



SMS Texting Program – Terms and Conditions

Text Messages

These terms and conditions apply to anyone who agrees to receive *informational text messages* from **Molina Healthcare**. You may agree to receive such messages by giving us your telephone number in writing as part of an application or other form, by telephone, or by texting us (short code at 94870).

By agreeing to receive text messages from us, you agree to receive such messages from or on behalf of Molina Healthcare. For example, such messages may have information about:

- *Your healthcare.*
- *Your benefits.*
- *Your plan information, like renewal and eligibility.*
- *Answers to questions you may ask us.*

Your Mobile Phone Number

We use automated technology to text your mobile phone number. By texting us, you agree that the mobile phone number you use is yours and that you have permission to use that mobile phone number.

You must let us know right away if:

- *You change your mobile phone number.*
- *You no longer have permission to use the mobile phone number to text us.*

Security

Text messages between you and us (or others on behalf of us) will not be encrypted. This means that they will be unsecured, and others could read them. It is important that you keep your mobile phone protected. You should protect your mobile phone with a passcode. *You understand that we are not responsible for the release of personal information once you agree to receive text messages.*

Message Rates

This text program is a standard SMS/MMS program and message and data rates may apply.

Stop Text Messages

You can stop getting text messages from us at any time. You can do this by texting **STOP, CANCEL, QUIT, UNSUBSCRIBE, or END** to us at 94870. This is called opting-out. You may also contact at (800) 869-7165.

- If you ask us to stop getting text messages, you could get one more text message to your mobile phone number. This is to tell you that we received your message and to share other ways to get help.

Terms & Conditions

We may change these terms and conditions at any time. Any changes will be posted to our website at www.MolinaHealthcare.com. You agree to review those terms and conditions often to be sure you are aware of any changes.

If you do not agree to these terms and conditions, do not text us at 94870. If you already texted us at 94870, you must immediately stop texting Molina Healthcare and opt-out as described above.

- a. Health Plan shall not retrospectively deny payment on medical necessity grounds where the level of care ordered by the treating physician has not reasonably been disputed during concurrent review that included a peer-to-peer physician consultation.