

Premise Health®



# Direct Healthcare

An employer's guide to  
wellbeing today and tomorrow



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# Meet Premise Health

## Helping Your People Get, Stay, and Be Well

With over 800 wellness centers, Premise is the leading direct healthcare provider in the nation.

### What is direct healthcare?

Direct healthcare is healthcare directly purchased by and delivered to an organization and its members, with no third party in between. Most often, the purchasing organization is a large, self-funded employer, or another aggregating entity like an association, trust, Taft-Hartley plan, or labor union.

Premise works with large organizations, like employers, unions, and health plans, to provide healthcare services directly to their people – our members. With both in-person and virtual options for care, we make it easy to access healthcare.

As the leading direct healthcare company and one of the largest digital providers in the country, we partner with 400 large organizations to serve millions of members. With more than 30 types of care, we provide easy access to amazing experiences that improve population health and lower healthcare costs.



Premise Health has wellness centers in **46 states and Guam.**



**Ranked in the top 10%** by Healthcare Effectiveness Data and Information Set (HEDIS)

**Largest accredited network** by the Accreditation Association for Ambulatory Health Care (AAAHC)

**13-year average** client tenure

**50-state** virtual primary care

**100% of providers are Premise employed**

**92** Net Promoter Score (NPS)



# Why Premise Health?

Premise is relentlessly redefining the entire healthcare experience.

Our mission is to help people get, stay, and be well. We partner with large organizations — employers, unions, health plans, and more — to provide better experiences, better health, and better value to their people. And it all begins with our advanced primary care model.



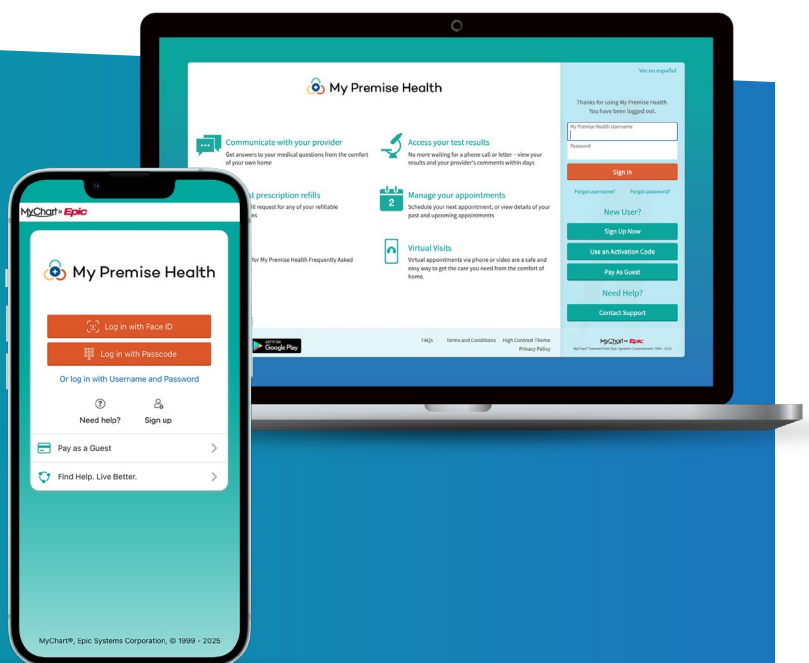
## Better experiences

Convenient healthcare and more time with their care team makes it easy for our members to stay on top of their health. Our members benefit from same-day appointments and short wait times. Members also have access to online appointment scheduling, virtual health visits, and secure messaging with providers through the My Premise Health app.



Our fully integrated, secure online member portal and mobile app is the one place members can go to access and manage their healthcare anytime, anywhere.

- > Real-time scheduling
- > Lab results
- > Provider messaging
- > Medication management
- > Video visits
- > Health forms
- > Bill payment







## Better health

With convenient access to quality care, people can better manage their health and perform at their best. That's because when people get the care they need, they are happier and healthier. Our data-driven, highly personalized approach to care helps members focus on making healthier life choices. Our care teams are by their side to keep them on track with their health and wellness goals.

**In a study of 207,000 eligible lives, Premise found its members experienced:**

**20%** increase in routine, preventive, and mental health office visits

**52%** reduction in inpatient hospital admissions

**17%** reduction in emergency room visits



## Better value

The financial incentives in a direct model are aligned with the goal of helping people live healthier. More primary care is proven to lower healthcare costs, saving your organization money and delivering real ROI.

**In a claims-based analysis of 207,000 eligible lives, Premise clients realized:**

**30%** gross savings

**\$203** average PMPM total cost of care savings

**\$2,434** PMPY total cost of care savings



# How Does Premise Deliver Care?

Premise prioritizes the experience of our members. That means delivering care in a way that's convenient to them. We deliver care both in person and virtually, depending on the needs and schedules of our members.



