



Effective October 2023

UMass Memorial Health will automatically enroll patients, who have not previously opted out, to receive paperless statements. While making it easy to manage your account 24/7, it also helps us work toward sustainability goals by reducing our use of paper and lowering our carbon footprint. If you prefer to receive statements in the mail, you'll be able to opt out of paperless billing.

What does this mean for you? If you are enrolled in myChart and have not previously opted-out of paperless billing, you will be automatically enrolled and will no longer receive paper statements. Instead, when a new bill is available, you will receive a notification in the email account listed in your myChart profile. We ask that you check and update your contact information while visiting myChart.

There is also an option to set your preference to receive notifications by text when you provide us with your mobile phone number. Learn more by logging in and selecting your preferences on the **Billing Options** page.

Paperless Billing is:

- Secure
- Convenient
- Eco-Friendly

If you prefer to receive all of your statements by mail, you also have the option to opt-out.

Instructions to Opt-Out of Paperless Billing

You can opt-out of paperless billing from the main screen after logging in, or from the Billing Summary.

From the main screen:

When you log in to myChart, you will see a number of announcements on the screen.

1. Scroll down to the paperless billing announcement:



Paperless Billing on by Default

Effective March 2022, UMass Memorial Health will automatically enroll patients, who have not previously opted out, to receive paperless statements. If you would prefer to have mailed statements, you can change your setting to turn off paperless billing.

[Change Settings](#)

[Dismiss](#)

2. Select **Change Settings**.

You will be directed to a page with a button to Receive paper statement.

From the Billing Summary

1. Log in to your myChart account.
2. Select **Menu** by locating the icon



On the website, this icon is in the upper left-hand corner.
In the app, it is in the center of the screen.

Once selected, a scrollable list of sections opens.

3. Scroll downward until you reach the **Billing** section.



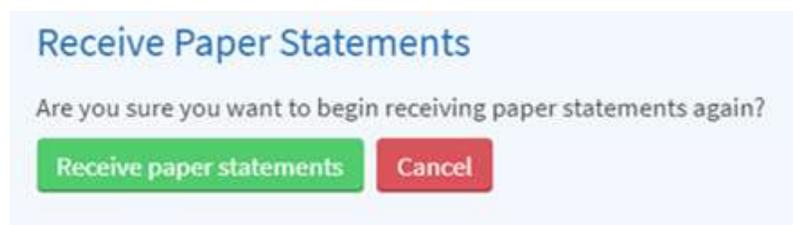
4. Select **Billing Summary**.

Your bills display in an account box in the middle of the page. Below the account boxes, you will see the following statement:

If you would like to receive paper statements, you may [cancel paperless billing](#).

The light blue text indicates a link.

5. Select [cancel paperless billing](#).
6. The following option appears. Select the green button.



The Receive Paper Statements confirmation will appear.