



## Quartz responds to rise in COVID-19

### Looking out for you

At Quartz, we're doing everything we can to help keep our members, employees, and people in the communities we serve and beyond safe from the new coronavirus that can lead to COVID-19.

Along with carefully monitoring the situation, Quartz is taking immediate action to help prevent and contain its spread. We want to make sure our employer groups know about these important updates for members.

### Benefit enhancements for COVID-19

We are making benefit enhancements for all fully-insured commercial members and Quartz Senior Preferred Medicare Advantage (HMO) members. These changes take effect right away until further notice:

- **Quartz will cover the cost of the test to diagnose COVID-19 at 100%.** There will be no copay, coinsurance, or deductible. You do not need our okay ahead of time for testing.
- **Quartz will cover e-visits or video services at 100%.** If these services are part of a member's plan offering, Quartz will cover video visits, virtual visits, and e-visits in our provider networks. There will be no copay, coinsurance, or deductible. Members will have access to health care without going to a clinic. This will reduce the spread of the virus.

Effective soon, members will have earlier access to prescription drugs\*:

- **Non-maintenance prescriptions:** Until further notice, only 25% of the supply must be gone before a refill is covered. Members can refill prescriptions 22 days before they should be needed based on the last date of the claim.
- **Maintenance prescriptions:** Until further notice, for members using the 90-day supply/fill, only 66% of the supply must be gone before a refill is covered. Members can refill prescriptions 30 days before they should be needed based on the date of the last claim.

\* This does not apply to plans that carve out RX as part of their benefit plan, such as ETF, BadgerCare, or Retiree segments.

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### **Think you need to be tested for COVID-19?**

Please call your health care provider first, before going to a health care facility.

### **What else is Quartz doing to address COVID-19?**

We are helping keep our employees and communities safe by:

- Canceling business travel and restricting attendance at external work-related events
- Replacing most in-person meetings with video or telephone conference calls
- Asking employees to [follow CDC travel advisories](#) for avoiding heavily impacted areas globally and domestic hot spots. Employees who travel to these places must self-quarantine for 14 days upon return.

Quartz is also working with the Centers for Disease Control and Prevention (CDC), health experts nationwide, and in-network providers to share information, mitigate risks, and keep members up-to-date.

[Visit our COVID-19 web page](#) for more information and resources.

### **We are here for you**

We are a phone call away! if you need to reach us, please call (800) 362-3310 or TTY 711. You can also send a secure message via [MyChart](#).

