

# TEXT MESSAGE TERMS & CONDITIONS

**Effective Date: 03/06/2025**

## **CONSENT TO RECEIVE TEXT MESSAGES**

This Texting Terms and Conditions applies when you give University of Utah Health Plans prior express content to receive text messages from us. When you provide us with your telephone number, including your cellphone or mobile number, or e-mail you are consenting to give University of Utah Health Plans permission to contact you via a phone call, text, or email for certain important messages related to your healthcare. These communications can include, but are not limited to, appointment reminders, billing and payment issues, benefit related information and other healthcare related messages.

## **OPTING OUT OF TEXT MESSAGES**

To opt out of receiving text reminders from University of Utah Health Plans, you may do one of the following:

- Reply to the text with "STOP"
- Contact University of Utah Health Plans Customer Service

## **YOUR MOBILE PHONE NUMBER**

Be agreeing to receive text messages, you agree that the mobile phone number is yours and that you have permission to use that mobile phone number.

You must let us know right away if:

- You change your mobile phone number
- You no longer have permission to use the mobile phone number to text us.

## **MESSAGE FREQUENCY**

Message frequency may vary. Standard messaging and data rates may apply.

## **SECURITY**

Text messages between you and us will not be encrypted. This means that they will be unsecured, and others could read them. It is important that you keep your mobile phone protected. You should protect your mobile phone with a passcode. You understand that we are not responsible for the release of personal information once you agree to receive text messages.

We do not guarantee the successful delivery of text messages by your wireless provider. University of Utah Health Plans and your wireless provider will not be liable for losses or damages that come from:

- A message not delivered, a message delivered late, or
- A message that goes to the wrong number; or
- Inaccurate or incomplete content in a text message.

We are not liable for your use or reliance on the content of any text messages.

## **PRIVACY**

We take your privacy seriously. If you have any questions regarding privacy, please read our [Notice of Privacy Practices](#).

## **MESSAGE CONTENT**

Message content may include information about your health insurance coverage, claim updates, and wellness tips. We may send you alerts and reminders regarding important health-related activities.

## **TELEPHONE CONSUMER PROTECTION ACT (TCPA)**

We comply with the TCPA and will not send unsolicited marketing text messages to your mobile phone.

## **TERMS & CONDITIONS**

We may change these terms and conditions at any time. Any changes to these Terms & Conditions will be posted on our website and your continued use of our texting services constitutes your acceptance of the revised terms. These Terms & Conditions are governed by Utah law, without reference to its rules regarding choice of law.