



# Case Study:

## How one telecommunications company drove care access and improved employee engagement

When one of the nation's largest telecommunications companies set out to improve access to high-quality, integrated care, they partnered with Premise Health to open an onsite wellness center at their Dallas campus.

Despite launching weeks before the pandemic, the center became a cornerstone of employee health, offering seamless virtual and in-person care, expanding services year over year, and achieving top-tier clinical outcomes and ROI.

### The Vision

Guided by their mission to connect people with their world, this telecommunications leader set out to ensure their own people – nearly 6,200 employees at their Dallas headquarters – could easily access high-quality care. They wanted a healthcare partner that could deliver exceptional primary care, meet the needs of a tech-oriented workforce, and maintain engagement even as employee needs shifted.

### Their goals included:

- 1 Provide accessible primary care on campus to reduce barriers and encourage long-term relationships between employees and high-quality providers.
- 2 Offer services tailored to the workforce, including musculoskeletal care that addresses pain and mobility challenges common in a desk-based environment, and behavioral health support that helps employees build resilience and improve emotional wellbeing.
- 3 Ensure their tech-first employees had modern tools to stay connected to their care team, including virtual visits and an accessible member portal.

With a workforce known for its innovation and technical expertise, this telecommunications leader knew that attracting and retaining talent required more than traditional benefits. Employees wanted fast, easy access to healthcare that fit their busy, connected lifestyles. Yet, fragmented healthcare systems, long wait times, and limited convenience stood in the way. The company set out to change that by creating a healthcare experience as modern and reliable as their own technology – **a model that would become part of everyday life.**

## The Solution

The partnership between Premise and the telecommunications company began in February 2020 with the opening of the wellness center at their corporate headquarters. Within weeks, the pandemic shifted the company to remote work, yet the wellness center remained a consistent resource. Virtual care through the My Premise Health portal allowed members to stay connected to high-quality providers, manage ongoing conditions, receive acute care, and access behavioral health support during a challenging and uncertain time.

When employees returned to the office, the wellness center expanded services to meet rising demand. The center added additional providers across multiple disciplines, visit volume increased steadily, and employees continued to use both in-person and virtual care. Premise and the employer worked closely to plan for ongoing growth, ensuring quality and access were never compromised.

### **Over time, the scope of care and access to services continued to grow to meet employee demand:**

- > A second chiropractor joined the care team
- > Primary care and behavioral health access expanded, each getting a second provider
- > Primary care access continued expanding with a third provider

The partnership has also grown beyond the location at the company's Dallas headquarters. The employer plans to expand the full wellness center model to a second corporate hub in Atlanta, Georgia, with all five service lines replicating the Dallas location. In addition, the employer selected Premise to expand behavioral health services to 18 additional corporate campuses nationwide.



## About the Employee Population

**Highly educated** workforce

**Tech-savvy** team members

**Ages 23 through 65**

**6,200 employees** with access to the wellness center

**Employees work onsite five days per week**

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## Available Services in Dallas and Coming Soon to Atlanta:

- > Primary care
- > Chiropractic
- > Physical therapy
- > Behavioral health
- > Care management

## The Outcome

During the first five years of partnership, the employer invested in service expansion and increased provider access. Employees responded. Utilization climbed steadily year over year, digital engagement surged, and the wellness center continues to deliver top-tier clinical performance. With 96% of all eligible employees activating their My Premise Health portal and scheduling most appointments online, members remain connected to their care team – whether on campus or on the go.

**Today, the wellness center's performance reflects strong clinical outcomes and operational excellence:**



Ranked in the top **90-95%** for HEDIS benchmarking



Achieved **AAAHC accreditation** in 2025



Primary care provider attribution of **60%**



Year-over-year visit volume growth of **31.7%**



**1.23x** return on investment



**Nearly 5,000** My Premise Health portal activations

**80% of appointments scheduled through My Premise Health**



These results demonstrate more than convenience. They reflect a culture where employees feel supported and empowered to take an active role in their health. **With access to the right tools both on campus and at home, members have what they need to get, stay, and be well.**

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

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