



IBH SMS Terms & Conditions

Effective Date: November 10th, 2025

Integrated Behavioral Health uses text messaging to communicate with patients for any treatment, payment, or healthcare operations purposes permissible under law/HIPAA. For example, you may receive messages related to your visits, one-time passcodes, billing notifications, prescription reminders, or care management.

By agreeing to participate in the Integrated Behavioral Health's text messaging program, I agree and understand the risks associated with sending and receiving my protected health information via SMS/MMS text messages and that such electronic communications may not be secure. I understand that consent is not a condition of any treatment, and that I may opt-out of receiving Messages from a specific short-code or long code phone number by texting STOP to that number (you will receive a reply message to confirm that you have been unsubscribed, but you may re-enroll by texting START to that number). I understand that if I have any questions, I may call Integrated Behavioral Health's Customer Service at 855-422-1618.

I understand that use of my information for Integrated Behavioral Health text messaging programs is subject to the Integrated Behavioral Health HIPAA authorization (when applicable), these SMS Terms and Conditions and the Digital Privacy Policy. I also understand that text messages should not be used for emergencies or other issues that must be handled quickly. If you experience a medical emergency, call 911. If you have an urgent need, call or go to a healthcare provider.

Integrated Behavioral Health does not charge for any content; however, downloadable content may incur additional charges from your wireless carrier. You are solely responsible for any fees, including web access and/or data or text message charges that may be billed by your wireless carrier based on your individual plan. Please contact your wireless carrier for information about your messaging plan. Your carrier may impose message or charge limitations on your account that are outside of our control. All charges are billed by and payable to your wireless carrier.

You represent that you are the owner, or authorized user of the wireless device and mobile telephone number(s) you use to receive the service, and that you are authorized to approve the applicable charges. Message frequency may vary.

Integrated Behavioral Health will not be liable for any delays or failures in your receipt of any SMS messages as delivery is subject to effective transmission from your network operator and processing by your mobile device. SMS message services are provided on an as is, as available basis.

Data obtained from you in connection with this SMS service may include your mobile phone number, your carrier's name, and the date, time, and content of your messages and other information that you may provide. As described in Integrated Behavioral Health's Privacy Policy, we may use this information to contact you and provide information about healthcare services, or surveys about how we could improve our offerings. Your wireless carrier and other service providers may also collect data from your SMS usage, and their practices are governed by their own policies. We reserve the right at all times to disclose any information as necessary to satisfy any law, regulation, or governmental request, to avoid liability, or to protect our rights or property. When you complete forms online or otherwise provide us information in connection with the service, you agree to provide accurate, complete, and true information.

We may occasionally update these SMS Terms and Conditions without notice to you. The date on which the SMS Terms and Conditions were last updated is presented at the top of this page. Unless otherwise indicated, any changes to the SMS Terms and Conditions will apply immediately upon posting by Integrated Behavioral Health.