) or https://www.dol.gov/agencies/ebsa, or visit www.HealthCare.gov or call 1-800-318-2596. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information on how to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or for assistance, contact: Office of the Commissioner of Insurance, Complaints Department, PO Box 7873, Madison, WI 53707-7873, or if coverage is under a group health plan the Employee Benefits Security Administration at 1-866-444-EBSA (3272).

Does this Plan Provide Minimum Essential Coverage? Yes.

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this Coverage Meet the Minimum Value Standard? Yes.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-362-3310 or 1-800-877-8973 (TTY).

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-362-3310 or 1-800-877-8973 (TTY)

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-800-362-3310 or 1-800-877-8973 (TTY)

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-362-3310 or 1-800-877-8973 (TTY)

-----To see examples of how this plan might cover costs for a sample medical situation, see the next page.

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

| Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery) | | | |
|---|---------|--|--|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 | | |
| ■ <u>Specialist</u> <u>coinsurance</u> | 0% | | |
| ■ Hospital (facility) coinsurance | 0% | | |
| Other coinsurance | 0% | | |
| This EXAMPLE event includes services like: Specialist office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood work) Specialist visit (anesthesia) | | | |
| Total Example Cost \$12,700 | | | |
| In this example, Peg would pay: | | | |
| Cost Sharing | | | |
| Deductibles | \$2,000 | | |
| Copayments \$40 | | | |
| Coinsurance | | | |
| What isn't covered | | | |
| Limits or exclusions | | | |
| The total Peg would pay is | \$2,040 | | |

| Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition) | | | | |
|---|--------------|--|--|--|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 | | | |
| ■ Specialist coinsurance | 0% | | | |
| ■ Hospital (facility) coinsurance | 0% | | | |
| Other coinsurance | 0% | | | |
| Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter) | | | | |
| Total Example Cost | \$5,600 | | | |
| In this example, Joe would pay: | | | | |
| Cost Sharing | Cost Sharing | | | |
| Deductibles | \$1,100 | | | |
| Copayments \$100 | | | | |
| Coinsurance \$0 | | | | |
| What isn't covered | | | | |
| Limits or exclusions \$0 | | | | |
| The total Joe would pay is \$1,20 | | | | |

| Mia's Simple Fracture (in-network emergency room visit and follow up care) | | | |
|--|---------|--|--|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 | | |
| ■ Specialist coinsurance | 0% | | |
| ■ Hospital (facility) coinsurance | 0% | | |
| Other coinsurance | 0% | | |
| Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy) | | | |
| Total Example Cost | \$2,800 | | |
| In this example, Mia would pay: | | | |
| Cost Sharing | | | |
| Deductibles | \$2,000 | | |
| Copayments \$100 | | | |
| Coinsurance \$ | | | |
| What isn't covered | | | |
| Limits or exclusions | \$0 | | |
| The total Mia would pay is | \$2,100 | | |

The plan would be responsible for the other costs of these EXAMPLE covered services.



Non-Discrimination & Language Access

Quartz is the brand name for a group of companies committed to your health: Quartz Health Benefit Plans Corporation, Quartz Health Insurance Corporation, Quartz Health Plan Corporation, and Quartz Health Plan MN Corporation. 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, or sex.

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: 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: 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 o 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 koj qhov kev pab cuam los ntawm Quartz. Saib cov caij nyoog los yog tej hnub tseem ceeb uas sau rau hauv daim ntawv no kom zoo. Tej zaum koj kuj yuav tau ua qee yam uas peb kom koj ua tsis pub dhau cov caij nyoog uas teev tseg rau hauv daim ntawv no mas koj thiaj yuav tau txais kev pab cuam kho mob los yog kev pab them tej nqi kho mob ntawd. Koj muaj cai kom lawv muab cov ntshiab lus no uas tau muab sau 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 trúp 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 本通知對於您透過 Quartz 所提 出的申請或保險有重要的訊息 請在本通知中查看重要的日期 您可能要在特定的截止日期之 前採取行動,以保留您的健康保險或有助於省錢 您有權利免費以您的母語得到幫助和訊息 請致電(800) 362-3310:711/(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 — ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສຳຄັນ.
ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສຳຄັນກ່ຽວກັບໃບສະຫມັກ ຫຼື
ການຄຸ້ມຄອງຂອງທ່ານຜ່ານ Quartz. ຊອກຫາວັນທີ່ສຳຄັນ
ໃນຫນັງສືແຈ້ງການສະບັບນີ້.ທ່ານອາດຈຳເປັນຕ້ອງປະຕິບັດຕາມເວລາ
ທີ່ກຳນົດໄວ້ທີ່ແນ່ນອນເພື່ອຮັກສາໄວ້ການຄຸ້ມຄອງສຸຂະພາບຂອງທ່ານ
ຫຼື ຊ່ວຍເຫຼືອດ້ານຄ່າໃຊ້ຈ່າຍ.ທ່ານມີສິດທີ່ຈະໄດ້ຮັບຂໍ້ມູນນີ້ ແລະ
ຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທຫາເບີ (800)
362 3310. TTY / TDD: 711 / (800) 877 8973.

