



# IBH SMS Terms & Conditions

Effective Date: November 10<sup>th</sup>, 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.

IBH respects your privacy. **SMS Consent and phone numbers collected for SMS communication purposes will not be shared with any third party or affiliates for marketing purposes.** IBH will never release, sell, or otherwise distribute any of your contact information without your direct consent. You may opt out or opt in at any time. These messages are not for marketing purposes, only for streamlined healthcare communication.

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. **Additional Options: If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.**

**You may opt in to receive SMS messages from IBH by the following ways:** submitting the Online New Patient Request & Demographics online patient intake form.

**You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.** You will receive a reply message to confirm that you have been unsubscribed, but you may re-enroll by texting START to that number. **If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at Integrated Behavioral Health's Customer Service by calling 855-422-1618.**

**If you have consented to receive text messages from IBH, you may receive messages related to the following:**

- Customer care
- Appointment reminders

- Example: "Hello, this is a friendly reminder of your upcoming appointment with Dr. Malhotra at the Madison Clinic on April 11th at 2:00pm. You can reply STOP to opt out of SMS messaging from IBH at any time."

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.

**Message frequency may vary depending on the type of communication. For example, you may receive up to 3 SMS messages per week related to each appointment, billing inquiry, etc.**

**Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.** 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.