

Paperless Billing Frequently Asked Questions

What does it mean when you say “paperless statements” or “paperless billing”?

Once enrolled in paperless billing, statements will be sent digitally via MyChart and no longer via mail for MyChart users who are the guarantor* of an account(s). If you prefer paper statements, you can easily log in to MyChart and change your preference to paper statements. To do so, go to the Account Settings section, then Communication Preferences in your app.

*Guarantor is the person or entity responsible for paying the balance of an account.

When will paperless billing begin?

Paperless billing will begin for MyChart users on January 31, 2023.

How will I be notified that I have a statement available?

You will be notified of new statements via email and/or text based on your MyChart mobile app notification preferences. You can update your notification setting on the MyChart app or website by:

- Selecting “Account Settings”
- Select “Communication Preferences”
- Select “Billing”
- Select preferred method(s) to receive statements, email or text

Where can I view my paperless statement online?

All statements will be available in your MyChart account:

- Under Menu locate the "Billing" section
- Select "Billing Summary"
- Select "View balance details"
- Select the "Communications" tab to view the most recent statement
- Click the "Show all statements" hyperlink to view all statements

Will both hospital and physician bills transition to paperless billing?

Yes, for those who are the guarantor of a MyChart account, both hospital and physician bills will now be paperless.

I am still receiving paper bills from radiology, emergency room physicians. Will those transition to paperless?

There are certain services Community Health Network contracts with outside groups to provide, including but not limited to emergency room and radiology physicians. For those types of services, you will continue to receive paper statements unless you have made prior arrangements with those outside companies.

What if I want to continue receiving paper statements?

Resuming paper statements is easy. Once enrolled, you can opt out of paperless statements via MyChart:

- Under Menu locate the "Billing" section
- Select "Billing Summary"
- Click on the "cancel paperless billing" hyperlink