German – Diese Benachrichtigung enthält wichtige Informationen. Diese Benachrichtigung enthält wichtige Informationen bezüglich Ihres Antrags auf 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 behalten. 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.

بحتوى هذا الإشعار على معلومات مهمة. يتضمن هذا الاشعار على معلومات مهمة. الإشعار معلومات هامة حول طلبك أو تغطيتك عبر Ouartz. ابحث عن التواريخ الرئيسية في هذا الإشعار قد تحتاج إلى إجراء تدابير معبّنة و فقاً لمو اعبد معبّنة من أجل الحفاظ على تغطبتك الصحبة أو المساعدة في التكاليف ليدك الحق في الحصول على هذه المعلومات :TTY / TDD على المساعدة في لغتك دون أي تكلفة. اتصل على 711 / (800) 877-8973 / (800) 362-3310.

French – Cet avis a d'importantes informations. Cet avis a d'importantes informations sur votre demande ou la couverture par l'intermédiaire de Quartz. Rechercher les dates clés dans le présent avis. Vous devrez peut-être prendre des mesures par certains délais pour maintenir votre couverture de santé ou d'aide avec les coûts. Vous avez le droit d'obtenir cette information et de l'aide dans votre langue à aucun coût. Appelez (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Korean – 본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 Quartz을 통한 커버리지 에 관한 정보를 포함하고 있습니다.본 통지서에서 핵심이 되는 날짜들을 찾으십시오. 귀하는 귀하의 건강 커버리지를 계속유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수있습니다. 귀하는 이러한 정보와 도움을 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가있습니다. (800) 362-3310로 전화하십시오. TTY / TDD: 711 / (800) 877-8973.

Tagalog – Ang Paunawa na ito ay naglalaman ng mahalagang impormasyon. Ang paunawa na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong aplikasyon o pagsakop sa pamamagitan ng Quartz. Tingnan ang mga mahalagang petsa dito sa paunawa. Maaring mangailangan ka na magsagawa ng hakbang sa ilang mga itinakdang panahon upang mapanatili ang iyong pagsakop sa kalusugan o tulong na walang gastos. May karapatan ka na makakuha ng ganitong impormasyon at tulong sa iyong wika ng walang gastos. Tumawag sa (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Pennsylvanian Dutch – Die Bekanntmaching gebt wichdichi Auskunft. Die Bekanntmaching 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 beschtimmde 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. Kannscht du (800) 362-3310 uffrufe. TTY / TDD: 711 / (800) 877-8973.

Polish – To ogłoszenie zawiera ważne informacje. To ogłoszenie zawiera ważne informacje odnośnie Państwa wniosku lub zakresu świadczeń poprzez Quartz. Prosimy zwrócic uwagę na kluczowe daty zawarte w tym ogłoszeniu aby nie przekroczyć terminów w przypadku utrzymania polisy ubezpieczeniowej lub pomocy zwiazanej z kosztami. Macie Państwo prawo do bezpłatnej informacji we własnym języku. Zadzwońcie pod (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Hindi – इस सुचना में महत्वपूर्ण जानकारी शामिल है। इस सुचना में Quartz से जुड़े आपके आवेदन या कवरेज के बारे में महत्वपूर्ण जानकारी शामिल है। इस सुचना में महत्वपूर्ण तारीखों को देखना न भूलें। स्वास्थ्य कवरेज जारी रखने या खर्चे में मदद के लिए आपको कुछ तय तारीखों तक कार्रवाई करनी ज़रूरी है। आपके पास अपनी भाषा में, बिना किसी शुल्क के इस जानकारी और सहायता को पाने का अधिकार है। (800) 362-3310.

