

HealthQuest Health Center FAQ



Why should I visit the health center?

HealthQuest Health Center is a convenient place for all eligible participants to obtain preventive and sick care as well as health coaching, chronic condition coaching, and counseling. The health center is staffed with a physician, two nurse practitioners, a behavioral health counselor, a registered nurse/health coach and three medical assistants. The center provides convenient, confidential, and low-cost care with little or no wait time for appointments.

Who can use the health center?

All employees, spouses, and their dependents age 2+ covered by the State Employee Health Plan (SEHP) are eligible for services provided by the center.

What does it cost?

All preventive visits are free regardless of health plan enrollment. Healthcare services will be provided at no cost for Plan A. Medical visits will require a \$40 fee for those members with Plans C, J, N, and Q until the deductible is met. Once met, medical visits will be provided at no cost. Some lab tests sent for external processing may require additional payment.

What level of services are available?

The center can be the first place you seek treatment for non-emergency illnesses or injuries. While the staff at the center can treat a wide range of conditions, there will be times you are referred out for further care depending on the severity of your condition. Preventive services such as health coaching, chronic condition coaching, and well-woman exams are available at the center. Counseling with a Licensed Clinical Professional Counselor is also available.

Do I need an appointment to use these services?

To reduce your wait time, we recommend scheduling an appointment. Walk-in appointments are available if a provider is not seeing another patient. If there is a specific time you need an appointment for, you can call 785-783-4080 or schedule online at my.marathon-health.com. Appointments are usually about 20-30 minutes long.

Where is the health center located?

HealthQuest Health Center is located at 901 S. Kansas Ave in Topeka, Kansas. The health center is open Monday, Wednesday, and Friday from 7am - 4pm and Tuesday, Thursday from 9am - 6pm.

HealthQuest Health Center FAQ (Continued)



Will there be a fee for lab services?

All labs processed within the center will not require an additional fee. However, labs sent for external processing, such as for a thyroid test, may require a fee depending on your insurance coverage. Labs processed at the center include hemoglobin A1c, lipid panel, glucose, rapid strep, mono, urinalysis, oxygen saturation, pregnancy, and more. Be sure to check with your Marathon Health provider if you have any questions about how your lab will be processed or if a bill may be sent to your insurance.

Can I still see my primary care doctor?

The healthcare provided at the center is available for you to use if you choose. The services may be used to supplement your primary care provider.

Can a clinician at the health center prescribe medication?

The providers at the center can prescribe most medications for conditions treated at the center.

How do I cancel an appointment at the health center?

In the interest of being able to accommodate as many people as possible, we appreciate you canceling an appointment in advance if you're unable to make it. You can cancel by going online to the Marathon eHealth Portal at my.marathon-health.com and canceling through the Appointments tab, or you can call the center at 785-783-4080.

If I don't live in the Topeka area, can I access the health center if I am in Topeka on State business and get sick?

Yes, to reduce your wait time, we recommend calling ahead and scheduling an appointment. Walk-in appointments are available if a provider is not seeing another patient.

Is my personal health information safe?

The care you receive at the health center and your personal health information are protected by state and federal law. For more information, go to marathon-health.com/privacy-policy/.