

Frequently Asked Questions



Who is Premise Health?

- Premise Health is the nation's leading direct healthcare provider that is now operating your local wellness center. We share the same vision as CareHere regarding patient experience and care. You'll notice a preventive approach and a commitment to delivering the best possible experience for our members.

What is My Premise Health?

- My Premise Health is your new patient portal. It is a secure online and mobile tool that is powered by Epic, a best-in-class electronic medical record (EMR) platform. Much like your CareHere portal, My Premise Health connects you to your healthcare experience by providing convenient access to schedule and manage appointments, view visit history, test results and more.

Why do I need to sign up for a new patient portal?

- Now that CareHere is part of the Premise Health family, you will need to transition to our patient portal, My Premise Health. This is how you'll stay connected to your providers at your local wellness center, since they are also switching over to our platform. If you've gotten used to scheduling your appointments and managing your health through your CareHere portal, registering for My Premise Health is how you'll continue to do that.

Also, you will experience a simplified scheduling process and enhanced functionality such as secure messaging with your providers, convenient virtual visits and prescription refill requests, all within the mobile app or online. You will keep the same level of high-quality care from the providers you know and trust, while gaining a new and improved patient portal.

How do I sign up for My Premise Health?

- Visit mypremisehealth.com or download the My Premise Health app to complete the self-sign-up process. Simply click the "Sign up now" button under "New User" to get started. You'll be asked to enter your full name, date of birth and last four digits of your social security number (SSN). You can also call or visit your wellness center directly to request an activation code. If you need help, go to mypremisehealth.com and click "Contact Support" for assistance.

Please note: You will be eligible to register once your wellness center has officially transitioned to My Premise Health. Please check with your center if you are unsure when this will happen.

Is there an app for My Premise Health like the CareHere app?

- Yes, you can download the My Premise Health app from the App Store or get it on Google Play.

Will my past health information from my CareHere portal be visible in my new My Premise Health account?

- Some historical patient data will be available within My Premise Health such as labs, immunizations and previously scheduled upcoming appointments. Any new data that comes in will be recorded and available in your new portal once you've signed up and started using it. In order to ensure continuity of care, all of your historical patient data will still be accessible by your care team at your local wellness center. You'll also be able to access your CareHere portal in a read-only mode until May 2022, and can always request a copy of your medical records from Premise Health at any time.

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Can I still access my CareHere portal?

- Yes, you can still access your CareHere portal in a read-only mode until May 2022. This will allow you to view your records, past appointments, messages and more, but you will not be able to actively use the functions that were live previously, like scheduling appointments, messaging your provider, etc. You will instead use your new patient portal, My Premise Health, moving forward. After the May 2022 deadline, you can still request a copy of your health records from your local wellness center at any time.

How do I obtain a copy of my health records from Premise Health?

- After May 2022, when your CareHere portal is no longer available for read-only access, you can still request a copy of your individual patient record from Premise Health at any time. To do this, you will be asked to complete an Authorization for Release of Medical Information Form, with the purpose stating "For Individual's Use" if no other purpose is given.

If I have an upcoming appointment scheduled through the CareHere portal, will I need to reschedule it within My Premise Health after I switch over?

- Your scheduled, upcoming appointments will be transferred to your My Premise Health account automatically. You will not need to reschedule.

How do I access my CareHere wellness tracker and the CareHere Connect program, now that my CareHere portal is no longer active?

- If you previously had access to CareHere's wellness coaching and incentives program, this has also transitioned to My Premise Health. It is now called Premise Inspire. You can find the icon in the My Premise Health app labeled "Incentives and Wellness," which will take you to the new platform where you can also access Premise Connect, the new name for CareHere Connect.



For more information about your new patient portal, My Premise Health, and what the transition to Premise Health means for you, please visit members.premisehealth.com/carehere.