

# **Paperless Billing Frequently Asked Patient Questions**

## **What does it mean to go paperless and when will this happen?**

Effective May 1, 2025, Southcoast Health will begin using MyChart for paperless billing, account notifications and digital payments. Paperless billing is another way of receiving your statements in an electronic format and you will no longer need to wait for paper statements. This will allow you to receive your statements sooner and access your bills 24/7.

## **Can I “OPT” out of paperless billing?**

Yes, you can set your communication preferences by choosing to “OPT” out via MyChart mobile application or MyChart web. However, to take advantage of all the great features, you would need to remain paperless.

### **Follow below steps to “OPT” out:**

- Go to MyChart (**MyChart Portal MA & RI | Online Medical Records**)
- Click on View Bill
- Click on “Account Info” last tab
- Scroll down, click on Paperless Preferences
- Click on “**green**” button to (OPT) out from paperless billing

Call 508-973-1212 with any questions.

## **Will there be a late fee if I miss my payment notification?**

No, you will not receive a late fee due to a missed payment. We can set up an interest-free payment plan for you to automatically withdraw your payments, which will avoid missed payments. You can also set a payment plan up yourself on MyChart.

## **What if I forget to pay?**

Patients receive 4 statements prior to going to account collections. You will also receive payment reminders by text, email and phone calls. If you are making a partial payment, an interest free payment plan is recommended.

## **What are benefits to receiving paperless statements?**

### **There are many benefits to going paperless:**

- You will have easy access to your health records, medical bills, estimates, and prescriptions.
- You can easily schedule appointments and stay connected with your physician.
- Convenient electronic statements/letters, receive your documents in a timely manner.
- You’ll have more payment options, including interest-free payment plans.
- An environmentally friendly alternative to paper billing.

## **Can I put someone else's email on my bills so that they get notified?**

We recommend that you use only your e-mail due to security reasons.

**Will my proxy have access to my bills?**

Your healthcare proxy will only have access to your MyChart if you choose to provide your username and password.

**Would I be able to review my detail charges and balances in MyChart?**

Yes, you will have access to your account detail and balances.

**Follow below steps:**

- Go to MyChart (**MyChart Portal MA & RI | Online Medical Records**)
- Click on “Details” tab.
- You will see the DOS in question, please click on “View Detail.”

Call 508-973-1212 with any questions.

**Can I see billing details if I don't have an outstanding balance?**

Yes, refer to “View Detail” tab, scroll to the visits with a zero balance.


**Who can I call if I have questions about my statement/bill?**

If you have questions, please contact our customer service team at 508-973-1212.

**Can I print a copy of my statement, and do I need a printer?**

You will need a printer if you choose to print your statement. You can view your statement by clicking on the “Document” tab and if you are looking for an older statement, select “Show all statements.”

**Will I get a bill after every doctor office visit? What about labs?**

Southcoast Health provides guarantor statements for each patient, which includes all services rendered at Southcoast Health for a patient who  an outstanding self-pay balance.

**When will payments be reflected?**

Payments are due upon receipt of statement. You can make a quick and easy payment by going directly to: (**MyChart Portal MA & RI | Online Medical Records**)

**If I have a credit balance, will you send me a check?**

Yes, your account will be reviewed, and you will receive a refund check when applicable.

**How am I notified that I have a new statement, will it be by text and email?**

Yes, as long as your communication contact information is up to date, and you have authorized Southcoast Health to send you notifications by e-mail and/or text messaging, you will receive notifications when you have a new balance, new statement and/or new letter.

**Is it safe to receive electronic statements and pay online?**

Yes, Southcoast Health has put strict security measures in place to ensure that your medical information is secure, and your privacy is protected. Paperless billing is a safeguard versus receiving paper statements.

**What are my options for paying?**

Southcoast Health can accept your payment over the phone today, or you can go directly into MyChart by visiting (**MyChart Portal MA & RI | Online Medical Records**). We accept all major credit cards/electronic check.

**Will I receive a receipt after making an electronic payment?**

When you're in MyChart, click on "View Bill," then click on the "Payments" tab, scroll down, and click "view receipt." Payments processed as an "auto" payment will not display as a receipt. You would need to request an itemized statement by clicking on the "Documents" tab and scroll to "Get new itemized bill."