Not only are multiple access points more convenient, **their integration leads to better results and higher utilization.** The front door of an employer's health center shouldn't look the same for every member, as everyone is unique, and every organization's solutions should account for that.



## Onsite

An onsite health center delivers health and wellness services by licensed providers on the campus of an employer or union. Each onsite health center is designed specifically for the needs of its unique member population. Though it has gained popularity in recent years, onsite health is not a new trend – in fact, it's been around for decades. What started as a simple idea has become a subset of the healthcare industry, and onsite health continues to grow as more organizations look for innovative ways to increase healthcare access for their people.



## Nearsite

Nearsite health centers often complement onsite centers, filling the gap for members' families. While dependents may be able to visit an onsite health center, it may be a long way from where they live, work, or go to school. Or, the onsite health center may be part of a secure location that is not accessible to them. Therefore, many organizations choose to offer both onsite and nearsite health centers to better serve their populations and deliver greater value.

Additionally, given the shift to hybrid work, nearsite health centers may allow members to more conveniently access care closer to home, as they better serve members during work from home days.



### PRO

Onsite centers are located where members work and put their treatment just steps away. This center is dedicated solely to the organization and members.



### CON

Depending on the center, it may be challenging for employees' dependents to access onsite care due to security restrictions or distance from home.



### PRO

Nearsite health centers better serve dependents, who may not live near their loved one's workplace. These health centers allow for greater privacy for members who may not feel comfortable receiving care where they work. In addition, nearsite care may be shared among multiple organizations.



### CON

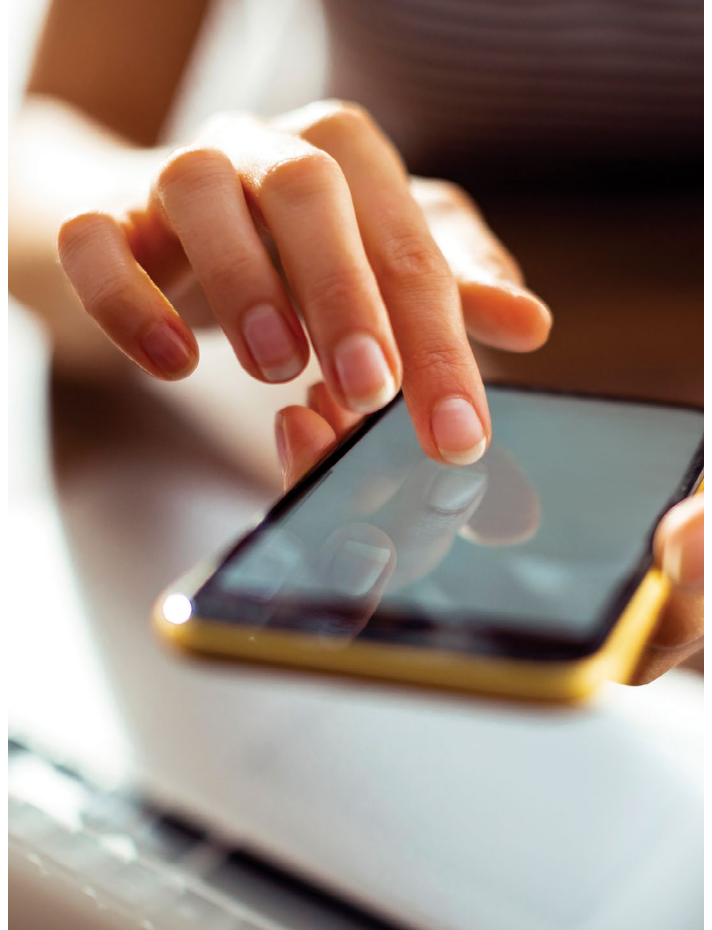
Onsite wellness centers win in exclusivity and convenience. With onsite, you're able to walk out of your office and into a wellness center that is entirely dedicated to your organization, whereas a nearsite center requires the member to leave campus.



## Virtual

Members can access virtual care in one of two ways. They may see their provider at their local, in-person wellness center virtually during normal business hours, or they may access a nationwide Digital Wellness Center, which provides access to 24/7 virtual care in all 50 states. The Premise Health Digital Wellness Center was the first of its kind to receive accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC).

The gold standard of digital care, it allows organizations to deliver virtual health to members nationwide through a single, cloud-based portal from a centralized care team. Regardless of where someone is located, care is a short video, message, or phone call away.



## One powerful combination.



Every population is unique, with some employees working in the office and others working remotely. To meet employees wherever they are and wherever they go, employer's health and wellness offerings should be a hybrid of digital and in-person access points to accommodate each worker's circumstances and preferences.

