

SMS/Text Messaging - Terms and Conditions

Effective Date: 08/19/2026

By opting in to receive SMS/text messages from SCP Connected Care ("Company," "we," "our," or "us"), you agree to these SMS Terms and Conditions.

1. Program Description

We may contact patients before, during, and after a hospitalization, emergency department visit, or other episode of care to support continuity of care, safe care transitions, quality improvement activities, and CMS-recognized Transitional Care Management (TCM) services.

For patients eligible for CMS Transitional Care Management or similar post-discharge services, outreach may include post-discharge communications to facilitate follow-up care, identify care gaps or emerging symptoms, and support compliance with CMS care-transition requirements. These communications are part of treatment and healthcare operations and are not considered marketing.

Message content may vary depending on your interaction with us and the services you request.

2. Message Frequency

Outreach frequency is determined based on the patient's care event, clinical acuity, and support needs. We may attempt contact up to three (3) times per care episode and, when clinically appropriate, may conduct periodic outreach typically up to four (4) times within a thirty (30) day period following discharge. Patients not identified as high-risk generally receive a single follow-up communication.

3. Message and Data Rates

Message and data rates may apply. Charges for text messages and data usage may appear on your mobile carrier bill or be deducted from your prepaid balance. Check with your wireless provider for details regarding your text or data plan.

4. Opt-Out Instructions

You may opt out of SMS communications at any time by replying **STOP** to any message. After opting out, you will no longer receive SMS messages unless you re-enroll. For assistance, reply **HELP** or contact us using the information below.

6. Consent Not Required for Treatment

Consent to receive SMS/text messages is collected separately, when required by law, and is not a condition of receiving healthcare services. The Privacy Policy, Terms & Conditions, and consent mechanisms are maintained as distinct components.

7. Privacy Policy

Your privacy is important to us. We do not share, sell, rent, or disclose mobile phone numbers or other mobile information, including opt-in data and consent records, with third-parties or affiliates for marketing or promotional purposes. Please review our Privacy Policy for information about how we collect, use, and protect your information:

[Privacy Policy](#)

8. Supported Carriers

SMS/text messaging services may not be available on all carriers or devices. Carriers are not liable for delayed or undelivered messages.

9. Changes to Terms and Conditions

We may modify or update these SMS Terms and Conditions at any time. Any changes will become effective upon posting to our website or otherwise providing notice to you.

10. Contact Information

If you have questions about these SMS Terms and Conditions or need assistance, please contact us:

SCP Connected Care

200 Corporate Blvd., Lafayette, LA 70508

Privacy_Officer@scphealth.com