

Florida Statewide Medicaid Managed Care (SMMC) SMS Terms of Service

By providing your cell phone number and agreeing to the Terms of Service:

- You are confirming with AHS that you are the wireless service plan subscriber or authorized user of the cell phone number you entered to receive text messages or that the plan subscriber or authorized user of the cell phone number gave you permission to enroll that number.
- You agree to notify AHS if your cell phone number changes.
- You give AHS permission to send text messages to the enrolled cell phone number through your wireless phone carrier, unless and until you end permission per these Terms of Service.

AHS Text Notifications

By giving this permission to AHS, you are requesting text messages informing you about various activities related to your AHS online account. Text messages will not be used to sell you products. You do not have to agree to receive text messages in order to buy any product or service from AHS. You will not receive marketing messages.

You can stop receiving text messages at any time by:

- Changing preferences on the My Account page in your secure online account, by answering "No" to the "Would you like to go paperless" question in the Communication Preferences section (NOTE: This will also opt you out of email notifications.)
or
- Unchecking the "Text Message" box in the Communication Preferences section.
or
- Calling 1-877-711-3662 (TDD: 1-866-467-4970) to let an AHS Representative know you want to opt out
or
- Texting STOP to 357662 or replying STOP to a text message received from AHS.

To opt out by replying STOP to a text message, text only the word STOP without any other words, spaces or characters before or after the word STOP. This will opt you out of that text message type.

When you text STOP or change your account preferences, you will receive one last confirmation text message from AHS. It will say that you will stop receiving text messages. If you change your preferences, it may take up to 48 hours for it to take effect. During this 48-hour period, you might receive text messages from AHS. You agree that your consent to receive text messages continues unless and until you cancel your consent.

If you want to resume receiving text messages from AHS, you can text START to 357662.

Message and Data rates may apply.

Request Help or Support

For help or answers to questions, call 1-877-711-3662 (TDD: 1-866-467-4970). You can also text HELP to 357662 or reply HELP to a text message. You will receive a text with contact information.

AHS Paperless Process

If you opt-in to the AHS Go Paperless campaign, you will no longer receive letters through US Mail for the members on your account. AHS will send you a text message when you have a new letter available in your secure online account. To view letters, click the link in the text message. Log into your account and select the "Mail History" option on the left side of the webpage.

Message Frequency

The number of messages you receive will vary. AHS will send a text message when there is a new letter to view in your online account. When you opt into text messages from AHS, you agree to receive messages when there is a letter.

Twilio

AHS uses Twilio, a third-party application, to manage text/SMS communication. Twilio allows AHS to programmatically send and receive text messages using web service APIs.

To view Twilio's Terms of Service, please visit <https://www.twilio.com/legal/tos>.

Supported Carriers List

Text messages from AHS may not be available on all carriers. Additional carriers may be added at any time. For a list of supported carriers, please view the [list of carriers supported by Twilio short codes](#).

Changes in Terms

AHS reserves the right to change these Terms of Service or cancel the text messages service at any time. By using and accepting text messages from AHS after we make changes to the Terms of Service, you are accepting the Terms of Service with those changes. We encourage you to check back regularly for updates.

Limitation of Liability

To the maximum extent allowed by applicable law, you agree that AHS or parties acting on behalf of AHS are not liable for any direct, indirect, consequential, special, incidental, punitive or any other damages. You agree even if AHS has been notified of possible damage or loss arising or resulting from or in any way relating to your use of AHS paperless text messages. The wireless carriers are not liable for delayed or undelivered messages. AHS and its representatives are not liable for the acts or omissions of third parties, including but not limited to delays in the transmission of messages.

Indemnity

To the maximum extent allowed by applicable law, you agree to indemnify, defend and hold harmless AHS, its directors, officers, employees, servants, agents, representatives, and affiliates from and against any and all claims, damages, liabilities, actions, causes of action, costs, expenses, including reasonable attorneys' fees, judgments or penalties of any kind or nature arising from using or receiving text messages.

AHS respects your right to privacy. You can read our privacy policy at <https://flmedicaidmanagedcare.com/privacy>.