



**Your trusted partner**  
in better health



<<DATE>>

# Covering 90% of your health needs



## A provider who knows you

Your provider knows you by your name, not as their 10:30 appointment.



## Care when you need it

Your health doesn't follow a 9-to-5 schedule, so why should your provider's office? With our same-day and next-day appointments for immediate concerns, you can talk to your provider whenever you want.



## Care how you want it

Say goodbye to crowded waiting rooms and rushed appointments. Say hello to seeing your provider for as long (or as short) as you want, in person or from home, thanks to our convenient patient portal and app.

# Highest levels of patient satisfaction

**94%**

of patients agree their appointment began on time

**97%**

of patients are satisfied with the help they've received managing an ongoing health concern

**95%**

of patients agree their care team listened to their concerns

Source: Everside Health (now Marathon Health) June 2024 Patient Satisfaction Survey

# Highest levels of patient satisfaction

“

*You have the ability to talk to your provider at length, and your provider gets to learn about you – and you end up coming to better decisions about your health based on the fact that you have a relationship with your provider.”*

“

*My Marathon Health providers were always positive and helped me understand my healthcare options along the way. They frequently asked me how I was, showing me they cared about both my physical and mental health.”*

# Nationwide network access

You have nationwide access to Marathon Health network locations. Health centers are open Monday – Friday with some locations offering weekend and extended hours. Visit your Marathon Health Portal to find the location nearest to you.

## Network benefits:

- ✓ 95 health centers
- ✓ In-person and virtual care



# You also have access to these health centers

## Marathon Health, Defiance OH

25568 Elliott Rd.  
Defiance, OH 43512

## Marathon Health, Fremont OH

2380 Sean Dr., Suite 106  
Fremont, OH 43420

## Marathon Health, Angola IN

3270 Intertech Drive  
Angola, IN 46703

# Benefit details

## Eligibility

Employees, spouses, and dependents have access to Marathon Health Services.

## Cost

Services are no cost - \$0.

# Services available

## Schedule in-person or virtual appointments

- Annual physical exams
- Condition management
- Labs and onsite testing
- Sick and immediate care

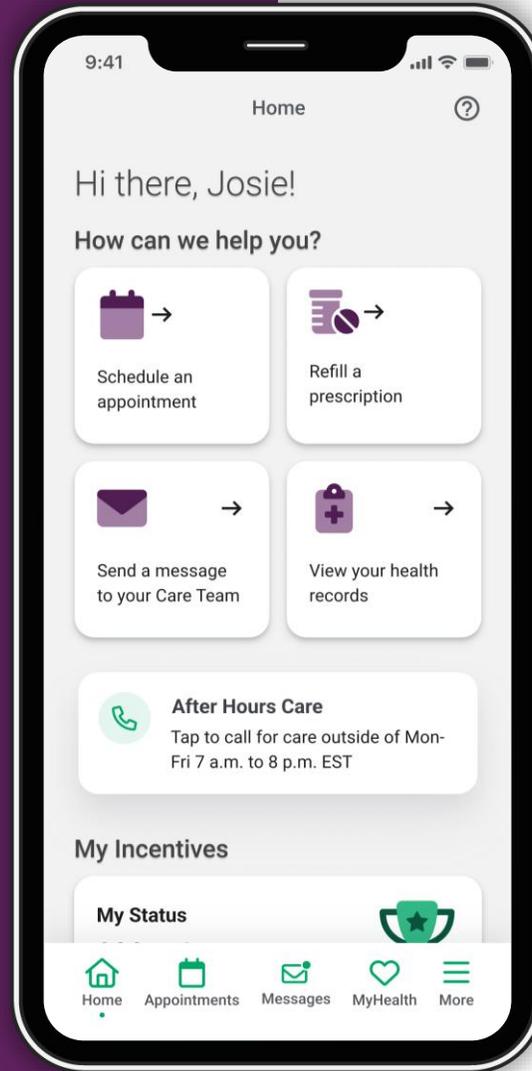
# Your personal health info is protected

When you meet with a Marathon Health provider, they are required by law to protect the privacy of your personal health information (PHI). Marathon Health will protect your PHI in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and any other applicable laws.



# Marathon Health Portal & App

Visit the portal online or download the Marathon Health App on any iOS or Android device.



- Access online or through Marathon Health app
- Schedule appointments with your provider
- Secure video chats
- Communicate securely with your provider
- Manage your prescriptions and request refills
- Access your medical history, lab results and other health documents
- Connect your health apps to track your progress

# Get started

## Step 1

### Online Patient Portal

- Visit [my.marathon-health.com](https://my.marathon-health.com)
- Click “New? Register Now.”
- Proceed to the next step.

