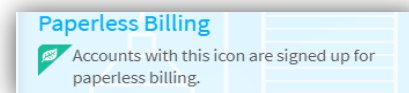


Effective September 1st, 2023, all MyChart proxies with access to view billing will be automatically enrolled in paperless statements. Paperless billing is a secure and convenient way for patients to view and pay bills online with MyChart. By skipping paper statements, you will save time and paper while reducing the clutter of mailed statements.

How do I know if I'm enrolled already?

When you go to your "Billing Summary" activity, you will see a green leaf along the right side of the page. Further, you will not see the "Save time while you save paper! Sign up for the paperless billing." option along the top.



If I get paperless statements, can I still call or mail my payment?

Absolutely! Having paperless statements does not change how you can pay.

How do I turn off paperless statements?

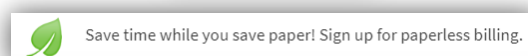
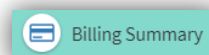
When you go to your Billing Summary activity, you will see a hyperlink option to **cancel paperless billing**. Note: You will only see the cancel option if you are currently enrolled.

What if I previously opted out of paperless statements?

If you were previously enrolled in electronic statements and then cancelled paperless statements, this change will not affect you.

How do I enroll in paperless statements?

1. Log into your MyChart account. Navigate to the "Billing Summary" page on the main menu.
2. Along the top of the activity, click the Save time while you save paper! Sign up for paperless billing.
3. Select the check box to acknowledge paperless billing. And select "Sign me up"



Sign up for Paperless Billing

Make managing your accounts easy and help the environment by going paperless.

- View your statement online anytime.
- Have secure online access to your past 18 months of statements.
- Receive an e-mail or text message when your statement is available for viewing online.

Current E-mail:
LGeorges@connecticutchildrens.org [Change](#)

Receive e-mail notifications

I understand that I will no longer receive statements in the mail. ⓘ

[Sign me up](#) [No thanks](#)

I still need help to opt out of paperless billing. Is there someone I can call for assistance? Or who do I contact with if I have other billing questions?

For MyChart billing access/support, or for any other billing questions please contact our patient billing department, Monday – Friday between 8 a.m. - 4:30 p.m. at 860.837.6170. We can also be reached via email at CCpatientbilling@connecticutchildrens.org