

Paperless Billing Frequently Asked Questions

Are all patients/accounts transitioned to paperless billing statements?

Only Wellstar patients with an active MyChart account will be defaulted to paperless billing. If patients are not signed up for MyChart, they will continue to receive paper statements. However, we encourage paperless statements and MyChart activations, so please sign-up patients today.

The patient doesn't know how to opt out of paperless billing. Is there someone I can refer them to?

Yes, Wellstar customer service representatives can assist patients with opting out. Contact Customer Service via MyChart messages – Ask a customer service question, call (470) 245-9998 to speak with our customer service team or patients can call MyChart helpdesk at (470) 644-0419 for assistance.

Why are we automatically opting everyone in instead of giving them the choice?

As environmentally conscious stewards, Wellstar is committed to contributing to the decrease in paper usage. In addition, many patients have requested this option as it allows convenient access to statements as well as multiple options for paying bills. Patients still have a choice; we are only changing the default setting to paperless statements. If they prefer paper statements, they can opt-out and continue receiving paper statements.

What if someone says they never received the bill?

If they haven't viewed their bill, validate the patient's e-mail address, mobile number and that those notifications are turned on in MyChart. If the patient viewed their bill, it is noted with a date/time stamp within enterprise guarantor summary in Epic under Statements.

The patient opted in for paperless statements but is not being notified their statement is ready. Why?

It may be because the patient does not have notifications turned on. There are options to update communication preferences to turn on e-mail, text message and/or push notifications. Have patient(s) check notifications settings by logging into MyChart App or web-based MyChart, click on the Menu icon, scroll down to Communications preferences, select notification preferences and click on **Save Changes**.

How will patients know when there is a bill that needs to be paid?

Patients will receive an e-mail and/or a text notification (based which notifications they have turned on) indicating their statement is ready to be viewed along with a Pay Now button that links them to the MyChart login page.

What if the patient has not viewed paperless statement for two billing months?

The billing cycle will resume at statement level 1, and the patient will be converted back to paper statements.

Patients say that they have opted in for paperless billing, but they are still receiving paper statements.

It may be one of two reasons: Notifications are not turned on, or they are receiving bills from organizations that provide physician services at Wellstar (like emergency room or radiology). Have

patients check notifications settings by logging in to the app or web-based MyChart to check communication preferences.

Patients want to resume paper statements. How do they opt out of paperless statements?

There are two ways for patients to opt out of receiving paperless statements: MyChart mobile app or via the web. To change back to receiving paper statements, follow these steps below:

1. Log in to your MyChart account.
2. **Website:** Select Menu > Billing Summary > Cancel Paperless Billing.
Mobile App: Tap the Menu > Billing Summary > Cancel Paperless Billing.
3. **Website:** Click *"cancel paperless."*
Mobile App: Tap *"cancel paperless."*
4. **Website:** On the confirmation page, click Receive Paper Statements.
Mobile App: On the confirmation page, tap Cancel Paperless.