Premise Health Center
Frequently Asked Questions

What is Premise Health?

Premise Health is a provider of in-person and virtual health for the world's leading organizations. In other words, we partner with PHP to bring you convenient, high-quality healthcare services. We also manage and operate your wellness center.

What is a member?

Members are what we call our patients who are eligible to use a center operated by Premise Health. It's not a membership that you have to pay for or apply to be a part of. You're simply considered a member once your employer has partnered with us to provide your health and wellness services.

Where is the center located?

Premise Health Center is conveniently located near your campus at 10006 Auburn Park Drive, Fort Wayne, IN 46825.

What services are provided at the center?

- Annual physicals
- Behavioral health
- Chronic condition management
- Biometric screenings
- Lab services
- Allergy and flu shots
- Vaccinations
- Acute and urgent care
- Provider dispensing
- Pediatric care

Who can use the center?

Eligible members (ages 2+) may use the Premise Health Center as part of your PHP benefits.

What does it cost?

Services are available for a $10 copay on the Physicians Health Plan. If you are on the High-Deductible Health Plan (HDHP) or Health Savings Account (HSA), you pay $35 per visit until your deductible is met.

What are the center's hours?

Monday, Tuesday, Thursday, Friday, 8 a.m. – 5 p.m.

Wednesday, 10 a.m. – 7 p.m.

Is the center operated by PHP employees?

No, the center is staffed and operated by Premise Health. It is managed just like any other licensed medical office in the community.

What type of medical staff will work at the center?

Premise Health has recruited a high-quality team of dedicated healthcare professionals to staff and manage your wellness center. The team includes a medical director, nurse practitioner, licensed social worker, nurses, medical assistants and a receptionist.

Can my medical records be shared between the center and my primary care provider (PCP)?

You can request that your PCP share your records with Premise Health Center by completing your provider's record sharing process. Additionally, you may request for Premise Health to share your records with your PCP or specialist.

How do I make an appointment?

To schedule an appointment, you can call your center directly at (260) 247-8020 or make an appointment on your patient portal, My Premise Health. Download the My Premise Health app, or visit mypremisehealth.com to register for a portal account and schedule an appointment.

What is My Premise Health?

My Premise Health is a secure online and mobile tool that connects you with your healthcare experience by providing easy online appointment scheduling, virtual visits, access to securely message your providers, health records, visit history, test results and more.

Premise Health.

FOR PHP MEMBERS