

HealthQuest Rewards Program Credit Timeline



2024

Activity	Time for Credits to Appear in Portal
Completed through the HealthQuest Health Center	
<ul style="list-style-type: none"> • Health Coaching (1-2 visits) • Annual Physical • Glucose Check • A1C Check • Cholesterol Check • Vaccinations: Flu, Pneumococcal, Shingles, & TDAP • Preventive Skin Screening • Well-Woman Exam • Prostate Exam 	5-7 business days after appointment
<ul style="list-style-type: none"> • Marathon Weight Management Program • Marathon Tobacco Cessation Program • Marathon Chronic Condition Management Program (Diabetes and High Blood Pressure) 	Updated at the end of each quarter
<ul style="list-style-type: none"> • Program Overview Video and Quiz • Monthly Wellness Webinars 	7 –10 days after completion
<ul style="list-style-type: none"> • Wellness Programs (Online Modules) • Statewide Challenges 	24–48 hours after completion of online module or end of Statewide Challenge
Completed Outside of the HealthQuest Health Center	
<ul style="list-style-type: none"> • Colonoscopy/ Colon Cancer Screening • Prostate Cancer/ PSA • Cervical Cancer Screening/ Well-woman • Preventive Skin Screening • Annual Physical • Glucose Check • A1C Check • Cholesterol Check • Vaccinations: Flu, COVID, Pneumococcal, Shingles, & TDAP • Dental Exam • Vision Exam • Mammogram 	Credits are awarded 3-5 business days AFTER the claim has been filed and processed by the SEHP medical or dental vendor. Typically, you will know when the claim has been received and processed by the SEHP vendor when you receive your Explanation of Benefits (EOB) which could take anywhere from 4-6 weeks to be delivered depending on when your provider submitted your claim.
<ul style="list-style-type: none"> • EAP Learning Events • RX Savings Solution 	Once registration has been processed, credits will be awarded 3-5 business days after Marathon Health receives file from vendor.

For questions regarding your incentives, please contact the Member Relations Team at 785-783-4080 or HealthQuest@marathon-health.com.