

# Paperless Billing FAQs

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## **What is paperless billing?**

- Paperless billing, also known as an electronic bill or e-bill, means you will receive your bill through MyChart rather than through the mail

## **How will paperless billing benefit me?**

- Going paperless not only reduces environmental impact but will also give you real-time access to your bill from anywhere. It will keep your information secure through MyChart

## **Will my bill look the same?**

- Yes, your bill will look the same in MyChart as it does on paper. Your online bill is print ready, should you chose to print it

## **What determines if a patient will be moved to paperless billing?**

- Patient has a MyChart account and a documented email address

## **What if the patient has a MyChart account but does not have an email listed?**

- They will continue to receive paper statements

## **What if the patient does not have a MyChart account?**

- They will continue to receive paper statements

## **What if the patient has already opted out of paperless statements via MyChart?**

- They will continue to receive paper statements

## **Will patients that are new to MyChart be enrolled in paperless statements by default?**

- Yes

## **Can a patient opt out of paperless statements?**

- Yes, via MyChart they can choose to unenroll and receive paper statements
  - Log into your MyChart account
  - From the home page, select Your Menu
  - Scroll to Billing summary
  - Select Cancel Paperless Billing
  - Select button to Receive Paper Statements

## **What other guidelines determine if a patient will receive a paper statement?**

- A MyChart message is not opened in an email or within the app
  - Upon the third unopened statement, bills will revert to paper statements
- A MyChart message is opened but not paid
  - Upon the fourth statement, bills will revert to paper statements

## **Will corporate statements be affected?**

- No