

Communications Preferences

Terms and Conditions

Last updated September 10, 2026

Disclaimer: These Terms govern Millennium Physician Group communication preferences, including SMS/text messaging, telephone calls, email, and other electronic communications where offered. They supplement patient-facing communication-preference and consent materials and do not create general terms of use for the Millennium Physician Group website.

About These Communications Preferences Terms

These Communications Preferences Terms and Conditions explain how Millennium Physician Group ("Millennium," "MPG," "we," "us," or "our") may communicate with patients and other individuals who provide contact information or communication preferences. These Terms are intended to work with MPG registration, intake, communication-preference, and patient-messaging workflows and do not create general terms of use for the Millennium Physician Group website.

Communications Covered

Depending on the purpose of the communication and the preferences available to you, MPG communications may include appointment and scheduling reminders; health, care, test-result, prescription, and patient-portal notifications; billing and payment messages; non-promotional practice-hours, location, and service updates; care-management or program outreach; and, where separately authorized, promotional or marketing communications. Communications may be delivered by SMS/text message, telephone call, email, patient portal, or other supported channels.

Your Communication Preferences and Consent

Where MPG offers a communication choice or is required to obtain consent, you may select the communication channels and message types you wish to receive. Your selections may be documented in your patient record or other applicable system. If you affirmatively consent to recurring text messages, you agree that MPG and service providers acting on its behalf may send recurring SMS text messages to the mobile number you provide or confirm. Messages may be sent using automated technology.

Your communication choices are voluntary. Declining optional text messages or optional promotional or marketing communications will not affect your treatment, payment, enrollment, eligibility for benefits, or receipt of services. Certain communications may still be permitted or

required by law or may be necessary to provide care, administer services, or protect health and safety, subject to applicable requirements and your recorded preferences.

For more information about your communication choices, including the types of messages you may choose to receive or opt out of, please review the Communications Preferences form included in our Patient Intake Packet, available here: [LINK](#).

Text Messaging Terms

Message frequency varies based on the types of messages you have agreed to receive, your care or account activity, and the communication program. Recurring messages may be sent. Message and data rates may apply. Your mobile carrier's message and data rates and other charges, if any, are your responsibility.

Opting Out, Getting Help, and Changing Preferences

STOP: Reply **STOP** to an MPG text message to opt out of further text messages from the applicable messaging program or sending number. You may receive a confirmation message after your opt-out request is processed.

HELP: Reply **HELP** to an MPG text message for help. You may also contact Millennium Physician Group at **844-225-5674** for patient assistance.

A text-message opt-out does not automatically change unrelated telephone, email, portal, or other communication preferences you may have established with MPG. You may request changes to other communication preferences through available registration or patient-service workflows or by contacting Millennium Physician Group. Where separate message categories are available, MPG will apply the more specific preference or opt-out to the applicable communication type when reasonably possible.

Privacy and Use of Mobile Information

Millennium takes the privacy and security of patient information seriously. Mobile information and text messaging opt-in data and consent will not be sold, rented, or shared with third parties or affiliates for marketing or promotional purposes. Information may be shared with service providers only as necessary to operate and support MPG communications and as otherwise permitted by applicable law, and those service providers may not use the information for their own marketing or promotional purposes.

For information about Millennium's online privacy practices, please review the [Online Privacy Policy](#). Information created or received by Millennium Physician Group in connection with your health care may also be subject to Millennium's [Privacy Practices and Notice of Privacy Practices](#).

Electronic Communications Security

Standard SMS text messaging, ordinary email, and voicemail may not be secure or encrypted communication methods. Messages may be visible to anyone who has access to your device or

account, and message previews may appear on a locked screen. MPG may use secure portals or secure links when a more secure communication method is appropriate. You are responsible for maintaining appropriate security settings on your devices and accounts and for notifying MPG if your mobile number, email address, or other contact information changes or is no longer under your control.

No Emergency Use

Important: MPG text messages, email, voicemail, and other routine communications are not emergency services and should not be used for emergency or time-sensitive urgent medical needs. If you believe you are experiencing a medical emergency, call 911 or go to the nearest emergency department. Electronic communications do not replace emergency care or direct evaluation by a qualified health care professional.

Promotional and Marketing Communications

Consent to receive optional promotional or marketing text messages, when offered, is separate from consent to receive routine care and account communications. Promotional or marketing text consent is voluntary and is not a condition of treatment, payment, enrollment, eligibility for benefits, or receipt of services. Where MPG offers separate choices, declining or withdrawing promotional or marketing consent will not affect your choice to receive routine care, account, or other non-promotional communications.

Message Delivery and Wireless Carriers

Delivery of text messages depends on your mobile device, wireless service, network availability, and other factors outside Millennium's control. Millennium does not guarantee that every message will be delivered or delivered at a particular time. Carriers are not liable for any delayed or undelivered messages.

Changes to These Terms

Millennium may update these Communications Preferences Terms and Conditions from time to time to reflect changes in applicable requirements, communication practices, technology, or available communication programs. The current version will be posted at this webpage with an updated revision date. Where required, Millennium will obtain new or additional consent before materially expanding the types of communications covered by an existing consent.

Contact Us

For questions about MPG communications or to request assistance with your communication preferences, reply **HELP** to an MPG text message or call Millennium Physician Group at **844-225-5674**. For privacy-related questions, please visit our [Privacy Practices page](#).