



# Texting & Communication Preferences

When there is new information available in your account, MyChart can send you notifications by email, text message, or automated call. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates and more.

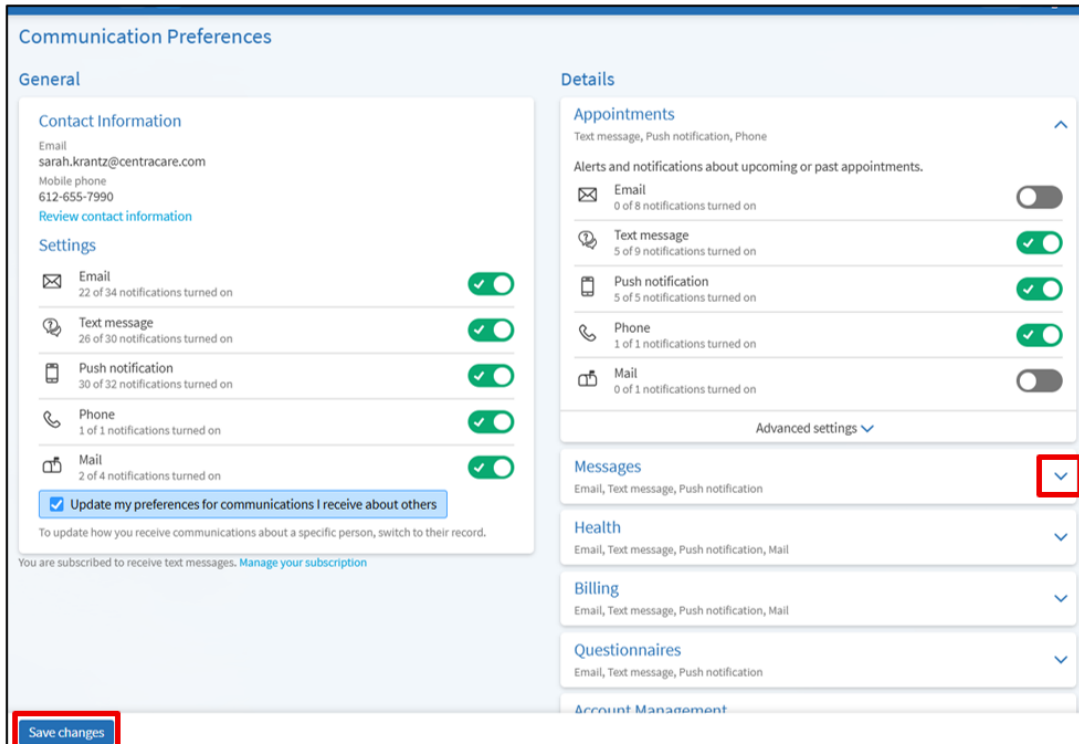
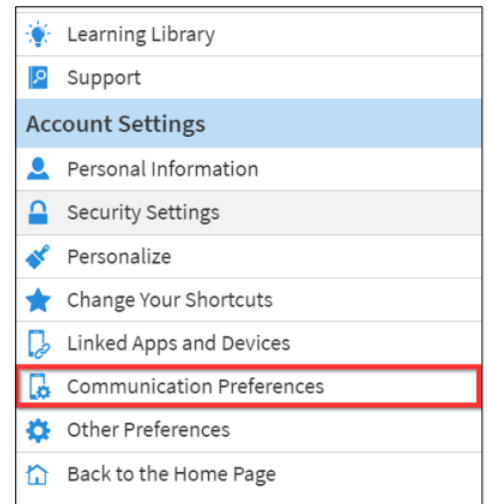
To access notifications settings, complete the following.

1. From the MyChart menu, go to **Account Settings > Communication Preferences**.

The communication **Settings** section will display your current selections for notifications.

Each category in the **Details** section has a drop-down arrow that can be used to expand the details, allowing you to further customize your preferences in **Advanced Settings**.

2. Make any desired changes and when finished, click the **Save Changes** button.



If you have **proxy access** to another patient's MyChart, you can opt to have different preferences for their messages. Log into MyChart, switch to view the proxy access account, and follow the instructions above to set your preferred communications for their notifications.

Beginning February 3, 2026, patients, proxies, and guarantors must opt-in to receive text messages. Patients who have an active general consent on file before February 3 will be automatically opted in to receive text messages, with no action needed. Others will need to complete the following steps.

## **Opt in to consent to receive text messages**

There are 3 convenient options to opt into text messaging:

1. Text **START** to **69354** (easiest).
2. Log into your MyChart and update your **Communication Preferences**.
3. Opt-in at your clinic with the support of registration or scheduling staff.

After you have opted into text messaging, you will receive a confirmation message indicating you've been opted into notifications from **CentraCare & Clinical Affiliates**. (Clinical Affiliates refers to our Epic Community Connect sites.)

After the February 3 changes, your text messages and emails will look different, include different messages, and will come from a new email, phone, and text number.

For help, text **HELP**.

To opt out, text **STOP** to 69354.

\*Please note that if you opt out, you will no longer receive ANY text messages from CentraCare or any affiliate organizations.

Text messages related to your relationship with CentraCare & Clinical Affiliates, including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and conditions and privacy policy below.

[Terms and Conditions](#)   
[Privacy Policy](#) 

Patients who have not opted into texting will receive phone calls instead until they opt into texts.

Please contact our CentraCare MyChart Support Team at 320-240-7897 for additional assistance or questions related to MyChart.