

Paperless Statements give you a convenient and secure way to see your account balance through MyChart. They are also eco-friendly by replacing the monthly statements that you receive in the mail.

### **What's changing?**

As of July 16, 2023, Fred Hutchinson Cancer Center and UW Medicine will enroll all MyChart users in paperless statements and will no longer mail paper statements.

You will receive notifications via your preferred communication methods when you have a new statement. You may continue to pay your bill securely through MyChart, by phone or by mailing a check.

### **Don't have a MyChart account?**

You will continue to receive paper statements in the mail. To take advantage of paperless statements, visit MyChart and choose Sign up for a MyChart account. If you open your MyChart account before July 16, 2023, you will begin receiving paperless statements on July 16, 2023.

### **How do you request paper statements after July 16, 2023?**

If you prefer paper statements, you can let us know by logging into your MyChart account after July 16, 2023.

- Navigate to the Billing Summary.
- For each guarantor account listed, select **View Account Details**.
- On the right panel is a section for Paperless Billing. Select **Update > Receive Paper Statements**.

### **Need help?**

If you have questions or need assistance to change your billing preferences, please use the following resources:

Contact Fred Hutch Customer Service at **206.606.6226** or **1.800.304.1763**, 7:30 a.m. to 4 p.m., Monday through Friday.

Send a billing customer service message through MyChart.

UW Medicine is also moving to paperless statements, as well as implementing other changes. For more information, refer to their frequently asked questions at [UWMedicine.org/billing](https://www.uwmedicine.org/billing) or call the UW Medicine Patient Accounts & Support Services team at 206.520.0400 or 855.520.0400.