

OurHealth + Marathon Health Clinic FAQ

Who can use the Government Center Clinic by OurHealth + Marathon Health?

The OurHealth + Marathon Health clinic is open to subscribers, spouses, and dependents three years of age or older who are enrolled in a State Personnel Department medical plan.

Where is the Government Center Clinic by OurHealth + Marathon Health located?

It is located in the basement of the Indiana Government Center South, 402 W. Washington Street, room W041. This is near the tunnel entrance to the Washington Street parking garage.

What are the hours of the Government Center Clinic by OurHealth + Marathon Health?

Clinic hours are Monday through Friday, 7 a.m. to 4 p.m.

*The clinic is closed on all holidays observed by the State of Indiana.

Will I have access to all of the OurHealth + Marathon Health clinic locations?

No, only the OurHealth + Marathon Health clinic located in the Indiana Government Center South will be available to subscribers, covered spouses, and dependents (3+) who are enrolled in a State Personnel Department medical plan.

What charges will I incur by utilizing the Government Center Clinic by OurHealth + Marathon Health?

Visits for annual preventive care such as annual physical exams and adult preventive immunizations are 100 percent covered by the plan. For more information on what is covered as preventive care, you can view your plan documents at www.in.gov/spd/benefits/health-plan-options.

For non-preventive visits, the Government Center clinic operates in the same way as other community physician practices. The visit fee for non-preventive visits is \$49 and can be paid for using a Health Savings Account (HSA). Examples of non-preventive visits are visits to treat an illness, injury, or diagnosed chronic condition. The visit fee is due at the time of service for those that have not met their annual out-of-pocket maximum. Additional costs may be incurred for procedures or lab tests resulting from the visit.

Note: All visits will be submitted as claims to Anthem for adjudication. Patients will receive an Explanation of Benefits (EOB) for each visit showing the amounts payable by the patient.

Does my claim go towards my deductible/out of pocket max?

Yes, all visits will be processed through Anthem medical claims.

What medical services can I receive from the Government Center Clinic by OurHealth + Marathon Health?

The clinic is equipped to meet your preventive care needs, help you manage your chronic conditions and treat illnesses. The following services are available:

- Annual Preventive Physical
- Sports and Camp Physicals
- Chronic Condition Management
- Acute illness such as colds, influenza, treatment of minor injuries, and rashes

How do I schedule an appointment?

By phone: 317-537-9764 Monday through Friday: 7 a.m. to 5 p.m. or Saturday 8 a.m. to 12 p.m.

Online: visit member.ourhealth.org/sign_up/stateofin

1. Select Government Center Clinic by OurHealth
2. Click "Appointments" on the left-hand side menu
3. Click "schedule a new appointment"
4. Select your visit type
5. Pick the date and time that work best for you
6. Confirm your appointment details and click "Confirm Appointment"

Email: member@marathon-health.com

How long is the average appointment?

- 40 minutes: First visits, physical evaluations & care for patients with more complex care needs
- 30 minutes: Chronic condition management & medication consultations
- 20 minutes: Routine care for established patients with basic care needs

What is the average wait time?

OurHealth's average clinic wait time is less than 5 minutes.

What do I need to bring with me to my appointment?

Please bring a photo ID, your Anthem insurance card, and a form of payment to all appointments.

Note: \$49 will be due at the time of service for all chronic condition care and management visits, as well as non-emergency illness/injury and acute care visits.

Who staffs the clinic?

The clinic is staffed by OurHealth + Marathon Health. OurHealth + Marathon Health is an independent provider of primary care clinics and wellness services.

Can I schedule a same day appointment?

Yes, if there are appointments available, you can schedule same day.

Does the clinic accept walk-ins?

Same-day appointments are available. Walk-ins will be scheduled for the next available appointment time. Staffing levels will be continually monitored to ensure same-day appointments as often as possible. In the event of a late-day walk-in, an appointment will be scheduled for the earliest available time within the clinic's operating hours.

Is the clinic available for emergencies?

The clinic is not equipped to handle emergencies. If you are having a medical emergency, please call 911 or go to an Emergency Room.

How can I complete my biometric screening using the Government Center Clinic by OurHealth +

Marathon Health? Similar to using your primary care physician, you can make an appointment for an annual physical at the clinic. Remember to take the Biometric Provider Form for the provider to fill out, and then you will fax it to ActiveHealth.