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, skin cancer screenings, 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.

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 health center. Active employees, early retirees and COBRA members are also eligible. Medicare members are not eligible to use the Health Center.

What does it cost?

All preventive visits are at no cost 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 and N until the deductible is met. Once the deductible is met, medical visits will be provided at no cost.

What level of services are available?

The health center can be the first place you seek treatment for non-emergency illnesses or injuries. While the staff at the health 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 annual physicals, vaccinations and skin cancer screenings are available at the center. As well as sick care visits, health coaching and counseling with a Licensed Behavioral Therapist.

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 (TRS: Dial 711) or schedule online at **HealthQuest.ks.gov.**

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 7 a.m. - 4 p.m., and Tuesday and Thursday from 9 a.m - 6 p.m.

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HealthQuest
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Will there be a fee for lab services?

All labs drawn and processed within the health center will not require an additional fee. All labs drawn at the health center and sent for external processing will not require an additional fee as well. If you decide to have your labs drawn and processed outside of the health center, that may require a fee depending on your insurance. Be sure to check with your insurance if additional fees may apply for services outside of the health center.

Can I still see my primary care doctor?

Yes! The healthcare provided at the health 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 health center can prescribe most medications for conditions treated at the health 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 to the HealthQuest portal at **HealthQuest.ks.gov** and canceling through the Appointments tab, or you can call the health center at 785-783-4080, TRS: Dial 711.

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/privacy-policy.

MH-SOK-25-110 (9/12/25)