

Default to Paperless Billing—Frequently Asked Questions (FAQ)

- **Q: What does it mean when you say we are going to paperless bills?**
- A: For UCI Health MyChart users, your billing statements will now default to paperless billing. This means billing statements will be sent via MyChart and no longer by mail. Online billing is just one of the many ways UCI Health adopts eco-friendly business practices and supports our commitment to sustainability.

- **Q: What if I do not have a MyChart account?**
- A: Patients who do not have a MyChart account will receive billing statements in the mail. To enroll in MyChart, visit my.ucihealth.org and sign up now!

- **Q: How will I know I have a new balance due?**
- A: When a new statement is ready for you to review, we will send a monthly notification to the email address used to set up your MyChart account. If you need a paper copy of your statement, you can print directly from MyChart. Update your email and text preferences from the Communication section under the Profile tab.

- **Q: What if I try paperless statements and don't like it? Can I return to paper statements?**
- A: Yes, resuming paper statements is easy. You will need to opt out of paperless statements, which can be done via the MyChart mobile app or my.ucihealth.org via the Web.