

## **SMS COMMUNICATION POLICY**

### **1. Introduction**

Welcome to New England Integrated Primary Care [NEIPC]. These Terms and Conditions (T&C) govern your use of our platform and services. By accessing or using our service you agree to comply with these terms. NEIPC collects your name and phone number to send you text message updates. We only use this information for messaging purposes as described in this policy.

### **2. Acceptance of Terms**

By accessing or using our service, you acknowledge that you have read, understood, and agreed to these T&C. If you do not agree, please do not use our service.

### **3. User Responsibilities and Conduct**

Users are expected to:

- Use the platform in a lawful manner.
- Respect other users and refrain from abusive behavior.
- Avoid any activities that may cause harm to the platform or its users.
- Not engage in any form of illegal activity.

### **4. Intellectual Property Rights**

All content, trademarks, copyrights, and other intellectual property on the platform are owned by NEIPC or its licensors. Users are granted a limited, non-exclusive right to use the content for personal, non-commercial purposes.

### **5. Account Information and Security**

Users must provide accurate information during account setup. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

### **6. Payment Terms (if applicable)**

If your service involves payment, please review the following:

- Payment details, including accepted payment methods and billing cycles.
- Refund policies, if applicable.
- Consequences of non-payment, such as account suspension.

## 7. Privacy and Data Collection

Our Privacy Policy explains how we collect, use, and protect your data. By using our service, you consent to our data practices.

## 8. Consent for SMS Communication

Information obtained or phone numbers as part of the SMS consent process are not shared with third parties or affiliate companies for marketing purposes.

We do not share any individual's consent to receive SMS from NEIPC with third parties or affiliate companies for marketing purposes.

Phone numbers collected with SMS consent, will not be sold, rented, or shared with third parties or affiliates for marketing purposes under any circumstances.

## 9. Types of SMS Communications

If you have consented to receive text messages from NEIPC, you may receive text messages like:

- a. Updates regarding account information
- b. Insurance eligibility and plan coverage
- c. Copay, coinsurance, and deductible
- d. Future appointments
- e. Healthcare events
- f. Prescription refill and insurance authorization
- g. Other related information

## 10. Frequency

The frequency of messages you may receive from NEIPC may vary.

## 11. Opt-in

You may opt-in to receive SMS messages from NEIPC by filling out our Consent to Receive SMS form found at this link: Forms-[Consent to Receive SMS](#).

## 12. Standard Messaging Disclosures

a. Message and data rates may apply

b. Opt-out

Once you opt-in and initiate a conversation through text messages, an opt-out language will always be sent to you, so you always have the option to opt-out at any time from NEIPC. Once you opt-out, no further communication will be sent to you.

You can opt-out at any time by texting 'STOP'

c. For assistance, text 'HELP' or visit our Privacy Policy URL <https://neipcare.com/privacy-1>