

# Care New England Text Messaging (SMS) Terms and Conditions

Care New England offers a convenient way to manage your healthcare by sending you helpful text message updates.

These SMS Terms and Conditions apply to certain text messages that you receive from or on behalf of Care New England, and its affiliated facilities and providers, including Butler Hospital, Care New England Medical Group, Kent Hospital, The Providence Center, VNA of Care England, and Women & Infants Hospital (collectively, “Care New England”).

## **Text Short Code 83692 Terms and Conditions**

**Short Code 83692:** CNE uses a messaging platform to send certain short code text messages (a special 5 or 6 digit number) on our behalf. These SMS/Text Short Code Terms and Conditions apply to all short code text messages you receive from us from Short Code 83692. When you opt in to receiving text messages from Care New England you are agreeing to receive text messages from Short Code 83692 related to your interactions with a Care New England entity, such as updates related to your visits, one-time passcodes, MyChart account notifications, billing notifications, prescription reminders, and care management.

To opt out, text STOP to Short Code 83692. You will receive a final confirmation message indicating you have been unsubscribed. After this, you will no longer receive SMS messages from Short Code 83692. If you want to join again, sign up through [MyChart](#) or text HELP to Short Code 83692 for instructions.

If you are having trouble with the messaging program, you can reply with the keyword HELP for further assistance, or contact support directly at **401-227-3669**.

Carriers are not liable for delayed or undelivered messages.

Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary.

If you have questions, review the [CNE Privacy Policy](#) or contact us at **401-227-3669**.

## **Other Short and Long Code Messages Terms and Conditions:**

We may use other vendors from time to time to send other types of text messages to you. These Other Short and Long Code Message Terms and Conditions apply to any other types of text messages that we may send via short code or standard phone number

(“long code”). When you opt in to receiving these other types of text messages from us, you are agreeing that we may send short code or long code text messages to send satisfaction or other health care survey links, certain billing and payment purposes, and for other purposes related to your health care services from CNE. You can opt out of receiving these types of short code or long code text messages by texting “STOP” to the code number(s) you receive a text message from. You will receive a final confirmation message indicating you have been unsubscribed. After this, you will no longer receive SMS messages from that code number. To receive SMS messages again from that code number, text HELP to that code number for instructions.

If you are having trouble with the messaging program, you can reply with the keyword HELP for further assistance or contact support directly at **401-227-3669**.

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If you have questions, review the [CNE Privacy Policy](#) or contact us at **401-227-3669**.

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