TTY / TDD: 711 / (800) 877-8973 पर कॉल करें।

Albanian – Ky njoftim përmban informacion të rëndësishëm. Ky njoftim përmban informacion të rëndësishëm për aplikimin ose mbulimin tuai nëpërmjet Quartz. Kontrolloni për data të rëndësishme në këtë njoftim. Mund t'ju duhet të ndërmerrni 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 luugada, ayaa waxaa laguugu siinayaa bilaash, waa laguu heli karaa. 1-800-362-3310 (TTY: 1-800-877-8973) bilbilaa.

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

Amharic – *ጣ*ስታወሻ: የሚናንሩት ቋንቋ ኣጣርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሲያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ (800) 362-3310. (*መ*ስማት ለተሳናቸው: 711 / (800) 877-8973).

Karen – ဟ်သူဉ်ဟ်သး– နမ့်ကတိုး ကညီ ကျိဉ်အယိ, နမၤန္၍ ကျိဉ်အတာမြာစားလ၊ တလာဉ်ဘူဉ်လာဂ်စ္၊ နီတမုံးဘဉ်သုန္ဂဝ်လီ၊ ကိုး (800) 362-3310.TTY / TDD: 711 / (800) 877-8973.

Mon-Khmer, Cambodian – ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្លួល គឺអាចមានសំរាប់បំរើអ្នក។ 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 – เรียน: ถา้ คณพด ภาษาไทยคณสามารถใชบ์ ริการช่วยเหลือทางภาษาไดฟ์ รี โทร (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Gujarati – સુચના: જો તમે ગુજરાતી બોલતા હો, તો બિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. શ્રેન કરો (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

.362-3310 (800) 877-8973 (800) / 711 / TTY / TDD: 711 خبر دار: اگر آپ ار دو بولتر ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں ۔ Urdu –

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.

Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services

This health plan is offered by Quartz Health Benefit Plans Corporation



BARNEVELD SCHOOL DISTRICT 9076353 - POS

Coverage Period: 9/1/2022 - 8/31/2023

Coverage for: Single/Family | Plan Type: POS

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit www.QuartzBenefits.com/certlookup. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary or call 1-800-362-3310 to request a copy.

| Important Questions | Answers | Why this Matters: |
|--|---|---|
| What is the overall deductible? | In Network: Single: \$2,000 per Calendar Year Family: \$2,000/individual or \$4,000/family per Calendar Year Out of Network: \$2,000 Single/\$4,000 Family per Calendar Year | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> . |
| Are there services covered before you meet your deductible? | Yes. <u>Preventive care</u> services are covered before you meet your <u>deductible</u> . | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain preventive services without cost-sharing and before you meet your <u>deductible</u> . See a list of covered preventive services at https://www.healthcare.gov/coverage/preventive-care-benefits . |
| Are there other deductibles for specific services? | No. | You don't have to meet <u>deductibles</u> for specific services. |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | In Network: Single: \$3,000 per Calendar Year Family: \$3,000/individual or \$6,000/family per Calendar Year for medical expenses. \$2,000 Single/\$4,000 Family per Calendar Year for prescription expenses. Out of Network: \$6,000 Single/ \$12,000 Family per Calendar Year for medical expenses. | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met. |
| What is not included in the <u>out-of-pocket limit?</u> | Premiums, balance billing charges, and health care this plan doesn't cover. | Even though you pay these expenses, they don't count toward the out-of-pocket limit. |
| Will you pay less if you | Yes. | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's |

| use a <u>network</u> <u>provider</u> ? | See www.QuartzBenefits.com/FindADoctor or call 1-800-362-3310 for a list of network providers. | network. You will pay the most if you use an out-of-network provider, and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services. |
|--|---|---|
| Do you need a <u>referral</u> to see a <u>specialist</u> ? | No. | You can see the specialist you choose without a referral. |



