



Terms of Use

InnovAge may communicate with you via email, phone, or text (SMS) messages.

By providing your contact information, you consent to receive communications relevant to your account, services, or interactions with InnovAge.

Text/SMS Communications

By providing your phone number, you consent to receive text (SMS) messages from InnovAge, including but not limited to:

- Appointment confirmations, reminders, and scheduling changes.
- Updates related to your visits, MyChart account, one-time passcode, prescription reminders, and care management.
- Updates on service tickets, technical issues, or account information.
- Notifications regarding critical IT issues, emergencies, or other service-related updates.

Message Frequency

Message frequency may vary based on your interactions with us, but we aim to keep communications relevant and necessary to your account or services.

Opt-In Consent

Consent to receive text messages will be collected explicitly through an opt-in web form, or by texting the word “START” to our designated number.

By opting in, you confirm that you are the authorized user of the phone number provided.

Help Instructions

If you are experiencing issues with the messaging program reply with the keyword HELP for assistance.

Opt-Out Instructions

You may withdraw your consent and stop receiving text messages at any time by replying “STOP” to any text message you receive from us.

Upon opting out, you will receive a final confirmation message to acknowledge your request.

If you wish to resume receiving text messages, you can opt back in by texting “START.”

Fees and Charges

InnovAge does not charge for text messages; however, standard message and data rates as determined by your mobile carrier may apply. Please contact your carrier for details.

Data Use and Privacy

Your information is protected under our Privacy Policy, and we will not share your phone number or any related information with third parties for marketing purposes. We adhere to all applicable privacy and communication laws, ensuring your data is handled responsibly.<https://www.innovage.com/privacy>

Disclaimer

Text messaging is not a guaranteed delivery method. Carriers strive for timely and accurate delivery but are not liable for delays or failures due to network availability or other factors beyond our control.