

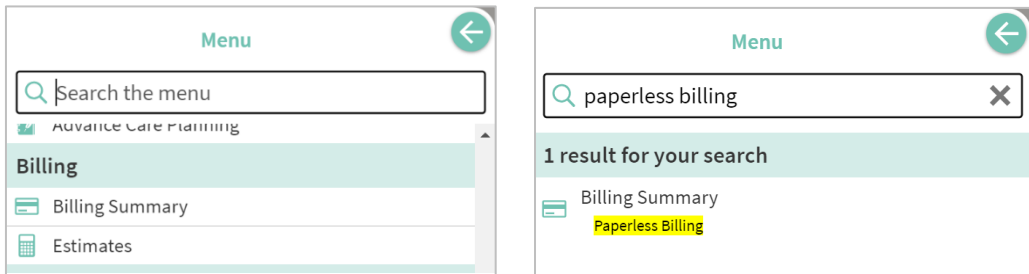
MyChart paperless billing - *Convenient, secure, eco-friendly*

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.

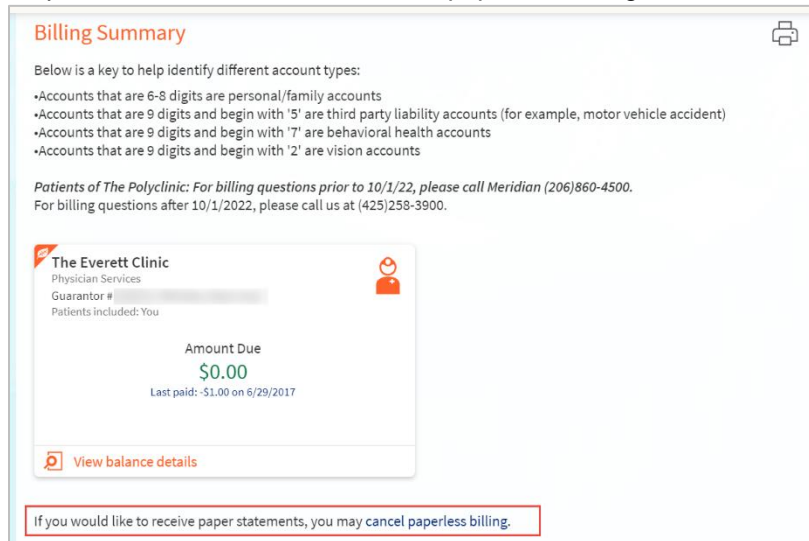
- **Will all patients be automatically enrolled in paperless billing?**
 - **Only patients with an active MyChart account** will be automatically enrolled in paperless billing.
 - New MyChart users will be automatically enrolled in paperless billing.
 - All patients who are automatically enrolled will 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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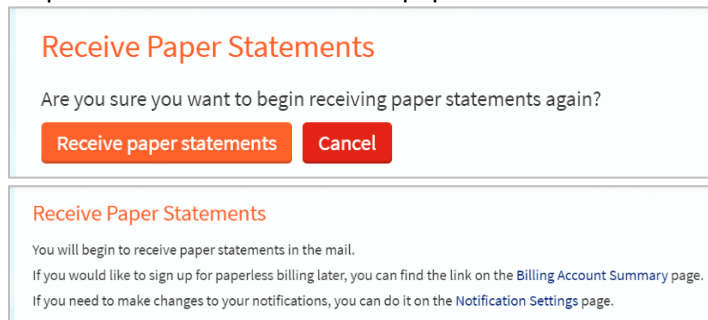
- Directions in MyChart:
 - Step 1: Select the Menu Icon
 - Step 2: Scroll down to Billing and select Billing Summary (or in Search the menu, type “paperless billing” and select Billing Summary)



- Step 3: Scroll down and click “cancel paperless billing”



- Step 4: Click the button “Receive paper statements”



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!