

What does it mean to transition to paperless billing statements?

If you use MyChart and are the guarantor* for one or more accounts, your billing statements will now be sent electronically through MyChart instead of by mail. If you prefer to receive paper statements, you can easily update your preferences in MyChart at any time.

**A guarantor is the person responsible for paying the balance on an account.*

What if I want to continue receiving paper statements?

That's no problem. You can opt out of paperless billing at any time through MyChart—either on the website or in the mobile app.

What if I don't realize I have a statement ready in MyChart and I miss a payment?

We have procedures in place to actively follow up on any outstanding balances. This may include additional notifications by phone or mail to ensure you're aware of your bill.

What if I try paperless statements and decide I don't like it?

You can switch back at any time. MyChart users can opt out of paperless billing through either the mobile app or the website—whichever is most convenient for you. Navigate to the Billing section to update your preferences.

Will this include both hospital and clinic bills?

Yes. If you're the guarantor for a MyChart account, both hospital and clinic bills will be sent electronically.

I need help opting out of paperless billing. Is there someone I can call?

Yes. If you'd prefer to speak with someone, our billing team is happy to help update your preferences. Please call 425-831-2310 and ask for assistance with MyChart billing preferences.

I manage accounts for my children or parents. Will I still receive their statements?

If your child is under 18 and you are listed as the guarantor, you will receive their billing statements. For individuals 18 and older, statements are sent directly to them unless you are the guarantor or have legal authorization (such as power of attorney) for their account.

Thank you for choosing Snoqualmie Valley Health.