

MyChart Accounts Move to Paperless Billing

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Paperless Billing: May 7



Starting May 7, Cincinnati Children's will auto-enroll new and existing guarantors (or person responsible for paying the bill) with MyChart accounts to receive paperless statements. The change is estimated to save more than \$3.5 million per year and provides a secure and convenient way for patient families to view and pay bills online.

MyChart users will receive notifications through the email associated with their account each time a statement is ready and may also get a notification through the MyChart mobile app. Billing will send a paper statement once a bill becomes past due in case guarantors did not see the e-statement.

Account users who prefer paper can continue to receive statements delivered by U.S. Mail by updating their settings in MyChart under the Pay Your Bill/Account Summary page.

Members of Registration, Customer Service, Billing and Family Relations are ready to assist families with questions. If you receive questions related to this change, please refer to the [MyChart FAQs](#) or direct MyChart users to Billing at 513-636-4427, option 9.