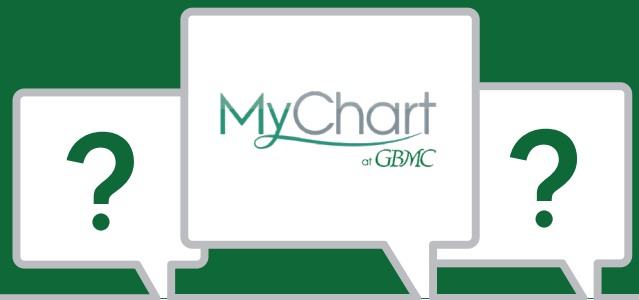


GBMC MyChart Paperless Billing FAQs for Patients



Why go to paperless billing?

GBMC HealthCare prints and mails thousands of patient statements every year. To promote a “green” initiative, active MyChart users will be defaulted to paperless billing automatically effective **November 1, 2022**.

What does this mean to me?

For active MyChart users who are the guarantor* of an account(s), the default will now be set to paperless statements. *The guarantor is the person responsible for paying the balance of an account.

This means billing statements will be sent via MyChart and no longer via mail.

If you prefer paper statements, you can easily login to MyChart and return the default to paper statements. Resuming paper statements is easy – this can be done via the MyChart mobile app or MyChart via the web.

Every notification will provide the steps to be taken to opt back in to paper statements, if that is your preference.

What's next?

- What if I want to continue to receive paper statements (or I try paperless and don't like it)?
 - You can easily opt out of paperless statements at any time!
- What happens if I don't realize I have a statement ready in MyChart?
 - After 2 statements have been sent, we will send a paper statement. Additionally, we may reach out by phone on accounts with outstanding balances.
- If I need help opting out of paperless billing, is there someone I can call for help?
 - Yes, contact MyChart Assistance at 443-849-6100 or 443-849-2450.

All active MyChart users will also receive 3 email notifications delivered to their email advising of the upcoming switch to paperless billing.

There will also be a flier in paper statements mailed in the month of October (also notifying of the switch to paperless).

Communication timeline:

- October 3 – Notification banner live in MyChart
- October 3 – First communication letter sent via MyChart
- October 3 – Statement flyers begin (inserted in every statement)
- October 17 – Second communication letter sent via MyChart
- October 31 – Third communication letter sent via MyChart
- November 1 – Switch to paperless statements go-live
- November 1 – Paperless billing banner launches on MyChart
- November 3 – Post go-live reminder communication sent via email

Important Notes:

- This will only impact active MyChart users who have not already chosen a delivery method for their statements.
- This will only affect the first two statements. If there is no response to the first two statements delivered electronically, subsequent statements will be sent via paper.
- Monthly statements can be viewed in MyChart, under the Billing Account Summary section of the billing tab.
 - When a new statement is ready to view, an email notification will be sent to the email address used to set up the MyChart account.
 - If a paper copy of a statement is needed, it can be printed directly from MyChart.
 - You can OPT OUT of paperless billing at any time (if paper is preferred).