

Messaging Support

Lumeon engages and coordinates patients and their families along a simple, timely, and convenient digital experience via several communication methods (Messaging Service), with SMS being a primary channel. The content of the messages from this Messaging Service will consist of communication from your healthcare provider, such as information pertinent to your care, including by way of example appointment reminders and test results.

The Messaging Service that Lumeon provides is solely for the purpose of providing you with notifications from your healthcare provider. As such, Lumeon is unable to respond to questions pertaining to your care, including questions relating to your treatment and test results. You should direct all such questions to your healthcare provider. If you have questions directly related to the notification delivery for the Messaging Service generally, please direct them to lumeon@support.com. Lumeon is only able to respond to inquiries related to message distribution for the Messaging Service.

For Messaging Service notifications sent via SMS, message and data rates may apply. Messaging Service is available with all US carriers. Carriers are not liable for delayed or undelivered messages. If you have any questions about your SMS plan, please contact your wireless provider for more details.

If you do not wish to receive notifications via the Messaging Service and would like to opt-out, text STOP to the sending shortcode or toll-free number. If you opt-out of the Messaging Service, Lumeon will immediately send back a message confirming your removal from the service. The frequency of text messages varies based on the specific healthcare provider.