

## **Department of Human Services (DHS) Text Message Notifications (Alerts) Terms and Conditions**

By enrolling, or opting in, to getting text message alerts from DHS you understand and accept the following terms and conditions.

### **General Information**

The Head of Household, or Payment Name, on a DHS case record that may include benefits such as Medical Assistance, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and/or Low-Income Home Energy Assistance Program (LIHEAP) has the option to enroll in and receive text message alerts for important reminders regarding their household's benefits.

Entities who provide services for DHS such as Subsidized Child Care , Keys To Quality, PA Pre-K Counts also have the option to enroll in and receive text message alerts for important reminders.

### **Privacy Policy**

Text message alerts from us will follow Commonwealth of Pennsylvania Privacy and Security policies. You can find more information on these policies at the following links:

<https://www.compass.state.pa.us/Compass.Web/MenuItems/Confidential.aspx?Language=EN>

<https://www.pa.gov/privacy-policy/>

<https://www.pa.gov/security-policy/>

### **Opting In**

By Opting In to getting text message alerts from DHS:

- You understand that text message alerts are reminders for your convenience and do not serve as notices. Notices will continue to be provided to you by eCorrespondence or mail.
- You authorize DHS to use auto-dialer or non-auto-dialer technology to send text messages to the cell phone number associated with your Opt-In.
- You are digitally signing your Opt-In to the Text Message Service.
- You confirm that you are the subscriber to the relevant phone number or that you are the customary user of that number on a family or business plan that you are authorized to Opt-In.
- You consent to the use of an electronic record to document your Opt-In and alert preferences.

After Opting In, you will get a text message confirming that you said "yes" to getting text messages from DHS.

### **Frequency**

Text message alerts from DHS may include benefit renewal and verification reminders, provider agreements, grant agreements, as well as other reminders or notifications. Text message alerts can include multiple, recurring messages. The amount and how often you receive texts from us will depend on the alerts you select to receive. You can adjust your preferences at any time by logging in to your MyCOMPASS account or Provider Self-Service and updating your text message preferences. You can stop receiving text message alerts at any time by replying STOP at any time to any text alert you receive from us.

### **Mobile Carriers**

DHS will use telephone number 1-800-XXX-XXXX to send text message alerts. This telephone number is supported on all U.S. mobile carriers (for examples, T-Mobile, Verizon, AT&T, etc.). However, it's

possible that supported mobile carriers may change, and this may happen without notice. If the text messaging service is not supported by your mobile carrier or the text message service functions are limited in any way, DHS and the mobile carriers are not responsible for delayed or undelivered messages.

### **Message Data Rates**

Message and data rates may apply. These include fees your mobile carrier may charge you for data usage and text messaging. Check with your mobile carrier regarding your mobile plan and charges and rates.

### **Opting Out**

You can stop receiving text message alerts at any time by doing either of the following:

- Reply STOP at any time to any text alert you receive from us, OR
- Log in to your MyCOMPASS account or Provider Self-Service and update your text message preferences.

### **Automatic Opt-Out**

- You will automatically be opted out of receiving text message alerts if the text number is not valid and AT&T determines that the message cannot be delivered.
- DHS reserves the right to terminate any text message service or your participation in it at any time with or without notice. Text message alerts are reminders for your convenience and do not serve as notices. Notices will continue to be provided to you by eCorrespondence or mail. You may also log in to your MyCOMPASS account or Provider Self-Service at any time to check on the status of your benefits.

### **Opting In Again After Opting Out From Your Mobile Device**

If you opt out of text message alerts from your mobile device by replying STOP and would like to opt in to receive them again, you must take the following steps to enroll in text message alerts:

1. Text UNSTOP to 1-800-XXX-XXXX.
2. Log in to your MyCOMPASS account or Provider Self-Service and update your text message preferences.

Note: If you opt out of text message alerts from your MyCOMPASS account or Provider Self-Service, you do not need to reply UNSTOP from your mobile device to enroll again.

### **Help**

For help, call the DHS Helpline at 1-800-692-7462 between 8:30 a.m. and 4:45 p.m. Monday through Friday. TTY/TTD call 1-800-451-5886.

### **Terms and Conditions Agreement**

DHS has the right to change or terminate the Text Message Service (or any of its features) or this Agreement at any time, for any purpose, without notice. You can opt out of receiving text messages from us at any time by replying STOP at any time to any text alert you receive from us or by logging in to your MyCOMPASS account or Provider Self-Service and updating your text message preferences.