



# Healthy Starts Now

**Quartz**  
well

## 1. What is Quartz Well?

Quartz Well is the personalized digital wellness program that offers commercial members (subscriber and spouse or domestic partner) rewards for participating in healthy activities. Eligible members can earn up to \$100 in Amazon rewards per calendar year for tracking health and wellness activities.

## 2. Who is eligible to participate?

Members age 18 and older can earn \$100 for single plans and \$100 each for member and spouse or domestic partner on family plans. Due to overlap with the Well Wisconsin Program, the Quartz Well reward program is not available to State of Wisconsin Group Health Insurance Program members.

## 3. What is the timeframe I can earn points?

Members can earn points in Quartz Well from **January 1st-December 31st** of each year. All points must be logged within the calendar year to count towards that year. On January 1st, all Quartz Well accounts reset.

## 4. Where do I access Quartz Well?

Quartz Well can be accessed in your Quartz MyChart Account. If you don't have a Quartz MyChart account, visit this link for instant activation: [www.quartzmychart.com](http://www.quartzmychart.com).

## 5. What is my reward in Quartz Well?

All points can be redeemed and used for **purchases on Amazon.com**. If you don't have an Amazon account, you can create one, or you can provide your claim code to someone else who has an Amazon account to redeem the reward.

Level	Amount	Actions
Level 1	\$25	Complete Activities to Earn
Level 2	\$25	Complete Activities to Earn
Level 3	\$25	Complete Activities to Earn
Level 4	\$25	Complete Activities to Earn

**6. What can I earn rewards for?**

Visit [quartzbenefits.com/well](http://quartzbenefits.com/well) to see the many ways you can earn points. Points can be earned in the following four categories; **engagement, fitness, prevention and health & wellbeing.**



You can earn rewards at **four levels, each valued at \$25.** You can claim a gift code any time you reach a level. The maximum reward per person per calendar year is \$100. (Families can earn a total of \$200 per year for subscriber and spouse / domestic partner). Access Quartz Well and click on 2018 Incentive Campaign to learn more.

- ▶ **Level 1:** 1000 points =\$25
- ▶ **Level 2:** 2000 points=\$50
- ▶ **Level 3:** 3000 points=\$75
- ▶ **Level 4:** 4000 points=\$100

**7. Do I need to send in any forms?**

No paper documentation is required. All activities are tracked on Quartz Well.

**8. When do I receive my rewards?**

The Claim Your Gift Code is available as soon as you earn it (in \$25 increments) in the Rewards Tracker section. **You must click on “claim your gift code”** to have the Amazon code appear in the portal. You receive a different claim code for each level earned - potentially up to four codes. We recommend that each time you earn a code, you email it to yourself, which is easy to do within Quartz Well.

**9. Does the Amazon gift code expire?**

**The code itself doesn’t expire,** but the Quartz Well Rewards Tracker is reset each calendar year on January 1st. That means you will no longer be able to access your previous years’ gift codes in Quartz Well. That’s why we recommend that you email your codes to yourself so you don’t lose them. **Codes are not available after the year end.**



**10. How do I get points for my preventive health care? (For example: annual exam, flu shot, etc.)**

If the health care service is provided by an in-network provider and submitted as a claim to Quartz, the **points will be automatically uploaded** in your Quartz Well account. Please **allow 90 days** after you receive the service for claim points to be rewarded.

**11. Can I earn points for attending health education classes at UW Health, Unity Point Health-Meriter, or Gunderson Health System?**

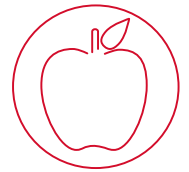
Yes, you can earn points for attending the classes at our network providers. Just login Quartz Well and go to the **Health & Wellbeing** section. Add the class name and the date of the class. That's all you need to do.

**12. Can I earn points for massages?**

You can **earn points for one massage each quarter** from any vendor. Just go to the "Healthy Habits" section, select "Massage" and fill in the activity name, date & location.

**13. Can I earn points for signing up for a CSA (Community Supported Agriculture) Share?**

You can earn **400 points on Quartz Well for purchasing a CSA share**. Just go to the "Healthy Habits" section, select CSA and fill in the name, date and location.



**14. I had an annual exam in 2017, can I earn points for 2018?**

Quartz Well **starts as of 1/1/18**, so any activities prior to that date do not count toward 2018 rewards.

**15. What information can be self-reported to earn points?**

**All items within the Health & Well Being section** can be self-reported. This includes; classes, massage, support groups, event participation, CSA Fair Share, and more. Required information includes activity name and date to earn the points for self-reported activities.

**16. Can one member earn the \$200 for the family limit?**

No. Quartz Well encourages **each eligible member to earn their own rewards**. This promotes health and wellbeing for a greater number of individuals.

**17. What if I terminate my Quartz insurance policy? What happens to my rewards?**

If you term with Quartz, then you will no longer have access to Quartz Well or the Amazon Rewards. If you switch jobs but your insurance is still provided through Quartz\*, you will keep the points you earned, within the same calendar year. Maximum reward per year per eligible person remains at \$100.



\*Plans underwritten by Unity Health Plans Insurance Corporation.

**18. What devices and Apps can sync up to Quartz Well?**

Quartz Well offers a variety of apps and devices that sync with Quartz Well. For a full list, see the Device Syncing flyer in Quartz Well.

**19. Is the Quartz Well portal available in Spanish?**

The Health Risk Assessment (HRA), HRA Report and Risk Advisor are available in Spanish. In the Profile Information page, under Personal Details, you can set your language, health details and fitness goals. If you select Spanish as your language, only the HRA, the HRA Report and Risk Advisor will appear in Spanish. Otherwise, the rest of the site will remain in English.

**20. If I have fitness device questions, who do I contact?**

If you have questions on your fitness device, please contact the device manufacturer. If you have questions on syncing with Quartz Well, please visit the Helpful Links section on Quartz Well or contact Quartz Customer Service at (800) 362-3310.

**21. What if I do not want to spend money to purchase a fitness tracker?**

If you have a smart phone, you can download a free app that will track your steps – see the Device Syncing Flyer in Quartz Well. On the other hand, tracking devices have come down in price, ranging from \$50 - \$150. Once you sync your device (or App), you can earn 2000 points which earns a \$50 incentive reward to Amazon. This is about half of the cost of a fitness tracker. Then you earn points for your steps once you sync your device.

**22. What if I don't have access to the internet?**

Quartz Well is **only available online** and is best accessed through a laptop or desktop computer. We encourage you to seek out a place; friend, family member, employer, primary care clinic where you can access the internet for Quartz Well. Since you have an entire year to earn your points, we encourage you to seek out one of those options to access during the calendar year. Quartz Well is not available as a mobile app.

### 23. Why the change from Fitness First<sub>SM</sub> and More to Quartz Well?

Quartz Well is an **entirely new program**. Fitness First and More rewarded members for limited activities and was based on the location of the activity. Quartz Well offers all eligible members many options to earn rewards, wherever they are, however they like to exercise or seek health and wellbeing.

### 24. Why is my reward an Amazon reward and not cash?

With Amazon, you can redeem your reward as soon as you earn it – no waiting for a check to show up in the mail. As the major US retailer, Amazon offers an incredible array of products to choose from. [Click here](#) to see how Amazon supports local business in Wisconsin.