



Frequently Asked Questions

Effective August 1, 2025

Text: 224-464-4020

1 How do I contact TextCare?

Send a text message to **224-464-4020**. Your care team will respond within 5 minutes. Appointments are not required, and there is no app to download.

2 What can I use TextCare for?

Your care team can help with any health or medical question and should be your first point of contact for any issue. Even if your issue cannot be resolved virtually, the care team provides expert care navigation and will refer you to specialty providers.

3 Will my TextCare team be able to understand my question or issue via text?

Yes! You can chat, upload pictures, or one-click into a video visit with your provider.

4 What if I need additional care outside of TextCare?

Your TextCare provider will refer you to high quality, low-cost providers and specialists.

5 What if I need medication to treat my diagnosis?

Your TextCare provider can prescribe medication, and the prescription will be sent to a local pharmacy.

6 What if my initial visit requires a follow-up?

Your care team will reach out via text message to schedule a follow-up appointment.

7 Should I go to an Urgent Care or the ER?

Many urgent care and emergency room visits end up being unnecessary. TextCare is available to you 24/7 and can help triage the situation to avoid a lengthy trip to the ER. However, we encourage you to call 911 or go to the ER if you are experiencing a medical emergency.

8 Who is eligible for this service? Can my family use TextCare?

Yes! TextCare is available to all John Crane medical plan participants and their households. If you, your spouse, or your dependent has a medical need, please contact TextCare.

9 Will my employer have access to my health information?

No! All patient information is strictly confidential. TextCare is managed by One to One Health, a workplace healthcare provider headquartered in Chattanooga, Tennessee. One to One Health complies with all HIPAA and healthcare regulations to maintain your privacy, ensuring your health information is kept confidential.



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