

Cass Health offers access to information via recurring SMS (Short Message Service) text alerts to individuals who have opted in to receive such communications. Message notifications may include, but are not limited to, appointment reminders, prescription refill reminders, notifications related to care or treatment, billing and insurance information, account updates, and MyChart messages. By providing your mobile phone number and opting in to receive SMS communications from Cass Health, you consent to receive automated or non-automated text messages related to your healthcare services and interactions with Cass Health.

Message Frequency:

- Following enrollment in SMS notifications, the frequency of text messages you receive will vary depending on the services for which you have opted in, the number of services you receive from Cass Health, and your interactions with our healthcare providers and systems.

User Opt-Out:

- To You may opt out of receiving SMS messages from Cass Health at any time by replying STOP to any message you receive. After opting out, you may receive a final confirmation message confirming that you have been unsubscribed. You may also manage your communication preferences by logging in to MyChart and updating your notification settings. For assistance, reply HELP to any message or contact Cass Health at 1-712-243-3250.

Privacy Policy

- SMS text messaging is not a fully secure form of communication. While Cass Health takes reasonable measures to protect your information, text messages may not be encrypted and could potentially be accessed by unauthorized individuals if your mobile device is lost, stolen, or accessed by others. By opting in to receive SMS messages, you acknowledge and accept these risks. For more information about how Cass Health protects your information, please review our [HIPAA Notice of Privacy Practices](#).

Disclosure

- Text messaging services may not be available on all wireless carriers or in all geographic areas. Participating carriers may include, but are not limited to, AT&T, Sprint, Boost Mobile, Verizon Wireless, U.S. Cellular, Cellular One, T-Mobile, and MetroPCS. Carrier participation may change without notice.

No Warranties

- Delivery of SMS messages is subject to effective transmission by your wireless service provider and network operator. Cass Health does not guarantee that messages will be delivered and is not responsible for delayed or undelivered messages.

Changes to SMS Terms

- Cass Health reserves the right to modify or update these SMS Terms and Conditions at any time. Updates will be posted on this website and will become effective upon posting.