

## **MEMBER OUTREACH COMMUNICATIONS NOTICE**

**Effective Date:** January 23, 2025

[apree health](#) (“apree,” “our,” “us,” or “we” ) refers to the national healthcare delivery organization consisting of the following companies: i) [Vera Whole Health, Inc.](#), including its affiliates and subsidiaries, as well as the Vera-friendly PCs, (collectively, “Vera”); and ii) [Castlight Health, Inc.](#), including its affiliates and subsidiaries (collectively, “Castlight”).

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We have the ability to communicate with Engaged Members via email, SMS text, and/or phone calls, including voicemails, to remind you of your appointment, obtain feedback on your experience with our Care team or services, and/or to provide general health reminders/information (collectively “**Outreach Communications**”). If you have not signed up for our apree health Services, but are an eligible member, we may initiate Outreach Communications with you to encourage you to begin using your employer sponsored benefits, however if you are not interested, you may opt-out at any time (**see Section 8 below**). For more information on the apree's Outreach Communications, please review Section 2 of our [apree health Privacy Policy for Engaged Members](#).

When you sign up for our Services, including speaking with us over video or phone and visiting us in one of our various care center [state locations](#), and you provide us with your email address and/or cell phone number, you are authorizing us to communicate with you via email, SMS text, and/or phone calls.

- **Please Note:** We will **never** share confidential medical information such as your diagnosis, test results or other medical claims details via **email** or **SMS text**, however we may direct you to review your confidential medical information by logging into your secure patient portal (e.g., via the MyVera app or Castlight Platform) by email or SMS text.

We will use reasonable means to protect the security and confidentiality of information sent and received. However, because communicating with Members by email, SMS text, or over the phone may not be secure, we cannot guarantee the security and confidentiality of electronic communications. You will enter into the following **Acknowledgement of Outreach Communications** when you register or begin using our Services, unless you otherwise opt-out.

### **Acknowledgement of Outreach Communications.**

1. We may send electronic Outreach Communications in the form of emails, SMS texts, phone calls, including voicemail messages from apree or on behalf of your employer or employer-sponsored health plan.
2. We will **never** send or request you to share any sensitive Personal Information, including confidential medical information, in the form of email or SMS text.
3. You understand that we have instructed and encouraged you to only share Personal Information, including confidential medical information with us via secure means (for example, within the MyVera app, Castlight Platform, in our various care center [state locations](#) with our Care Team, or over the phone after a member of our Care Team has authenticated your identity).
4. You understand that emails and SMS texts are not secured, retained nor encrypted by us and we are not responsible for safeguarding any unsolicited Personal Information, including confidential medical information shared by you in an environment unsecured by us.

5. You understand that Outreach Communications from apree in this form may not be encrypted and there is a potential risk of messages being intercepted by a third unauthorized party, to which you accept and understand such risk.
6. You understand that any delays or failures in your receipt of any email or SMS text is subject to effective transmission from your network operator and processing by your IP address or mobile device.
7. You understand that limited information obtained from you in connection with emails or SMS texts may include your email address, mobile phone number, your carrier's name, and the date, time, and content of your email or messages and other limited information that you provide.
8. You understand that you may opt-out of Outreach Communications from us at any time in one of the following ways:
  - a. **Email:** [privacy@apreehealth.com](mailto:privacy@apreehealth.com)
  - b. **Phone:** 1-888-241-1407 (for MyVera) and 1-888-722-0483 (for the Castlight Platform)
  - c. **Text:** Text "**STOP**" to **35925**
  - d. **Mail:** 100 W Towne Ridge Pkwy, 2nd Floor, Sandy, UT 84070, ATTN: Member Support

#### **SMS Opt-In.**

- You may text "**SIGNUP**" to **35925** to receive SMS texts from us. By opting in to receive an SMS text from us, you expressly consent to receive recurring promotional and/or transactional text messages that will be sent by our third-party service provider, Salesforce Marketing Cloud, by or on behalf of us, your employer or health plan, at the cell phone number you provide to us. You consent to receive promotional, operational, or informational text messages at that phone number, including but not limited to appointment reminders; benefit offerings; health and/or wellness notifications that may prompt you to review in-app; or multi-factor authentication to administer our Services. Please note, we may not be able to deliver messages to all mobile carriers. Consent to receive SMS texts is not a condition of using our Services. **Message and data rates may apply. Message frequency will vary based on your use.**

#### **SMS Opt-Out.**

- You can opt out of SMS texts from us at any time. You may text "**STOP**" to **35925**, call us at (888) 722-0483, or email [privacy@apreehealth.com](mailto:privacy@apreehealth.com). If you send "**STOP**", we will send you a reply message to confirm that you have been unsubscribed. After this, you will no longer receive SMS texts from us. If you want to join again, text "**SIGNUP**" to **35925** and we will begin sending messages to you again.

#### **Help.**

- If at any time you forget what keywords are supported, just text "**HELP**" to **35925**. After you send the message "**HELP**" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

#### **Participating Carriers.**

- AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Boost Mobile, MetroPCS, Virgin Mobile, Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central, IL (ECIT), Cellular One of Northeast Pennsylvania, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat

Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Simmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless). T-Mobile is not liable for delayed or undelivered messages.