

Frequently Asked Questions



Who is Marathon Health?

Marathon Health is an industry leader in employer-sponsored healthcare, which means they partner with companies to provide its employees with primary care services that are conveniently located onsite, nearby or virtually. Marathon Health partners with more than 200 employers and operates more than 200 health centers across the country.

Marathon Health's mission is to improve the lives of millions by providing its members with preventive care that is conveniently located and offered at little or no cost. Patients (members) at Marathon Health often see significant improvements in their overall health. Visit the Marathon Health website and read the stories of patients who have benefited from the care at Marathon Health centers at:

www.marathon-health.com/healthylikeme.

What do I get as a member of Marathon Health?

As a member, you have access to primary care services at the J. J. Keller LIFE Wellness Clinic, our onsite health center. You also have access to Marathon Health Anywhere, a virtual advanced primary care service with a dedicated care team.

Who can use Marathon Health?

All associates and their spouses covered by the health plan are eligible to use the LIFE Wellness Clinic and Marathon Health Anywhere.

How much do services cost?

Services are provided at no cost (\$0) to you.

What services are available through Marathon Health?

Services include preventive care (annual exams and screenings), sick care, chronic condition management (diabetes, hypertension, high cholesterol), health coaching (weight loss, smoking cessation, stress management), behavioral health counseling* (anxiety, addiction, depression) and lab services (blood and urine tests). While the team at the LIFE Wellness Clinic and Marathon Health Anywhere can treat a wide range of conditions, there will be times you are referred out for further care and treatment.

**Anywhere only*

Can a Marathon Health provider prescribe medications?

A Marathon Health provider can dispense medications for conditions treated at the LIFE Wellness Clinic to patients who are on the J. J. Keller health plan. The clinic can provide medications onsite for certain routine medications or issue a prescription at a local pharmacy of your choice. Medications that are considered controlled substances, such as narcotics, will not be available onsite.

When utilizing Marathon Health Anywhere, if you are on J. J. Keller's medical insurance you will be provided an Rx card when medication is prescribed.

If you are not on J. J. Keller's medical insurance, your Anywhere provider will prescribe medication to a local pharmacy of your choice. You will not receive an Rx card.



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.

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. Your personal health information will not be shared with your employer without your written consent. For more information, go to marathon-health.com/privacy.

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 my.marathon-health.com 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 my.marathon-health.com (registration required) or call 888-830-6538. 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 at my.marathon-health.com (registration required) on the Appointments tab. You can also call 888-830-6538.

Healthcare Access

**J. J. Keller LIFE
Wellness Clinic**
7273 State Rd. 76
Neenah, Wisconsin 54956

**Marathon Health
Anywhere**
Virtual care available from
a dedicated care team.



LEARN MORE AT:
my.marathon-health.com

