

MyChart Patients

Paperless Billing

Starting Sept. 21

On Sept. 21, 2022 all My Sanford Chart patients who have not previously opted out of paperless billing will be moved to paperless billing.

All bills will be sent electronically through My Sanford Chart rather than through the mail.

Going paperless is not only better for the environment, it also provides more secure and convenient access to your bills anytime, anywhere.



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MyChart Paperless Billing

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.

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 does not have a MyChart account?

- They will continue to receive paper statements

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 patients that are new to MyChart be enrolled in paperless statements by default?

- Yes

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 has already opted out of paperless statements via MyChart?

- They will continue to receive paper statements

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