



## HealthPartners Paperless Billing Frequently Asked Questions

### What is Paperless Billing?

Paperless Billing is an electronic version of your mailed (paper) statement. The electronic statement is identical to the paper statement and can be viewed, printed, or saved right from your computer.

### Will I still receive a paper statement?

Once you enroll in paperless billing, paper delivery will be shut off. When paperless billing is selected, it applies to all clinic and hospital accounts (this does not include Homecare & Hospice or Pharmacy). Dental e-statements continue to be available through a separate enrollment accessed through the Dental account card on healthpartners.com

Patients enrolled in paperless billing will receive a paper statement in the following scenarios:

- The statement is past due and being sent for at least the third time with no recent payments we will deliver the statement electronically and by paper to ensure the patient is receiving their statement.
- If a patient’s email address is removed from our system the statement will be sent as paper.

To revert back to receiving documents in the mail, you can change your delivery preference in the Pay Bills tab in your online account. Scroll down to the bottom and click the cancel paperless billing link.

### How will I know when my paperless statement is ready for viewing?

You will receive an email notification letting you know that your statement is ready for viewing. A link will be provided in the email, directing you to the login page for your online account. You can access your statement from any computer or mobile device by logging into your online account.

### How do I enroll to receive paperless billing?

Log into your online account and change your delivery preference in the Pay Bills tab. Click the link to Sign up for paperless billing. If you don’t have an online account, you can create one. You can also contact Customer Service to enroll in paperless billing.

Please contact the appropriate billing office:

<b>HealthPartners Medical Group</b> 1-651-265-1999 1-877-655-2669 (toll free) 1-800-627-3529 (TTY) <a href="#">Contact us online</a>	<b>Park Nicollet Clinics &amp; Methodist Hospital</b> 1-952-993-7672 1-888-826-6958 <a href="#">Contact us online</a>	<b>Regions Hospital</b> 1-651-254-4791 1-877-974-3600 <a href="#">Contact us online</a>
<b>Amery Regional Medical Center</b> 1-715-268-8000	<b>HealthPartners Dental Clinics</b> 1-952-967-6636 <a href="#">Contact your dental clinic</a>	<b>Hudson Hospital &amp; Clinics</b> 1-715-531-6220 1-800-993-2325 x6200
<b>Hutchinson Health</b> 1-320-484-4493 1-800-454-3903	<b>Lakeview Hospital</b> 1-651-430-4533	<b>Olivia Hospitals &amp; Clinics</b> 1-320-523-8300 1-800-916-1836
<b>Stillwater Medical Group</b> 1-651-439-6528 1-800-598-2544	<b>TRIA Orthopedic Center</b> 1-952-806-5463	<b>Westfields Hospital</b> 1-715-243-2785

**How do I view my monthly statements?**

Once you have logged into your online account open the Pay Bills tab and select View last statement for the appropriate location card and your statement will appear.

**Can I have my paperless statement notification sent to two different email addresses?**

Your paperless statement notification can only be sent to one email address, but you can access your account from any computer or mobile device.

**How long will my statement remain online?**

You can view current and past statements and payments for 365 days.

**How do I view my statements after the 365-day period?**

Documents that are older than 365 days will be deleted from your online account. At any time before the 365-day cutoff documents can be saved on your personal computer. Click the "save statement" icon from your paperless billing statement.

**Is there a charge for paperless billing?**

There is no charge for paperless billing.

**Is my personal information secure with paperless billing?**

Yes, all your personal information is password protected to ensure your personal information is secure.

**What if I change my email address?**

Log into your online account and click on the arrow to the right of the login name on the upper right then select Account Settings. Open the Account Settings drop down menu and select myAccount then click edit in the My email address section.

**What if I forget my username or password?**

Open your online account and click on "Forgot username? or Forgot password?" links. You will be prompted to enter your email address.

### Who should I contact if I don't receive my email notification?

If any questions arise reference the Call Customer service information or click on link to Contact customer service.

Please contact the appropriate billing office:

<b>HealthPartners Medical Group</b> 1-651-265-1999 1-877-655-2669 (toll free) 1-800-627-3529 (TTY) <a href="#">Contact us online</a>	<b>Park Nicollet Clinics &amp; Methodist Hospital</b> 1-952-993-7672 1-888-826-6958 <a href="#">Contact us online</a>	<b>Regions Hospital</b> 1-651-254-4791 1-877-974-3600 <a href="#">Contact us online</a>
<b>Amery Regional Medical Center</b> 1-715-268-8000	<b>HealthPartners Dental Clinics</b> 1-952-967-6636 <a href="#">Contact your dental clinic</a>	<b>Hudson Hospital &amp; Clinics</b> 1-715-531-6220 1-800-993-2325 x6200
<b>Hutchinson Health</b> 1-320-484-4493 1-800-454-3903	<b>Lakeview Hospital</b> 1-651-430-4533	<b>Olivia Hospitals &amp; Clinics</b> 1-320-523-8300 1-800-916-1836
<b>Stillwater Medical Group</b> 1-651-439-6528 1-800-598-2544	<b>TRIA Orthopedic Center</b> 1-952-806-5463	<b>Westfields Hospital</b> 1-715-243-2785

### How do I opt out of paperless billing?

You can change your delivery preference in the Pay Bills tab in your online account. Scroll down to the bottom and click the cancel paperless billing link.

### What is Adobe Reader and why do I need it?

Adobe Acrobat® Reader™ is free software used for viewing and printing of electronic forms. You will need this software installed in order to download display or print your statement.

### How can I get Adobe Reader?

If you need to download and install the Adobe Acrobat (free of cost for Windows, Macintosh and UNIX), click on the following link: [Adobe Reader Download](#).