



# Chronic Condition Management FAQs

## How can Marathon Health help me to better manage my chronic conditions?

Marathon Health chronic condition management is a core part of our care approach. We work with you to support better control of your condition and guide you in self-managing your care. You will also benefit from savings on your prescription medications and supplies as part of your ongoing healthcare with us.

## How can I or my covered family members get support for weight loss, diabetes, hypertension, or other chronic conditions through Marathon Health?

Marathon Health provides **no-cost** chronic condition management and health coaching for you and your covered dependents. Services include:

- One-on-one care with a Marathon Health provider
- A personalized care plan for conditions such as diabetes, high blood pressure, high cholesterol, weight management, and more
- Health coaching focused on nutrition, exercise, lifestyle habits, and goal setting
- Support for related concerns such as heart health, stress, and tobacco cessation

## How to get started:

**Step 1:** Register or log in

Visit [clients.marathon.health/IU](https://clients.marathon.health/IU) to create your Marathon Health account or log in.

**Step 2:** Schedule your first visit.

Book an in-person or virtual chronic condition management visit through the patient portal, mobile app, or by calling 866-434-3255.

**Step 3:** Build your care plan

During your first visit, your provider will:

- Create your personalized care plan
- Review medications and health goals
- Arrange follow-up visits
- Connect you with health coaches or mental health providers if helpful
- Set you up with free diabetes testing supplies if you have diabetes

## Do I have to meet with a provider in person, or can it be done virtually?

You can complete chronic condition management visits either in person or virtually. You may choose whichever format works best for you. Not every location has in-person chronic condition management visits, but they are always available virtually.

## Do I have to complete bloodwork with a Marathon Health provider?

Marathon Health may accept recent bloodwork from an outside provider. Please talk to your Marathon Health provider about bloodwork options.



**Schedule an appointment**

Call 866-434-3255

or visit [my.marathon.health](https://my.marathon.health)



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## Can I receive free diabetes testing supplies through Marathon Health if I participate in the chronic condition management program?

Yes. Participants with diabetes can receive free diabetes testing supplies, including a HealthPro glucometer, test strips, and lancets. Participation is **no cost**, and visits can be virtual or in-person.

## When will I receive my supplies?

Supplies can be dispensed on site at an in-person appointment or delivered directly to your home. Typically, we reserve the onsite supplies for patients that are newly diagnosed. If supplies are shipped to your home, you can expect them to arrive via USPS within 7-10 days of being ordered by your provider (excluding Sundays).

## Can I receive free diabetes supplies through Marathon Health if my personal doctor manages my diabetes?

Yes. You can continue to see your personal physician to manage your condition.

However, to be eligible for free diabetes supplies through Marathon Health, you must complete chronic condition management visits with a Marathon Health provider. Marathon Health providers will confirm the plan of care in place for you and then get you started with the supplies.

If you prefer not to engage in chronic condition management with Marathon Health, diabetes supplies can still be prescribed by your outside provider and covered through your pharmacy benefit, but standard copays or cost-sharing may apply.

## Are medications available through Marathon Health employee health centers?

Yes. Eligible IU members may receive a selection of commonly prescribed medications at **no cost** when prescribed by a Marathon Health provider.

Examples include certain antibiotics, anti-inflammatories, topical treatments; medications used to treat high blood pressure, diabetes, and depression; and asthma medications.

In addition to on-site dispensing for convenience, certain common medications and diabetes testing supplies, when prescribed by Marathon Health providers, are available through Marathon Health's home delivery service at **no cost** to the member, as well. Availability may vary by location.

## My current device is no longer working. What should I do?

Beginning January 1, 2026, your connected devices through Livongo will no longer transmit readings online. You can still track readings directly on your device, bring results to your Marathon Health visits for review, and contact Marathon Health anytime with concerns.

Visit [clients.marathon.health/IU](https://clients.marathon.health/IU) or call 866-434-3255 to schedule an appointment with a provider to discuss your concerns.

## I use a Continuous Glucose Monitor (CGM). Is this program available to me?

Yes. You can fully participate in the chronic condition management program at **no cost**.

Marathon Health providers can help with CGM prescription, however CGMs are not included as free supplies in the Marathon Health program. You may obtain your CGM through your medical or pharmacy benefits as usual.



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