# What Types of Care are Available?

At Premise, we define direct healthcare as the business-to-business-to-consumer model that reflects the core of what we do.

We assist clients, including large employers, unions, and health plans, by connecting their employees and members to onsite, nearsite, and virtual health services. Though often referred to as onsite or employer-sponsored healthcare, direct healthcare encompasses more than these terms suggest, providing high-value healthcare to organizations of all kinds through multiple access points.

Premise is proud to offer the widest range of in-person and virtual care of any direct healthcare provider. Our offerings include a wide range of core services, such as occupational health, primary care, pharmacy, behavioral health, and care management, as well as more comprehensive offerings, like dental, vision, fitness, massage, and more.



## PRIMARY CARE

- Care Consult
- Care Excellence
- Care Management
- Care Navigation
- Dental
- Pandemic Readiness
- Vision
- Women's Health
- Virtual Primary Care



## PHARMACY

- Clinical Pharmacy
- Provider Dispensing
- Virtual Pharmacy



## OCCUPATIONAL HEALTH

- Case Management
- Ergonomics
- Injury and Illness Care
- Medical Surveillance
- Virtual Occupational Health



## BEHAVIORAL HEALTH

- Psychiatry
- Virtual Behavioral Health



## FITNESS

- Medical Fitness Management
- Fitness Center Management
- Fitness Center Design



## MUSCULOSKELETAL

- Acupuncture
- Chiropractic
- Massage
- Occupational Therapy
- Physical Therapy



## WELLNESS

- Biometric Screenings
- Nutrition
- Wellbeing and Engagement Platform
- Wellness Coaching
- Wellness Program Management



### What you offer will be unique to your organization to support a healthy population.

Our customized approach means organizations can tailor their offering to the specific needs of their people and their families. Knowing what's driving your healthcare spend and the big picture goal are crucial steps to ensure your solution drives results and helps people live their healthiest, happiest lives.

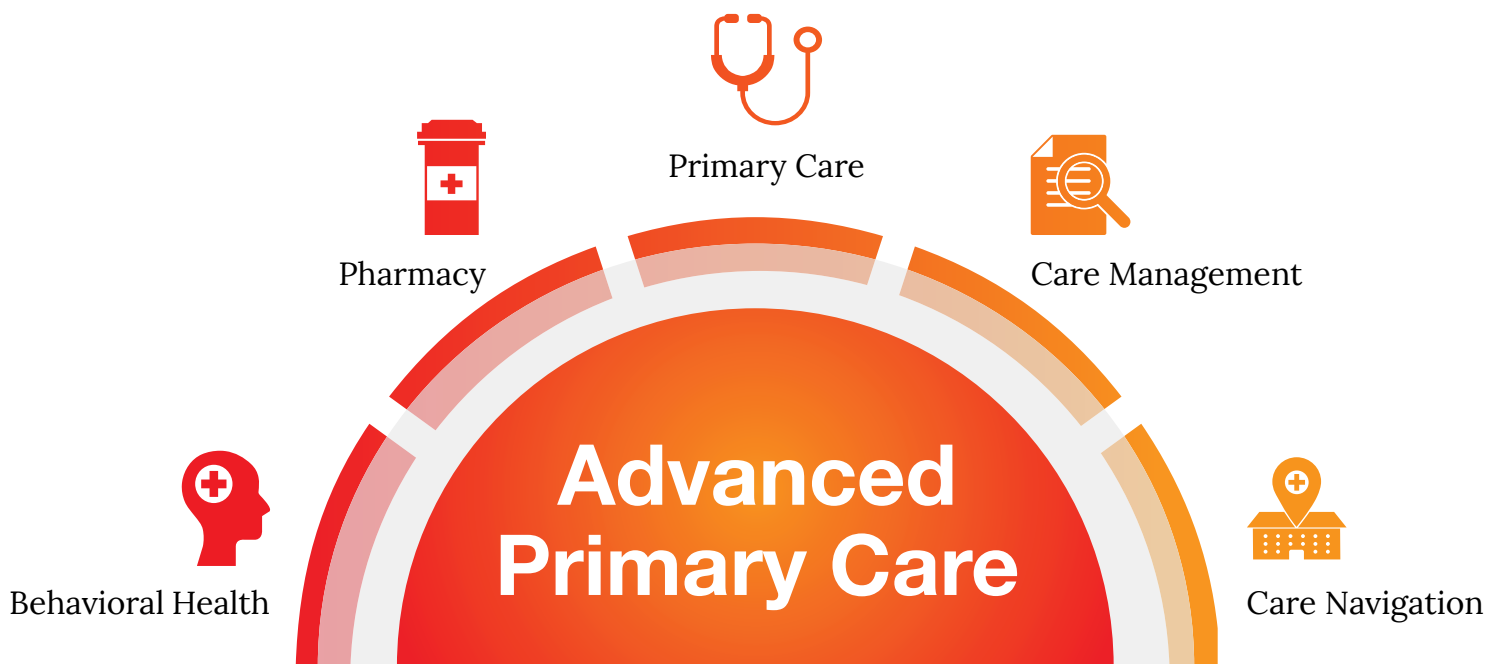




# Our Advanced Primary Care Model

Premise goes beyond any other care model to deliver the whole-person, coordinated care that helps people get, stay, and be well.

