

# MYCHART PAPERLESS BILLING TRANSITION - FAQ

## 1. When and why was I signed up for paperless billing?

All MyChart users who did not indicate a paper preference will be automatically enrolled into paperless billing on September 1<sup>st</sup> 2023. Paperless billing offers patients an environmentally friendly, convenient, and secure way to view, manage, and pay their bills online.

## 2. What does it mean when you say paperless statements or paperless billing?

For Connecticut Children's MyChart users who are the guarantor of an account(s), the default is 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. (Note: *the Guarantor is the person or entity responsible for paying the balance of an account*).

## 3. 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.

## 4. 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, Connecticut Children's has procedures in place to resume billing via paper billing automatically. You may also receive automatic text and dialer reminders if paperless billing will soon terminate.

## 5. 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.

## 6. 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.

## 7. I am still receiving paper bills from radiology, labs, or miscellaneous services? I thought all bills would be paperless?

There are certain services Connecticut Children's contracts with outside groups to provide. For those types of services, you will continue to receive paper statements unless you have made prior arrangements with those outside companies.

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

Yes, Connecticut Children's billing representatives can assist you with opting out. Our reps can be contacted via phone at 860-837-6170 or email at [CCMCpatientbilling@connecticutchildrens.org](mailto:CCMCpatientbilling@connecticutchildrens.org).

## 9. 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 account.