HealthQuest Rewards Program Credit Timeline

HealthQuest

2027

Activity	Time for Credits to Appear in Portal
Completed through the HealthQuest Health Center • Health Coaching (1-2 visits) • Annual Physical/Well-Person Exam • Glucose Check • A1C Check • Cholesterol Check • Vaccinations: Flu, COVID, Pneumococcal, Shingles and TDAP • Skin Cancer Screening • Prostate Cancer Screening/PSA • Cervical Cancer Screening/Pap	5–7 business days after appointment
• Marathon Weight Management Program • Marathon Tobacco Cessation Program • Marathon Chronic Condition Management Program (Diabetes and High Blood Pressure)	10 business days after completion
• Program Overview Video and Quiz • Monthly Wellness Webinars	7–10 days after completion
• 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 • Colonoscopy/Colon Cancer Screening • Prostate Cancer Screening/PSA • Cervical Cancer Screening/Pap • Skin Cancer Screening • Annual Physical/Well-Person Exam • Glucose Check • A1C Check • Cholesterol Check • Vaccinations: Flu, COVID, Pneumococcal, Shingles and 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 6–8 weeks to be delivered depending on when your provider submitted your claim.
• 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.

Questions? Please contact the Patient Support Team at **785-783-4080 (TRS: Dial 711)** or **HealthQuest@Marathon.Health**. For HRA/HSA questions, please contact **SEHPHealthQuest@ks.gov**.

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