

CP Paperless FAQ

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
 1. Log into your MyChart account
 2. From the home page, select **Your Menu**
 3. Scroll to **Billing summary**
 4. Select **Cancel Paperless Billing**
 5. 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