OR

### Mobile App

- Download for free from App Store for iOS or Google Play for Android.
- Search for “Marathon Health” in the search bar.
- Locate the Marathon Health app and tap on it.
- Press the “Download” or “Install” button to install.
- Once the app is successfully downloaded and installed, you’ll find the icon on your home screen.
- Proceed to the next step.

## Step 2

Enter the following information to create your secure online account.

- First and Last Name
- Email Address
- Social Security Number (Not required but will improve the registration and account creation process.)
- Date of Birth
- Home Address and Phone Number
- Client Name

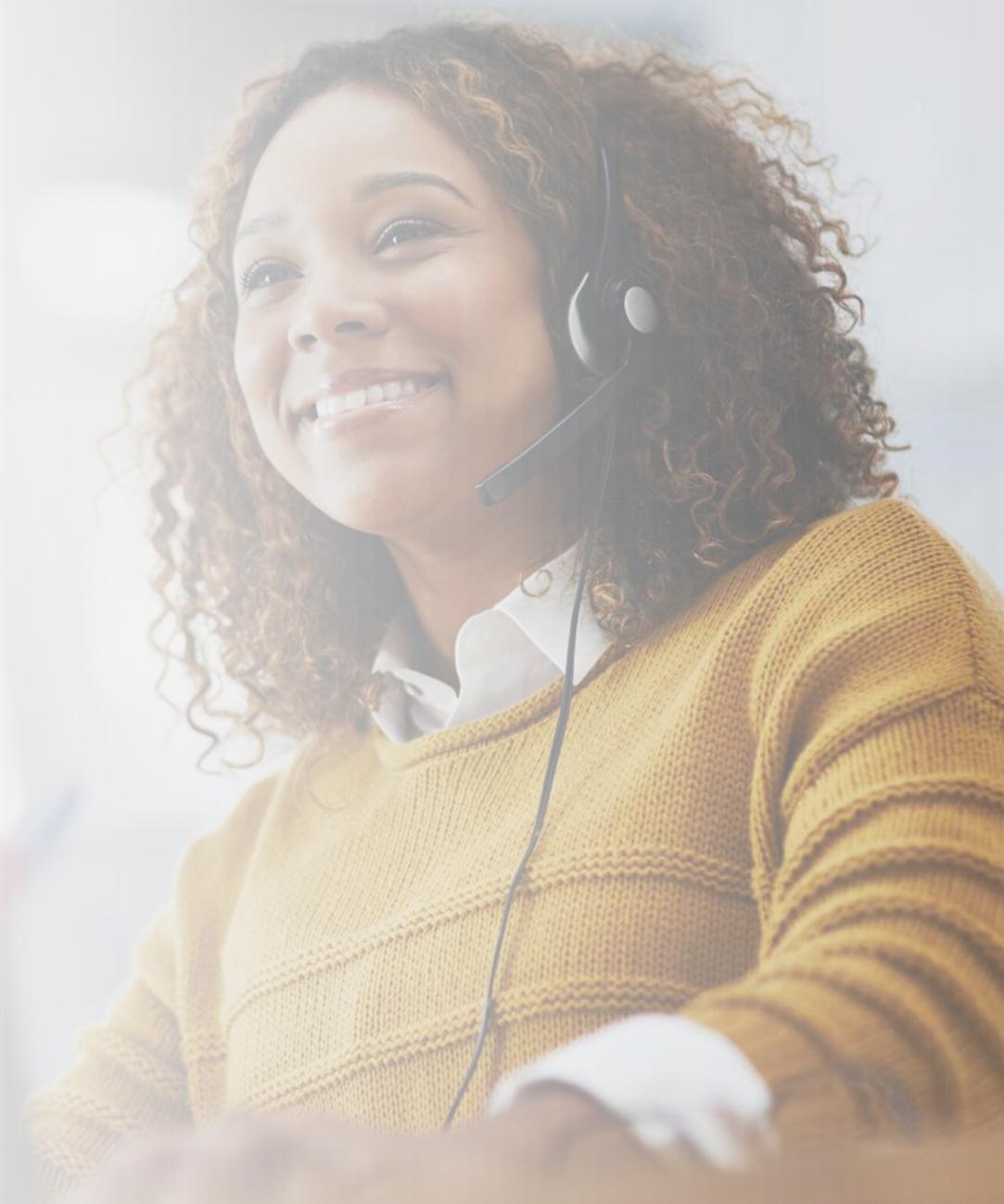
You will receive a confirmation email to complete the registration and log in to schedule your first appointment

# Patient support

The Patient Support Team is focused on answering your call quickly and providing excellent customer service while our health center care teams concentrate on patient care.

Call 866-434-3255 and you'll hear an automated menu with options. After you make your selection, your call will be answered by a member of the team. They provide help with:

- Scheduling appointments
- Medication refill requests
- Portal assistance





# Thank You