



# Marathon Health for Pipefitters Local 636 Insurance and Retiree Insurance Funds

Your trusted partner in better health



# A complete approach to your health and wellness



## 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

# 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.”*

# Your health centers



## **Marathon Health - Novi, Mi**

39595 W 10 Mile Rd., Suite 101

Novi, MI 48375

866-434-3255

## **Marathon Health @ Sterling Heights**

36765 Van Dyke Ave

Sterling Heights, MI 48312

866-434-3255

# Benefit details



## Eligibility

Participants, spouses, and dependents (ages 2+) eligible under the Pipefitters Local 636 Insurance and Retiree Insurance Plans are eligible to use the Marathon Health clinics. This includes Opt-Out Participants. Unfortunately, at this time, Participants enrolled in the Fund's Medicare Advantage program are unable to utilize Marathon Health.

## Cost

Services are no cost - \$0.

**Annual Physical Incentive** – Eligible Participants and their Spouses will receive \$150 each for having their Annual Physical at Marathon Health.

# Services available

Schedule in-person or virtual appointments

- Annual physical exams
- Condition management
- Labs and onsite testing
- Mental health
- Physical therapy
- School and sports physicals
- Sick and immediate care
- Occupational health



# Your personal health info is protected



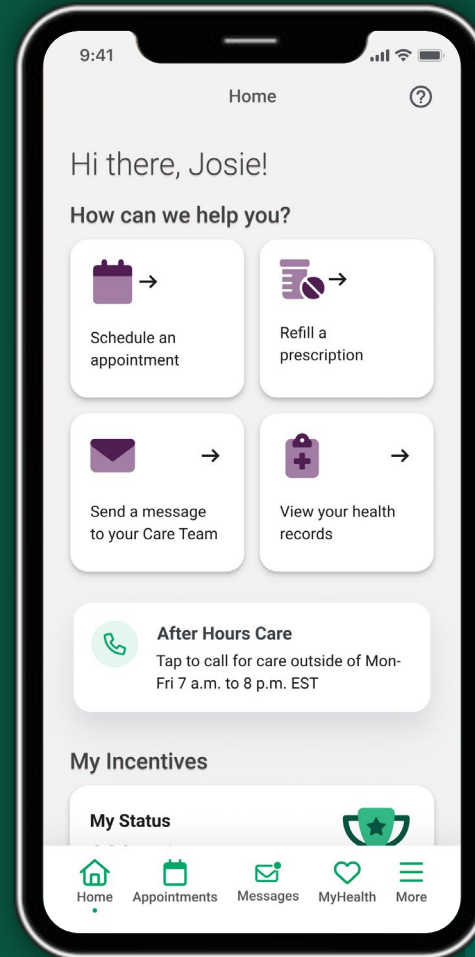
When you meet with a Marathon Health provider, they are required by law to protect the privacy of your personal health information (PHI). Marathon Health will protect your PHI in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and any other applicable laws.





# Marathon Health portal and 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

### Activate your patient portal

- Visit [my.marathon.health](https://my.marathon.health)
- Click “**Register My Account.**”

### 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 account creation process.)
- Date of birth
- Home address and phone number
- Marathon Health access type

Once submitted, records will be reviewed to confirm eligibility, and you’ll receive a follow-up email within 2-3 business days to complete your registration.

After registering, proceed to step 2 to download the mobile app.

## Step 2

### Download the mobile app

Follow these steps to download from Apple App Store or Google Play Store

- Search for “**Marathon Health**” in the search bar
- Locate the Marathon Health app and tap on it
- Press the “**Download**“ or “**Install**” button to begin installing the app
- Once the app is successfully downloaded and installed, you'll find the icon on your home screen

***Note:** Marathon Health must verify with your employer/union that you are eligible for this benefit. Marathon Health is required by law to maintain the privacy and security of your protected health information under the Health Insurance Portability and Accountability Act. We will not share any personally identifiable information with your employer/union.*

# 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**





**Marathon**  
Health™