



HopeWay SMS Terms and Conditions

Effective Date: April 1, 2026

Overview

HopeWay may send text messages (“Messages”) to support care delivery and operations (e.g., scheduling coordination and other service-related communications). Where required, HopeWay will obtain appropriate consent consistent with applicable law.

Marketing texts: If HopeWay ever offers SMS content that constitutes telemarketing or advertising, such messages will require consent meeting the applicable legal standard.

Consent to Receive Messages

By opting in (or otherwise authorizing SMS communications), you provide prior express consent to receive Messages from HopeWay at the mobile number you provide, including Messages sent using automated technology, where applicable, to the extent permitted by law.

Consent to receive SMS messages may be obtained verbally, electronically, or in writing, consistent with applicable law and HopeWay’s [Notice of Privacy Practices](#) (NPP).

Consent is not a condition of treatment/services.

You represent that you are the authorized user or customary user of the number provided and you are permitted to grant this consent.

Sale of Personal Information

HopeWay does not sell personal information in connection with its SMS communications. See HopeWay’s Digital Privacy Policy for additional information.

Mobile Messaging Privacy

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. Mobile opt-in data and SMS consent will not be shared with third parties for marketing or promotional purposes.

This applies specifically to SMS communications and overrides any general data sharing described elsewhere in this policy. Service providers that support SMS delivery are only permitted to use this information for operational purposes and are not allowed to use or share it for marketing or promotional purposes.



Message Content / Protected Health Information (PHI) Minimization

SMS is not a fully secure channel. HopeWay will limit SMS content and may direct you to more secure channels when appropriate. If you choose to receive Messages, you acknowledge the risk that Messages may be read by someone with access to your device or service. (For related HIPAA rights and preferences, see the NPP provisions on requesting confidential communications and appointment reminders.)

Not for Emergencies

HopeWay is not an acute psychiatric or medical facility. Do not use our Services (including forms, email, or messages) for emergencies.

If you are experiencing a mental health or medical emergency, call 911 or 988 (Crisis Lifeline) or go to the nearest emergency room.

Opt-Out / Revocation of Consent

You can opt out at any time by replying STOP to any Message. You may also revoke consent by contacting HopeWay at 980.859.2106.

We will honor opt-out/revocation requests consistent with applicable requirements, recognizing that revocation may be made in any reasonable manner.

After opting out, you may receive a single confirmation message acknowledging your request (where applicable).

Help

For help, reply HELP or contact HopeWay at 980.859.2106.

Message & Data Rates / Carrier Liability

Message and data rates may apply based on your mobile plan. Carriers are not liable for delayed or undelivered messages.

Frequency

Message frequency varies depending on your relationship with HopeWay and your requested communications.

Privacy References



Use of your information in connection with SMS communications is subject to:

- HopeWay's NPP (when Messages involve PHI and HIPAA applies, including appointment reminders and communication preferences)
- HopeWay's Digital Privacy Policy (website and online tracking context)

Changes to Terms

We may update these SMS Terms by posting a revised version with a new effective date. Continued participation after updates constitutes acceptance.