



## MyChart Default Paperless Billing Frequently Asked Questions

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

For SSM Health MyChart users who are the guarantor of an account(s), effective November 11, 2020, the default will now be set to paperless billing statements. This means billing statements will be sent via MyChart and no longer via mail. If patients prefer paper statements, they can easily login to MyChart and return the default to paper statements. *\*Guarantor is the person or entity responsible for paying the balance of an account.*

**2. What if I want to continue receiving paper statements?**

Resuming paper statements is easy. You will need to opt out of paperless statements which can be done via MyChart mobile app or MyChart via the web.

[Follow these instructions for opting out via MyChart app or web BEFORE 11/11/2020.](#)

[Follow these instructions for opting out via MyChart app or web AFTER 11/11/2020.](#)

**3. What happens if I don't realize that I have a statement ready in MyChart and I miss the due date?** At 60 days past due, SSM Health has procedures in place to actively reach out via phone or mail for accounts with outstanding balances. Several attempts will be made to ensure that you have seen the bill.

**What if I try paperless statements and don't like it? Can I return to paper statements?** Yes, there are two ways to opt out of receiving paperless statements: via MyChart mobile app or MyChart via the computer.

[Follow these instructions for opting out via MyChart app or web BEFORE 11/11/2020.](#)

[Follow these instructions for opting out via MyChart app or web AFTER 11/11/2020.](#)

**4. 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 bills will now be paperless.

**5. I am still receiving paper bills from radiology, ICU, emergency room and hospitalists? I thought all bills would be paperless?** There are certain services SSM Health contracts with outside groups to provide, including but not limited to emergency room and radiology physicians. For those types of services, you will continue to receive paper statements unless you have made prior arrangements with those outside companies.

**6. I need help to opt out of paperless billing? Is there someone I can call for assistance?** Yes, SSM Health billing representatives can assist you with opting out. [Find the appropriate customer service number](#), or you can call our 24/7 MyChart helpline, 1-888-972-4278 for assistance.

**7. My children and/or parents have accounts, but I am responsible for their bills. Will they receive statements, or will they come to me?** If your child is under 18 and you are responsible for their account, you will receive the statement. Anyone 18 and over will be sent their statements directly unless you are considered the guarantor or are the power of attorney for those accounts.