**Our advanced primary care model brings together multiple types of care, delivered in-person and virtually as one cohesive experience:**



From routine check-ups to in-network referral coordination and support, **we offer integrated, equitable care that is completely customizable.** We recommend starting with our advanced primary care model, which has been proven to drive the most impact and will give your employees plenty to fall in love with. From there, you can add other types of care to meet the unique needs of your member population.

# Is Direct Healthcare **Right for Your Population?**

Direct healthcare continues to rise in popularity because of its ability to remove barriers to care that people typically face in the community. From enhancing transparency, to increasing access and driving accountability around value delivery, organizations are positioned to tackle some of the most entrenched challenges in healthcare — and to drive real results.

## **So how can you determine if direct healthcare is right for your population?**

### **Q: Are you self-insured?**

A: Most employers and unions who invest in direct healthcare are self-insured, meaning they pay claims themselves using a third-party administrator to process them. The organization then assumes most of the healthcare risk. While self-insured organizations take on more risk, they have a greater opportunity to save money in the long run because they have visibility into their healthcare spend. They control the benefit planning and can customize the plan to meet the specific healthcare needs of its population, rather than purchasing a 'one size-fits-all' policy from an insurer.



**Simply put, as a self-insured organization, it's easier to implement a center and choose the products and services that deliver the most value to your employees.**

### **Q: How large is your organization?**

A: The great part about direct healthcare is there is no true out-of-the-box solution – solutions can be customized to best fit your needs.



**That said, most organizations who invest in direct healthcare have from several hundred to several thousand employees in one place. Healthcare should be easy, and you want your people and their families to be within a reasonable distance of their onsite or nearsite center.**



# Ready to Get Started?

## **Know your big picture goal.**

Deciding to build a nearsite or onsite health center for your employees should be guided by your end goal. What do you hope to achieve? How does it tie back to your organization's goals and objectives?

Employers and unions are in a unique position to have a positive impact on their population's health and wellbeing. Additionally, improving access to healthcare can drive down costs later.

## **Determine how you measure success.**

Measuring the success of your health center will vary depending on your overall goal. Many organizations turn to direct healthcare to create cost savings, which can be measured by tracking the total cost of your healthcare year-over-year spend. Other organizations may choose to measure their success through a member experience lens, focusing on utilization rates of their centers and types of care. How you measure success is dependent upon your desired outcome.



## Design your own solution.

While Premise can recommend the best direct healthcare model for your organization, there is a level of customization to best serve your population. To arrive at a solution, it's critical to identify the needs of your workforce.

Here's a helpful checklist when designing your own solution.



### Identify what's most important to your organization.

Do you want to make an impact through employee experience? The quality of healthcare? Or, is your healthcare spend out of control? Consider your culture, too. How do you want to influence productivity? Identifying what's important allows you to build a solution that delivers value in the long run.



### Determine how it's going to be accessed.

How are your people getting their care? Is your healthcare solution easily accessible? Can they find care close to work and home? While onsite and nearsite clinics can be convenient, health concerns are unpredictable. Consider 24/7 virtual care to give your people care anytime, anywhere. A single, cloud-based portal and centralized care team will allow both in-person and remote employees to experience unparalleled convenience and connection to dedicated providers.



### Figure out what products meet your population's needs.

Do you have a workforce who are on their feet all day performing manual work? Or are your employees primarily in an office building working at a desk? These two populations will need very different types of care to meet their needs. Occupational health and physical therapy may be best for those on a production line, while fitness and behavioral health would benefit those in high-stress corporate roles.



### Select who will be eligible.

Who do you want to utilize your direct healthcare solution? Is it your employees only? What about their dependents? Will you have one location at your headquarters, or do you have multiple locations across the country? The size of your eligible population, number of access points, and products offered will drive the need for appropriate space and staffing models.



**Direct healthcare that puts you on the right side of care.**  
Let's talk.

**PremiseHealth.com | (844) 407-7557**



**It's not simply a premise.  
It's the future of healthcare.**

Let's talk about what you need, and how we can help.

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