



## MyChart paperless billing - Convenient, secure, eco-friendly

We strive to be good stewards of our resources and offer you enhanced services. To support these efforts, we are making a change to paperless billing statements for all MyChart users starting March 25, 2024. This means MyChart users will automatically be enrolled in paperless billing statements and will no longer receive them in the mail. When a new billing statement is issued, patients will be notified via the MyChart app and the email linked to your MyChart account. You must have a MyChart account to use paperless billing. Paperless billing offers a convenient, secure way to manage your account and greatly reduces paper waste.

- Will all patients be automatically enrolled in paperless billing?
  - Only patients with an active MyChart account will be automatically enrolled in paperless billing.
  - New MyChart users will be automatically enrolled in paperless billing.
  - All patients who are automatically enrolled will have the option to opt out by following the instructions below.
  - Patients who do not have a MyChart account will continue to receive paper billing statements in the mail.
- How will MyChart users receive billing statements?
  - All your billing statements will be sent electronically via MyChart and no longer via mail, for a more convenient and secure experience.
- Where can MyChart users view billing statements?
  - You can view your billing statements by logging into your MyChart account. You will receive an email notification to check your MyChart account when a billing statement is posted, unless you have changed your preferences in MyChart.
- What if I forget to check MyChart for bills and miss a payment?
  - If a bill payment is outstanding at 30 days, a paper statement will be automatically mailed to you. Patients will receive paper statements periodically for up to 120 days if any payments are outstanding.
- How does this impact my family or friends who assist with paying my bills?
  - If you have a guarantor (someone who is financially responsible for your bills) listed in your MyChart account, your guarantor will receive your paperless billing statements in their MyChart account.
  - If your guarantor does not have a MyChart account and email address on file, then a paper statement will be mailed to the guarantor's billing address, as before.
  - If your family member or friend is *not* listed as your guarantor in MyChart, you will receive the paperless billing statement in your MyChart account. You can download or print the billing statement in your MyChart account and share it with them.
- How can MyChart users opt out of paperless billing?
  - MyChart users can opt out of paperless statements by changing their preferences in MyChart or by calling our MyChart support team at 1-425-259-0966.

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• Directions in MyChart:

- Step 1: Select the Menu Icon
- Step 2: Scroll down to Billing and select Billing Summary (or in Search the menu, type "paperless billing" and select Billing Summary)

Menu		Menu	¢
Q Search the menu	]	Q paperless billing	×
Muvance Care Framming			
Billing		1 result for your search	
🚍 Billing Summary		Billing Summary Paperless Billing	
Estimates			

Step 3: Scroll down and click "cancel paperless billing"

elow is a key to help identify different acco	unt types:	
Accounts that are 6-8 digits are personal/far	mily accounts are third party liability accounts (for example, motor vehicle accident) are behavioral health accounts	
Patients of The Polyclinic: For billing questio For billing questions after 10/1/2022, please	ns prior to 10/1/22, please call Meridian (206)860-4500. call us at (425)258-3900.	
The Everett Clinic Physician Services Guarantor # Patients included: You		
Amount Due		
\$0.00		
Last paid: -\$1.00 on 6/29/2017		

Step 4: Click the button "Receive paper statements"

Receive Paper Statements		
Are you sure you want to begin receiving paper statements again?		
Receive paper statements Cancel		
Receive Paper Statements		
You will begin to receive paper statements in the mail.		
If you would like to sign up for paperless billing later, you can find the link on the Billing Account Summary page. If you need to make changes to your notifications, you can do it on the Notification Settings page.		

Please note that there may be slight variations in instructions between iOS and Android devices.

- Does MyChart paperless billing change how I can pay my bills?
  - Patients can continue to pay bills online or over the phone. To pay by mail, you can print out page 1 of your billing statement and include it with your payment. Mail to the address on the statement using your own envelope.

Thank you for going paperless with your billing statements!