


When and why was I signed up for paperless billing?

All MyChart users who did not indicate a paper preference will be automatically enrolled into paperless billing on December 1, 2021. Paperless billing offers patients an environmentally friendly, convenient, and secure way to view, manage, and pay their bills online.

Can I go back to receiving paper statements?

Yes, you can choose to receive paper statements at any time.

1. Sign into your MyChart account: <https://mychart.urmedicine.org>.
2. In the menu, go to Billing Summary, and click on the paperless icon ()
3. On the paperless billing page, click the red “No thanks” button.

Can I sign up for paperless billing if I change my mind later?

Yes, you can opt back into paperless billing at any time using the instructions above.

What should I do if I'm having issues paying my bill online?

If you would like to make a payment over the phone or you are having trouble making a payment, [please contact us](#).

What happens if I don't realize that I have a statement ready in MyChart and I miss the due date? Will I face a finance charge?

At 60 days past due, UR Medicine has procedures in place to actively reach out via mail for accounts with outstanding balances. Several attempts will be made to ensure that you have seen the bill.