Marathon Health

Frequently Asked Questions

Who is Marathon Health?

Marathon Health is a leader in providing advanced primary care in the U.S. to 2.5 million eligible patients across a combined base of approximately 630 employer and union-sponsored clients. We deliver direct primary care, mental health, occupational health, musculoskeletal, and pharmacy services through a footprint of over 720 health centers in 41 states, in addition to 50 state access to virtual care services.

Why is this benefit being offered?

Employees, employers, and insurance companies have seen significant healthcare cost increases each year; we're on a mission to fix the broken healthcare delivery model that causes them. By receiving your care from us, you gain an additional choice to address the cost and quality of the healthcare you receive.

Will my personal health information be kept private?

Yes. The care you receive at Marathon Health and your personal health information are protected by state and federal law, including HIPAA. Your personal health information will not be shared with your employer without your written consent. For more information, go to marathon.health/privacy-policy-center/.

What services are available through Marathon Health?

Services vary by location but can include preventive care (annual exams and screenings), sick care, chronic condition management (diabetes, hypertension, high cholesterol),, and lab services (blood and urine tests).

What do I get as a member of Marathon Health?

As a member, you and your eligible family members have access to the Kansas City, MO – W Grand Blvd Health Center, our onsite health center, as well as our nationwide network of Marathon Health centers across the United States.

Who can use Marathon Health?

Employees, spouses, and dependents on the company health plan.

How much do services cost?

Little to no cost.

Can a Marathon Health provider dispense medications?

A Marathon Health provider can dispense approximately 150+ medications. Marathon Health requires a consultation with a provider when filling a prescription to ensure complete oversight of your medical treatment. Medications that are considered controlled substances, such as narcotics, will not be available onsite. Provider dispensing is provider-specific and varies in accordance with applicable state laws. Check with your provider to see if provider dispensing is available to you.

Schedule an appointment
Call 866-434-3255
or visit **my.marathon.health**

Marathon Health

Can I still see my primary care provider?

Yes. The healthcare provided at Marathon Health is available for you to use if you choose. The services may be used to supplement or replace your primary care provider. If you need to be referred for specialty care, the onsite physician can provide the referral and help you understand your best healthcare options. Common referrals include mammograms, x-rays, colonoscopies, mental health, cardiac testing and more.

How is Marathon Health different from an urgent care clinic?

We don't have the long wait times or expensive fees you may experience at an urgent care clinic. With Marathon Health, you can schedule a sick care appointment for same- or next-day to be seen at your scheduled appointment time, instead of waiting in line behind the people in front of you — when all you want to do is get back to your bed. You can also choose to schedule a virtual appointment from the comfort of your own home (by phone or video).

What is the Marathon Health Portal?

Visit the online portal to schedule and view your appointments, securely message your care team, request medication refills, view your health records and connect your fitness devices. Visit clients.marathon.health/login-navigator or download the Marathon Health App on any iOS or Android device.

Do I need an appointment?

To reduce your wait time, we recommend scheduling an appointment. Walk-in appointments are available if the provider is not seeing another patient. If there is a specific time you need or want, you can schedule online through the Marathon Health Portal at clients.marathon.health/login-navigator (registration required) or call 866-434-3255. Appointments can be made as far in advance as you need.

How do I cancel an appointment?

In the interest of being able to accommodate as many people as possible, we appreciate you canceling an appointment as far in advance as possible. You can cancel through the Marathon Health Portal on the Appointments tab on clients.marathon.health/login-navigator (registration required) or call 866-434-3255.

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