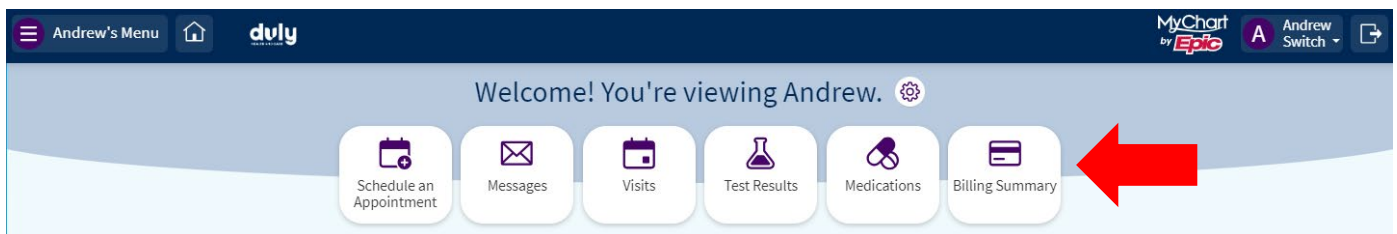


## MyChart Paperless Billing

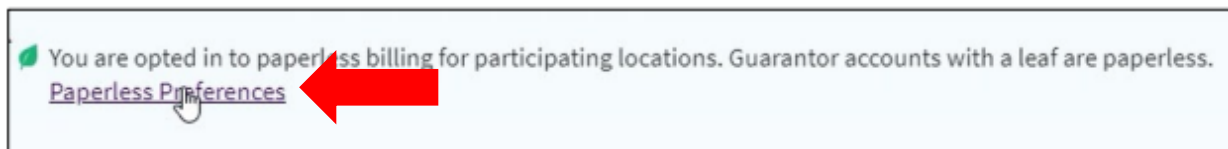
Beginning August 15, 2024, Paperless Billing will be activated for all Duly patients that have a MyChart account. You can update your preferences through your settings in MyChart and choose to receive emails, texts, or push notifications for your billing statements. If you would like to continue to receive paper statements through the mail, you will need to opt out of Paperless Billing in MyChart **after August 15**. To opt out of Paperless Billing, please follow the steps below either on your desktop or through the Duly Health and Care MyChart App.

### Opting Out of Paperless Billing on Your Desktop

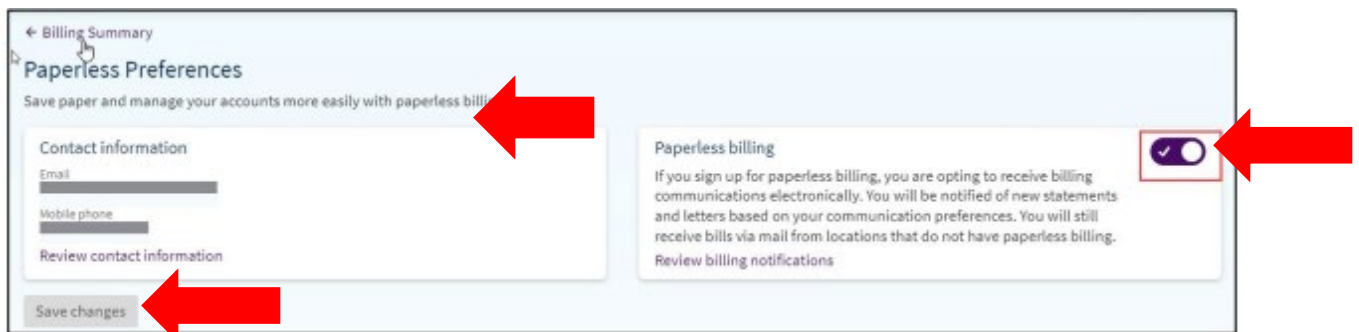
**Step 1:** After logging into MyChart on your desktop, select “Billing Summary”.