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| Common | | What You Will Pay | | |
|---|--|--|---|---|
| Medical Event | Services You May Need | In Network (You will pay the least) | Out of Network (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Primary care visit to treat an injury or illness | No charge | 20% coinsurance | Charges for Virtual Visits will apply to your deductible/coinsurance. A covered Telehealth visit applies the same cost-sharing as an in-person visit. |
| | Specialist visit | No charge | 20% coinsurance | A covered Telehealth visit applies the same cost-sharing as an in-person visit. |
| If you visit a health care <u>provider's</u> office or clinic | Other practitioner office visit | Chiro/Adult Vision: No charge | Chiro/Adult Vision: 20% coinsurance. | One routine adult vision exam is covered with no charge in network . Cost sharing applies to subsequent exams. No coverage for Out-of-Network Hearing Exams. Benefits are not available for care that is Maintenance and Supportive Care. Glasses/contacts for Adult Routine Vision are not covered. |
| | Preventive care/screening/ immunization | No charge; deductible does not apply | 20% coinsurance | Coverage is limited to preventive services as defined by the Affordable Care Act. You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. |
| If you have a test | Diagnostic test (x-ray, blood work) | No charge | 20% coinsurance | none |
| | Imaging (CT/PET scans, MRIs) | No charge | 20% coinsurance | none |

| Common | | What You Will Pay | | |
|---|--|--|---|--|
| Medical Event | Services You May Need | In Network (You will pay the least) | Out of Network (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.QuartzBenefits.com/formulary | Preferred Generics Tier 1 | Value Tier: No charge; deductible does not apply All others: \$5 copay/prescription | Not covered | |
| | Preferred Brands Tier 2 | Value Tier: No charge; deductible does not apply All others: \$20 copay/prescription | Not covered | Multiple copays will apply for claims of greater than 30 day supply when covered; for claims of 31 to 60 days supply, two copays will apply, and for claims of 61 to 90 days supply, three copays will apply. Coverage restrictions may apply to some medications. See the Quartz Formulary for details |
| | Non-Preferred Brands & Generics Tier 3 | \$40 copay/prescription | Not covered | |
| | Tier 4 | \$20 copay/prescription for Preferred \$40 copay/prescription for Non-preferred | Not covered | |
| | Facility fee (e.g., ambulatory surgery center) | No charge | 20% coinsurance | Prior authorization may be required. See www.QuartzBenefits.com/WIPAList or call Customer |
| If you have outpatient surgery | Physician/surgeon fees | No charge | 20% coinsurance | Service for additional information. Oral Surgery: In-network: No charge; deductible does not apply. Out-of-network: 20% coinsurance; deductible does not apply Coverage is limited to procedures listed in your Certificate of Coverage |
| If you need immediate medical | Emergency room care | \$100 <u>copay</u> /visit; <u>deductible</u> does not apply | \$100 <u>copay</u> /visit; <u>deductible</u> does not apply | Emergency room <u>copay</u> waived if admitted. |
| attention | Emergency medical transportation | No charge | No charge | none |

| Common | Services You May Need | What You Will Pay | | | |
|---|---|--|---|--|--|
| Medical Event | | In Network (You will pay the least) | Out of Network (You will pay the most) | Limitations, Exceptions, & Other Important Information | |
| | <u>Urgent care</u> | \$25 <u>copay</u> /visit; <u>deductible</u> does not apply | 20% coinsurance | <u>Deductible</u> and/or <u>coinsurance</u> may apply for additional services performed at your visit. | |
| If you have a hospital stay | Facility fee (e.g., hospital room) | No charge | 20% coinsurance | Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer | |
| ····, | Physician/surgeon fees | No charge | 20% coinsurance | Service for additional information. | |
| If you need mental health, behavioral | Outpatient services | No charge | 20% coinsurance | Benefits are not available for care that is Maintenance and Supportive Care. A covered Telehealth visit applies the same cost-sharing as an in-person visit. | |
| health, or substance abuse services | Inpatient services | No charge | 20% coinsurance | Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. | |
| | Office visits | No charge | 20% coinsurance | Maternity care may include tests and services described | |
| If you are pregnant | Childbirth/delivery professional services | No charge | 20% coinsurance | elsewhere in the SBC (i.e. ultrasound). Prior authorization is required for inpatient services. See | |
| | Childbirth/delivery facility services | No charge | 20% coinsurance | www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. | |
| If you need help recovering or have other special health needs | Home health care | No charge | 20% coinsurance | Coverage is limited to 60 visits per Calendar Year. Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. | |
| | Rehabilitation services | No charge | 20% coinsurance | Coverage for Physical, Speech and Occupational therapy is limited to a combined total of 40 visits per Calendar Year. This limit is shared between Rehabilitation and Habilitation services . Cardiac Rehab is limited to 36 visits per event. A covered Telehealth visit applies the same cost-sharing as an in-person visit. | |

