



MyChart paperless Billing FAQ for Patients

What day will paperless statements go live for all MyChart users?

May 16, 2023

How are you communicating the paperless change to all active MyChart users?

- May 2, 2023- MyChart notifications will go out all **active** MyChart users.
- May 16, 2023-Switch to paperless go live. At this time patients can opt out of paperless billing.

What does it mean when you say transitioning to paperless statements?

For all St. Charles Health System MyChart users who are the guarantor* of an account(s), the default will now be set to paperless billing statement. This means billing statements will be sent via MyChart and no longer via mail. If patients prefer paper statements, they can easily log in to MyChart and return the default to paper statements. **Guarantor is the person responsible for paying the balance of an account.*

What if I want to continue receiving paper statements?

Resuming paper statements is easy. You will be able to opt out of paperless statements on or after May 16, 2023, through the MyChart mobile app or MyChart website. If using the app, you will be directed to the web version.

What if I try paperless statement and do not like it? Can I return to paper statements?

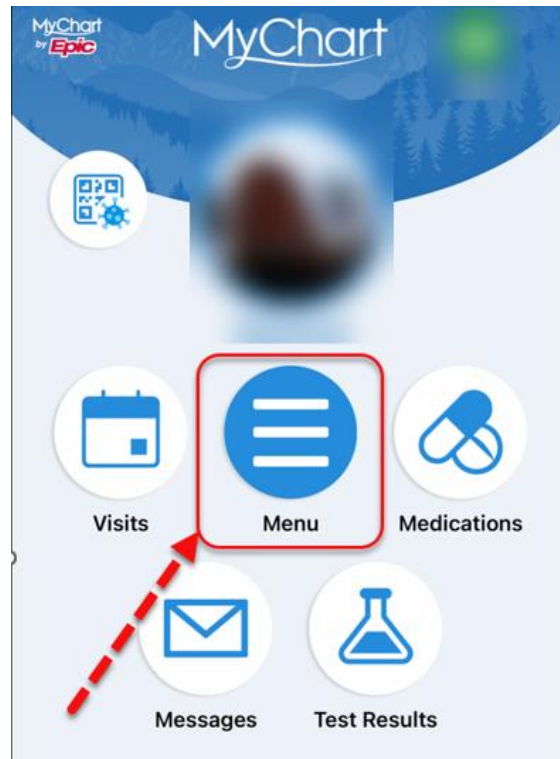
Yes, you can return to paper statements after May 16, 2023, by following the instructions below.

I have both hospital and physician bills. Will both be transitioned to paperless statements/billing?

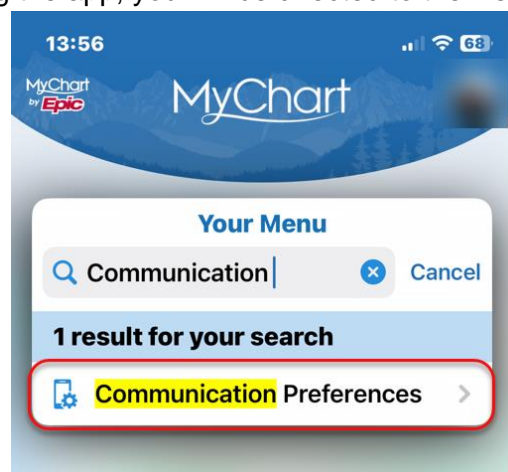
Yes, for those who are the guarantor of a MyChart account, both hospital and physician billing will be paperless.

How can I opt out of paperless billing?

1. Log into your MyChart account
<https://mychart.stcharleshealthcare.org/MyChart/Authentication/Login?>
2. Click on the **Menu** tile



3. In the search bar type in **Communication** and click on **Communication Preferences**
 - a. If using the app, you will be directed to the web version



4. Once in Communication Preferences you can change any type of notification you would like to receive.

- a. To change paperless billing scroll down to **Billing** and click on the **Mailbox**.

The screenshot shows the MyChart interface. At the top, there's a blue header with the MyChart logo and navigation icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below this is a 'Communication Preferences' section with a red circle around the title. The text below the title says: 'Choose how you would like to receive MyChart notifications. You can manage your settings for push notifications on your mobile device.' There are four columns of notification methods: 'Email', 'Text', 'Call', and 'Mail'. The 'Billing' row is highlighted with a red circle, and the 'Mailbox' icon in that row is also circled in red. A 'Save changes' button is located at the bottom right of the form.

5. Click **Save changes** and you have successfully opted out of paperless billing.

I still need help to opt out of paperless billing. Is there someone I can call for assistance?

Yes, for technical questions, please contact our 24/7 MyChart helpline at 1-844-259-4153.