

Enabling Paperless Billing

This tip sheet describes how to enable paperless billing in your MyChart account.

Try It Out

1. After logging into your MyChart account, navigate to the **'Billing'** menu selecting **'Billing Acct Summary'**.

The screenshot shows the MyChart home page. The navigation bar includes icons for Health, Visits, Messaging, Billing, Resources, and Settings. The 'Billing' icon is circled in red. A dropdown menu is open under 'Billing', with 'Billing Acct Summary' highlighted by a red oval. Below the navigation bar, there are three notification cards: 'Read your messages. You have 12 new messages.', 'Schedule appointments for your current health reminders. 10 reminders need your attention.', and 'View your new letter for account #1672637.' On the right side, there are links for 'View test result', 'Ask a question', and 'Schedule an ap'.

2. From the Billing Account Summary, if you have had a completed visit with a WellStar provider within the past two years, you will have a statement posted to your account. Only if you have a statement on your account, you will receive the option to sign up for paperless billing

The screenshot shows the 'Billing Account Summary' page. The navigation bar is the same as in the previous screenshot, but the 'Billing' icon is now active. Below the navigation bar, the page title is 'Billing Account Summary'. There is a link to 'Click Account Detail or See More Payments to see more information about a particular account.' Below this is a table with the following data:

Account	Account Type	Last Payment	Amount Due
Account # [redacted] WellStar Service Area	Physician & Hospital Billing See Account Detail	No payments on this account in the last year. See More Payments	\$174.40 Pay

Below the table, the text 'Sign up for paperless billing.' is circled in red. At the bottom of the page, there is a button labeled 'Back to the Home Page'.

3. You must check both boxes and select Sign Me Up to complete your enrollment. You can also change/update your email address to receive reminders when you have a statement available or a payment due soon. If you choose not to enroll in paperless billing, select No Thanks to continue receiving paper statements in the mail. If you decline, you will have the option to sign up later.

The screenshot shows the MyChart interface with the 'Billing' tab selected. The page title is 'Sign up for Paperless Billing'. Below the title, there is a sub-header: 'Make managing your accounts easy and help the environment by going paperless.' A list of benefits is provided:

- View your statement online anytime.
- Have secure online access to your past 18 months of statements.
- Receive an e-mail or text message when your statement is available for viewing online.
- Get an e-mail or text message reminder when you have a payment due soon.

 The 'Current E-mail:' field is redacted with a black box, and a 'Change' link is circled in red. Below this, there are two checked checkboxes:

- Receive e-mail notifications
- Understand that I will no longer receive statements in the mail. (i)

 At the bottom of the form, there are two buttons: 'Sign Me Up' (green) and 'No Thanks' (red).

Note: The paperless billing option will **only** appear if you had a visit with a WellStar provider within the past two years.

If you have any other questions or need further assistance, please contact our service desk. Hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. You can contact the MyChart Service Desk by phone at 470-644-0419, by e-mail at mycharthelp@wellstar.org, or by fax at 770-999-2306. Remember, MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.