| Common | | What You Will Pay | | |
|---------------------|----------------------------|--|--|--|
| Medical Event | Services You May Need | In Network (You will pay the least) | Out of Network (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Habilitation services | No charge | 20% coinsurance | Coverage for Physical, Speech and Occupational therapy is limited to a combined total of 40 visits per Calendar Year. This limit is shared between Rehabilitation and Habilitation services. Prior authorization may be required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. A covered Telehealth visit applies the same cost-sharing as an in-person visit. |
| | Skilled nursing care | No charge | 20% coinsurance | Coverage limited to 90 days per confinement. This benefit is combined with the Swing Bed Care benefit. Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. |
| | Durable medical equipment | No charge | 20% <u>coinsurance;</u> <u>deductible</u> does not apply | Purchase of DME with a per unit cost of \$500 or more (except for hearing aids) and all DME rentals must be Prior Authorized. Coverage for Foot Orthotics: Limited to one pair per Calendar Year. Hearing Aids: Limited to one per ear every 36 months. To obtain the list of covered hearing aid models log onto www.QuartzBenefits.com/hearingaids or contact Customer Service. |
| | Hospice services | No charge | 20% coinsurance | Prior authorization is required. See www.QuartzBenefits.com/WIPAList or call Customer Service for additional information. Hospice coverage excludes room and board charges in a Skilled Nursing Facility. |
| If your child needs | Children's eye exam | No charge; deductible does not apply | 20% coinsurance | One routine vision exam is covered with no charge in- network. Cost sharing for an office visit applies to subsequent exams. |
| dental or eye care | Children's glasses | Not covered | Not covered | none |
| | Children's dental check-up | Not covered | Not covered | none |

Excluded Services & Other Covered Services:

Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Cosmetic surgery
- Dental care (Adult)
- · Long-term care

- Non-emergency care when traveling outside the U.S.
- Weight loss programs

- · Private-duty nursing
- · Routine foot care

Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

Acupuncture (Limited)Bariatric surgery

- · Chiropractic care
- Hearing aids

- · Infertility treatment
- Routine eye care (Adult)

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Wisconsin Office of the Commissioner of Insurance at 1-800-236-8517, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-EBSA (3272) or https://www.dol.gov/agencies/ebsa, or visit www.HealthCare.gov or call 1-800-318-2596. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information on how to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or for assistance, contact: Office of the Commissioner of Insurance, Complaints Department, PO Box 7873, Madison, WI 53707-7873, or if coverage is under a group health plan the Employee Benefits Security Administration at 1-866-444-EBSA (3272).

Does this Plan Provide Minimum Essential Coverage? Yes.

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this Coverage Meet the Minimum Value Standard? Yes.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-362-3310 or 1-800-877-8973 (TTY).

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-362-3310 or 1-800-877-8973 (TTY)

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-800-362-3310 or 1-800-877-8973 (TTY)

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-362-3310 or 1-800-877-8973 (TTY)

-----To see examples of how this plan might cover costs for a sample medical situation, see the next page.

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

| Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery) | | | |
|---|----------|--|--|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 | | |
| ■ <u>Specialist</u> <u>coinsurance</u> | 0% | | |
| ■ Hospital (facility) coinsurance | 0% | | |
| Other coinsurance | 0% | | |
| This EXAMPLE event includes services like: Specialist office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood work) Specialist visit (anesthesia) | | | |
| Total Example Cost | \$12,700 | | |
| In this example, Peg would pay: | | | |
| Cost Sharing | | | |
| Deductibles | \$2,000 | | |
| Copayments | \$40 | | |
| Coinsurance | \$0 | | |
| What isn't covered | | | |
| Limits or exclusions | \$0 | | |
| The total Peg would pay is | \$2,040 | | |

| Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition) | | | |
|---|---------|--|--|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 | | |
| ■ Specialist coinsurance | 0% | | |
| ■ Hospital (facility) coinsurance | 0% | | |
| Other coinsurance | 0% | | |
| Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter) | | | |
| Total Example Cost \$5,6 | | | |
| In this example, Joe would pay: | | | |
| Cost Sharing | | | |
| Deductibles | \$1,100 | | |
| Copayments \$10 | | | |
| Coinsurance \$ | | | |
| What isn't covered | | | |
| Limits or exclusions | \$0 | | |
| The total Joe would pay is | \$1,200 | | |

| Mia's Simple Fracture (in-network emergency room visit and follow up care) | | | |
|--|---------|--|--|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 | | |
| ■ Specialist coinsurance | 0% | | |
| ■ Hospital (facility) coinsurance | 0% | | |
| Other coinsurance | 0% | | |
| Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy) | | | |
| Total Example Cost \$2,80 | | | |
| In this example, Mia would pay: | | | |
| Cost Sharing | | | |
| Deductibles | \$2,000 | | |
| Copayments | \$100 | | |
| Coinsurance | \$0 | | |
| What isn't covered | | | |
| Limits or exclusions | \$0 | | |
| The total Mia would pay is | \$2,100 | | |

The plan would be responsible for the other costs of these EXAMPLE covered services.



Non-Discrimination & Language Access

Quartz is the brand name for a group of companies committed to your health: Quartz Health Benefit Plans Corporation, Quartz Health Insurance Corporation, Quartz Health Plan Corporation, and Quartz Health Plan MN Corporation. 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, or sex.

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: 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: 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 o 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 koj qhov kev pab cuam los ntawm Quartz. Saib cov caij nyoog los yog tej hnub tseem ceeb uas sau rau hauv daim ntawv no kom zoo. Tej zaum koj kuj yuav tau ua qee yam uas peb kom koj ua tsis pub dhau cov caij nyoog uas teev tseg rau hauv daim ntawv no mas koj thiaj yuav tau txais kev pab cuam kho mob los yog kev pab them tej nqi kho mob ntawd. Koj muaj cai kom lawv muab cov ntshiab lus no uas tau muab sau 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 trúp 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 本通知對於您透過 Quartz 所提 出的申請或保險有重要的訊息 請在本通知中查看重要的日期 您可能要在特定的截止日期之 前採取行動,以保留您的健康保險或有助於省錢 您有權利免費以您的母語得到幫助和訊息 請致電(800) 362-3310:711/(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 — ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສຳຄັນ.
ແຈ້ງການສະບັບນີ້ມີຂໍ້ມູນທີ່ສຳຄັນກ່ຽວກັບໃບສະຫມັກ ຫຼື
ການຄຸ້ມຄອງຂອງທ່ານຜ່ານ Quartz. ຊອກຫາວັນທີ່ສຳຄັນ
ໃນຫນັງສືແຈ້ງການສະບັບນີ້.ທ່ານອາດຈຳເປັນຕ້ອງປະຕິບັດຕາມເວລາ
ທີ່ກຳນົດໄວ້ທີ່ແນ່ນອນເພື່ອຮັກສາໄວ້ການຄຸ້ມຄອງສຸຂະພາບຂອງທ່ານ
ຫຼື ຊ່ວຍເຫຼືອດ້ານຄ່າໃຊ້ຈ່າຍ.ທ່ານມີສຶດທີ່ຈະໄດ້ຮັບຂໍ້ມູນນີ້ ແລະ
ຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທຫາເບີ (800)
362 3310. TTY / TDD: 711 / (800) 877 8973.

German – Diese Benachrichtigung enthält wichtige Informationen. Diese Benachrichtigung enthält wichtige Informationen bezüglich Ihres Antrags auf 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 behalten. 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.