**Step 2:** On the Billing Summary screen, scroll down to the bottom and select “Paperless Preferences”.

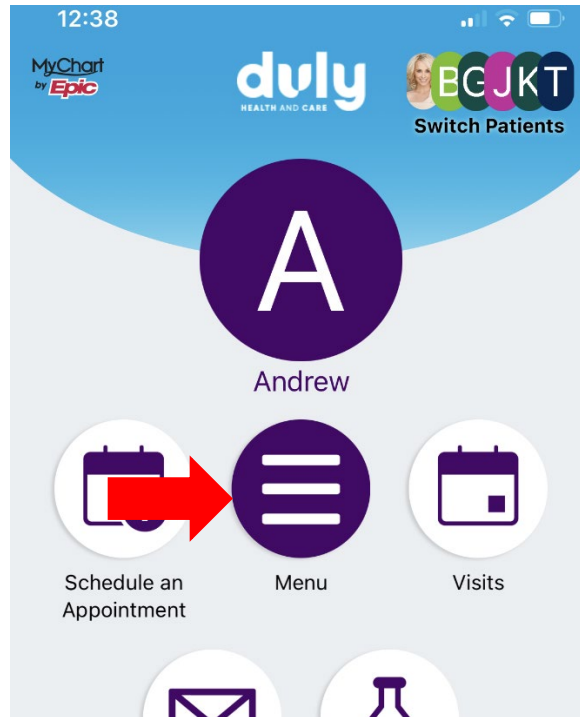


**Step 3:** On the Paperless Preferences screen, click the button next to “Paperless Billing” to opt out, then click on “Save Changes”.

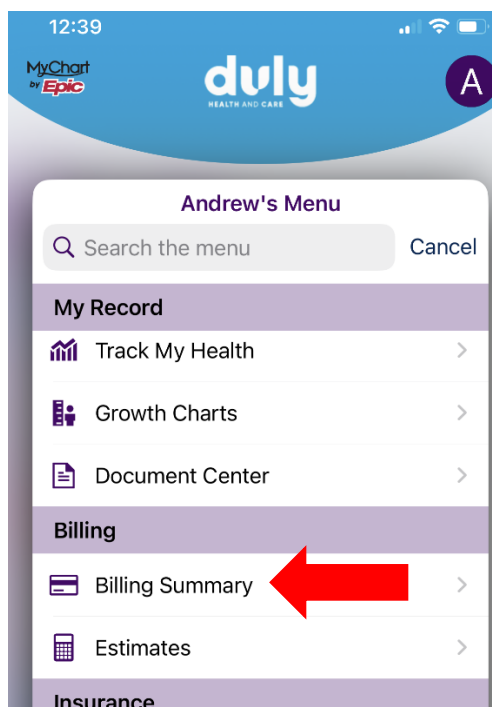


## Opting Out of Paperless Billing Through Your Duly Health and Care App

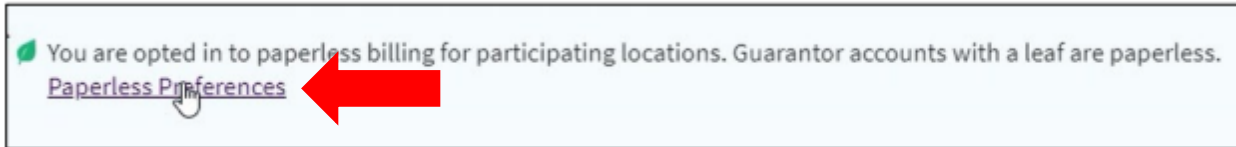
**Step 1:** After logging into your Duly Health and Care app, click on “Menu”.



**Step 2:** On the Menu screen, scroll down to the “Billing” section and select “Billing Summary”.



**Step 3:** On the Billing Summary screen, scroll down to the bottom and select “Paperless Preferences”.



**Step 4:** On the Paperless Preferences screen, click the button next to “Paperless Billing” to opt out, then click on “Save Changes”.

