

Mobile Communications Terms and Conditions

These terms and conditions apply when you authorize VIVA HEALTH, Inc. to call and send text messages to the mobile phone number you provide to us (this is called “opting-in”). By opting-in, you understand that such messages and calls may be made through autodialing or other technology. You understand that VIVA HEALTH, Inc. does not charge for this service, but message and data rates may apply. You are not required to opt-in to these terms and conditions as a condition to receive products and services from VIVA HEALTH, Inc. By opting-in, you are confirming that you are over the age of 13.

Text messages may include protected health information (PHI). Although we have policies and procedures in place to safeguard your personal information, there are data security and privacy risks associated with sending and receiving text messages about your healthcare. Text messaging is unencrypted which means there is a risk that your PHI could be intercepted or viewed by third parties, including others who may access your device. VIVA HEALTH, Inc. is unable to protect your PHI during transmission of a text or after you receive such text. When you choose to get text messages from us, you do so at your own risk. If at any time, you become concerned about the described risks you are free to opt-out. Information on how to opt-out is available below.

Types of Communication

VIVA HEALTH, Inc. may send you information related to benefits, programs, products, services, tools, and/or health information. Message frequency will vary. VIVA HEALTH, Inc. will never share your information with third parties and you will not receive texts from any entity other than VIVA HEALTH, Inc. or its business associates. Communication may also include help with general customer service inquiries and questions.

Opting-In

To opt-in to text messages, log in to the VIVA HEALTH Member Portal and update your Account Settings. If you have a question or need assistance with opting-in, contact Member Services/Customer Service at the phone number listed on your VIVA HEALTH ID Card.

Stopping Texts and/or Calls (“Opt-out”)

To opt-out of text messages, text **STOP** to 52037 to stop receiving text messages from VIVA HEALTH, Inc. You can also opt-out by logging into our Member Portal and updating your preferences. You will receive a final text confirming that you have successfully opted-out. To opt-out of calls to your mobile phone, please contact Customer Service/Member Services at the phone number listed on your member ID card.

To Get Help

For additional help or information, text **“HELP”** to 52037 or contact VIVA HEALTH, Inc.’s Customer Service/Member Services at the phone number listed on your member ID card.

Supported carriers include:

AT&T, Sprint, T-Mobile®, Verizon Wireless, Boost, Cricket, MetroPCS, U.S. Cellular, Virgin Mobile, Google Voice, ACS Wireless, Advantage Cellular (DTC Wireless), Appalachian Wireless, Atlantic Tele-Network International (ATN), Bandwidth, Bluegrass Cellular, Buffalo Wireless, CableVision, Carolina West Wireless, Cellcom, Copper Valley, C-Spire Wireless (formerly Cellsouth), Cellular One of East Central Illinois, Chariton Valley Cellular, Cross (dba Sprocket), Duet IP, Element Mobile, EpicTouch, GCI Communications, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri Cellular), i Wireless (IOWA Wireless), Illinois Valley Cellular, Immix (Keystone Wireless / PC Management), Inland Cellular, Mobi PCS (Coral Wireless

LLC), Mosaic, MTA Communications, MTPCS / Cellular One (Cellone Nation), Nex-Tech Wireless, Panhandle Telecommunications, Peoples Wireless, Pine Belt Wireless, Pine Cellular, Pioneer, Plateau, Revol Wireless, RINA, SI Wireless/Mobile Nation, SouthernLinc, SRT Wireless, Thumb Cellular, Union Wireless, United, Viaero Wireless, West Central Wireless, Leaco, Nemont/Sagebrush. T-Mobile is not liable for delayed or undelivered messages. Other carriers may also deny liability for delayed or undelivered messages.

Alerts sent via text may not be delivered to you if your phone is not in range of a transmission site and there is no wireless network coverage at your location, or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond the control of your wireless carrier may interfere with message delivery, including the customer's equipment, terrain, proximity to buildings, foliage, and weather. You acknowledge that alerts may not be received timely and that neither VIVA HEALTH, Inc. nor your wireless carrier guarantee that alerts will be delivered.

We take your privacy seriously. Please visit <https://www.vivahealth.com/privacy/website/> to review our privacy policy.