يحتوي هذا الإشعار على معلومات مهمة. يتضمن هذا — Quartz ابحث الإشعار معلومات هامة حول طلبك أو تغطيتك عبر Quartz. ابحث عن التواريخ الرئيسية في هذا الإشعار. قد تحتاج إلى إجراء تدابير معيّنة وفقاً لمواعيد معيّنة من أجل الحفاظ على تغطيتك الصحية أو المساعدة في التكاليف. ليدك الحق في الحصول على هذه المعلومات TTY / TDD: على المساعدة في لغتك دون أي تكلفة. اتصل على 711 (800) / 877-8973 (800)

French – Cet avis a d'importantes informations. Cet avis a d'importantes informations sur votre demande ou la couverture par l'intermédiaire de Quartz. Rechercher les dates clés dans le présent avis. Vous devrez peut-être prendre des mesures par certains délais pour maintenir votre couverture de santé ou d'aide avec les coûts. Vous avez le droit d'obtenir cette information et de l'aide dans votre langue à aucun coût. Appelez (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Korean – 본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 Quartz을 통한 커버리지 에 관한 정보를 포함하고 있습니다.본 통지서에서 핵심이 되는 날짜들을 찾으십시오. 귀하는 귀하의 건강 커버리지를 계속유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수있습니다. 귀하는 이러한 정보와 도움을 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가있습니다. (800) 362-3310로 전화하십시오. TTY / TDD: 711 / (800) 877-8973.

Tagalog – Ang Paunawa na ito ay naglalaman ng mahalagang impormasyon. Ang paunawa na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong aplikasyon o pagsakop sa pamamagitan ng Quartz. Tingnan ang mga mahalagang petsa dito sa paunawa. Maaring mangailangan ka na magsagawa ng hakbang sa ilang mga itinakdang panahon upang mapanatili ang iyong pagsakop sa kalusugan o tulong na walang gastos. May karapatan ka na makakuha ng ganitong impormasyon at tulong sa iyong wika ng walang gastos. Tumawag sa (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Pennsylvanian Dutch – Die Bekanntmaching gebt wichdichi Auskunft. Die Bekanntmaching 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 beschtimmde 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. Kannscht du (800) 362-3310 uffrufe. TTY / TDD: 711 / (800) 877-8973.

Polish – To ogłoszenie zawiera ważne informacje. To ogłoszenie zawiera ważne informacje odnośnie Państwa wniosku lub zakresu świadczeń poprzez Quartz. Prosimy zwrócic uwagę na kluczowe daty zawarte w tym ogłoszeniu aby nie przekroczyć terminów w przypadku utrzymania polisy ubezpieczeniowej lub pomocy związanej z kosztami. Macie Państwo prawo do bezpłatnej informacji we własnym języku. Zadzwońcie pod (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Hindi – इस सूचना में महत्वपूर्ण जानकारी शामिल है। इस सूचना में Quartz से जुड़े आपके आवेदन या कवरेज के बारे में महत्वपूर्ण जानकारी शामिल है। इस सूचना में महत्वपूर्ण तारीखों को देखना न भूलें। स्वास्थ्य कवरेज जारी रखने या खर्चे में मदद के लिए आपको कुछ तय तारीखों तक कार्रवाई करनी ज़रूरी है। आपके पास अपनी भाषा में, बिना किसी शुल्क के इस जानकारी और सहायता को पाने का अधिकार है। (800) 362-3310.

TTY / TDD: 711 / (800) 877-8973 पर कॉल करें।

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 ndërmerrni 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 laguu heli karaa. 1-800-362-3310 (TTY: 1-800-877-8973) bilbilaa.

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

Amharic – ጣስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ (800) 362-3310. _ (መስማት ለተሳናቸው: 711 / (800) 877-8973).

Karen – ဟ်သူဉ်ဟ်သး– နမ့်ကတိုး ကညီ ကျိဉ်အယိ, နမၤန့်၊ ကျိဉ်အတာ်မၤစာၤလ၊ တလက်ဘူဉ်လက်စ္၊ နီတမံးဘဉ်သန္နဉ်လီး. ကိုး (800) 362-3310.TTY / TDD: 711 / (800) 877-8973.

Mon-Khmer, Cambodian – ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើរួមកា 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 – เรียน: ถา้ คุณพดู ภาษาไทยคุณสามารถใชบ์ ริการช่วยเหลือทางภาษาไดฟ์ รี โทร (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

Gujarati – સુચનાઃ જો તમે ગુજરાતી બોલતા ફો, તો નિઃશુલ્ક ભાષા સફાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો (800) 362-3310. TTY / TDD: 711 / (800) 877-8973.

.3310-3310 (800) 877-8973 (800) / 711 / TTY / TDD: 711 خبر دار: اگر آپ ار دو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں ۔ Urdu

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.