**MOBILE APPOINTMENT REMINDERS - FAQ**

To improve your experience with Group Health Cooperative of South Central Wisconsin (GHC-SCW), we can now send you text messages related to your care with us, including appointment reminders and confirmation, payment reminders, and other important information.

**How do I sign up?**
You will first need to confirm or update your mobile phone number. You can do so by speaking with any reception staff at a GHC-SCW clinic or you may visit ghcscw.com and log in to your GHCMyChart℠ account (see below for further directions). Then text GHC to 622-622.

**How do I confirm or update my phone number online?**
Follow the steps below to confirm or update your mobile phone number online.

1. Visit ghcscw.com and log in to your GHCMyChart℠ account.
2. Select Administration from the left-hand navigation menu and click Member Information.
3. Confirm that your Mobile Phone is set to your preferred mobile number.
   - If so, simply text GHC to 622-622 to finish enrolling in appointment reminder texts from GHC-SCW.
   - If not, update your phone preferences by selecting Change Demographics.
4. Enter your mobile phone number in the Mobile Phone field and update any other changes to your demographic information. When finished, click Accept Changes.
5. Review your information and click Submit Changes to confirm your demographic changes:

Once you’ve confirmed or updated your mobile phone number, simply text GHC to 622-622 to finish enrolling in appointment reminder texts from GHC-SCW.

**What type of information will GHC-SCW send me via text messaging?**
GHC-SCW will only send you appointment confirmations, payment reminders, and other important information. There will be no marketing messaging sent to you via text. None of your personal or medical information will be sent in these messages and you may opt-out anytime you want. Standard text message and data rates from your phone provider may apply.

**Can I receive appointment reminder texts for appointments made at a non-GHC-SCW clinic?**
At this time, only members that go to clinics that are owned and operated by GHC-SCW can receive appointment reminder texts from GHC-SCW. Members that go to non-GHC-SCW clinics (e.g. UW Health Northeast Family Medical Center, Access clinics, etc.) are unable to sign up for appointment reminder texts from GHC-SCW.

**What if I change my mobile phone number?**
Please provide your new mobile phone number to any GHC-SCW reception staff member or update your information in your GHCMyChart℠ account.

**Who do I contact if there is a problem with this service?**
Please contact GHC-SCW Member Services at (608) 828-4853 or toll-free at (800) 605-4327 and request Member Services.

**How do I opt-out of text messaging with GHC-SCW?**
Simply text Stop to 622-622 to end text messaging. You can sign up at any time in the future if you change your mind.

---

MyChart® is a registered trademark of Epic Systems Corporation. GHCMyChart℠ is a register service mark of GHC-SCW. Group Health Cooperative of South Central Wisconsin (GHC-SCW).

ghcscw.com

Better Together™