

ORTHOPAEDIC Surgery Center

Paperless Billing FAQ

Can I still receive paper bills?

Yes. Simply update your paperless billing preference in MyChart.

- Go to “Billing Summary” within MyChart account
- Click “Get Started” button
- Click toggle button to OFF under “Paperless Preferences”
- Click “Save Changes”

How will I be notified when I have a bill?

Patients will see a notification when they log on to MyChart. If their communication preferences have been updated appropriately, they could also receive an email notification that a new statement is available. You can also receive a text message for new balances if you have opted in to receive them.

How can I pay their paperless bills?

Credit card payments can be made through the MyChart webpage or app, or by calling the Orthopaedic Surgery Center billing customer service representative. Checks may also be mailed to the address on the electronic statement.

What if I do not open my MyChart paperless statement or make a payment?

Patients who do not open their MyChart paperless statement after two months or who do not make a payment in that timeframe will be reverted to paper statements which will be mailed.

If I opt out of paperless statements and then decide I want to move to paperless statements, can I do so?

Yes. You can elect paperless statements again through MyChart anytime.

- Go to “Billing Summary” within MyChart account
- Click “Get Started” button
- Click toggle button to ON under “Paperless Preferences”
- Click “Save Changes”

If I don't log on to MyChart, how will I know I have a bill?

You are encouraged to update their MyChart account preferences so you receive notifications by email. These can be found under Account Settings. You can also receive a text message for new balances if you have opted in to receive them.

If I would need a hard copy of a bill, for insurance or another reason, can I print one?

Yes, printing is available through the MyChart webpage and app.

If the patient is a child, will the parent receive the paperless bill?

Yes. If a child is under 18 and the parent is responsible for the account, the parent will receive the paperless bill.

If I have access to MyChart for another adult (i.e. an elderly parent), will I receive the paperless bills?

Yes, provided that you are set up in MyChart as a guarantor or has power-of-attorney in place.

If I received a paperless bill and need to set up a payment plan, how would I do that? If you meet payment plan eligibility criteria, you will be presented with a payment plan option in MyChart or call Orthopaedic Surgery Center customer service to establish one.