

Frequently Asked Questions

What is the Be Well Clinic?

Your wellness center is where you receive care. We use this term rather than “doctor’s office” because we offer so much more than the usual office environment. Our providers focus on personalized and preventive care to support your long-term health.

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 Gilead Sciences 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 wellness 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?

The Be Well Clinic is conveniently located at 305 Velocity Way, Foster City, CA 94404.

What services are provided at the center

- Primary care
- Preventive exams & physicals
- Acute & urgent care
- Biometric screenings
- Chronic care management
- Lab draws
- Allergy & flu shots
- Ergonomics
- Occupational health
- Physical therapy
- Chiropractic
- Behavioral health

Who can use the center?

All active employees and interns are eligible for care within the Be Well Clinic.

What does it cost?

Costs for services vary based on type of services that are being rendered as well as which medical plan a member is enrolled in. Anthem PPO and EPO members are responsible for a \$25 co-pay and Anthem PPO Saver is responsible for unmet deductible and co-insurance until OOPM is met.

What are the center’s hours?

Monday, Tuesday, Thursday and Friday, 8 a.m. - 5 p.m.
Wednesday, 9 a.m. - 6 p.m.

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Is the center operated by Gilead Sciences 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 Primary Care Physician, a Behavioral Health Specialist, a Registered Nurse, a LVN, a front desk receptionist, a Physical Therapist, an Acupuncturist, a Massage Therapist and an Ergonomist.

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 the Be Well Clinic by completing your provider's record sharing process. Additionally, you may request for Premise Health to share your records with your PCP or specialist.

Can Gilead and Kite business travelers be reimbursed for fees?

Yes. Gilead and Kite business travelers can access the CHUBB claims portal that can be found on [GNet](#). More information on Gilead Worldwide Travel Program can also be found on [GNet](#).

Can an employee not enrolled in the Gilead Anthem plans utilize the clinic?

Yes. The employee will have to pay out of pocket for any fees incurred. If the employee is enrolled in another medical insurance plan, the employee will need to check with their medical plan to see how they can be reimbursed for fees. If the employee is enrolled in a Kaiser medical plan, the Be Well Clinic is not considered in network with Kaiser. Kaiser will deny reimbursement claims for fees incurred from utilizing the Be Well Clinic.

How do I make an appointment?

To schedule an appointment, you can call your center directly at (650) 524-0820 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.