

Overview

Terms for Accepting Text Messaging Alerts

When you provide us with your mobile phone number, you agree that Prime Therapeutics LLC (Prime) may send text messages (also known as short message service or SMS) to your mobile phone number.

General Terms of Use

See our Terms of Use, which you agreed to when you registered with MyPrime.com. These govern your participation in Prime's Text Program.

Privacy Policy

See our Privacy Policy, which you agreed to when you registered with MyPrime.com. This policy applies to Prime's Text Program, as well.

Frequently Asked Questions

What is a text message? A text message is an electronic communication sent and received on a cell phone or wireless device. Anyone may be able to read a text message that was sent between you and another person. You should never send private information by text message.

What kind of text messages do we send?

Under Prime's Text Program, you can choose to receive one type of text message:

- An **Automatic Message** is a message that you have agreed to receive without a specific request. An example of an Automatic Message is a prescription refill reminder of a medicine a few days before the refill is due. Another example is a request to be sent as an alert when your medicine has shipped. Once you choose to receive Automatic Messages, you will continue to receive them until you text **STOP**. You may receive up to 5 messages from us per week, per prescription.

Register to receive Automatic Prescription Alerts from MyPrime.com

Login>Account Settings>Communication Preferences

Available Prescription Alerts available via text:

- ✓ Refill Reminders
- ✓ Order Shipped
- ✓ Order Received (we have received your submitted prescription)
- ✓ Secure Message Notification

- What is an authenticated user?

Some text messages are intended for your eyes only, and you can sign up to receive them only if you have a MyPrime.com user name and password. When you log into MyPrime.com with your user name and password, you can then choose to receive Automatic text messages that may contain more sensitive information. For example, an Authenticated User may choose to receive Automatic Message reminders of upcoming Prescription Refills. Our responses to these requests may have private information about you, so we won't send them unless you have enrolled in our text program at MyPrime.com, given us your mobile number and selected to receive these messages.

- Is there a cost to send and receive these text messages?

While Prime doesn't charge anything for text service, your wireless carrier will charge you its standard rate for text messages you send or receive (including error messages); just like other text messages you send or receive. Again, you may receive up to 5 messages from us per week, per prescription.

How to Opt-in to the Program

Manage your account at MyPrime.com. Opt-in by telling us how you'd like to receive information about your pharmacy benefit alerts. Simply update your Communication Preferences under Account Settings.

About the Program

Prime Prescription Alerts is a convenience program (5 msgs/wk, per prescription) designed to inform members about information regarding Refill Reminders, Order Shipped, Order Received and Secure Inbox Notifications. Your carrier's standard message and data rates may apply depending on the plan you have chosen with your phone carrier.

To Request Help

Visit MyPrime.com for HELP or call 1-877-794-3574

To opt-out

Text **STOP** to cancel.

Message Frequency

You may receive up to 5 messages from us per week, per prescription.

Supported Carriers: AT&T, Boost, Cricket, Cellcom, Cellular South, nTelos, Sprint, T-Mobile, MetroPCS, Verizon Wireless, Virgin Mobile, U.S. Cellular, ACS Wireless, Bluegrass Cellular, Centennial Wireless, ECIT – Cell One of East Central IL, EKN/Appalachian Wireless, GCI Communications, Illinois Valley Cellular, Immix Wireless/PC Management, Inland Cellular, Nex-Tech Wireless, RCC/Unicel, Revol, Thumb Cellular, United Wireless, West Central Wireless

Prime and supported mobile carriers are not liable for delayed or undelivered messages.

T-Mobile is not liable for delayed or undelivered messages.