

## MyAspirus to Change Default Setting to Paperless Billing

*Effort is consistent with sustainability efforts and will reduce billing costs*

Effective August 15, Aspirus Health will be changing the default setting in MyAspirus to paperless billing.



This means that instead of receiving a paper statement in the mail, guarantors/patients with a MyAspirus account will now receive an email and app notification.

- MyAspirus patients will have the choice to keep the default setting of paperless billing, or they may opt out to resume receiving paper statements.
- Patients with MyAspirus accounts will be contacted to ensure they are aware of the change as well as provided information on how to opt out of paperless billing should they desire it.
- Additional notification will be placed on the Aspirus and MyAspirus websites and on existing paper statements.
- There are existing billing procedures whereby financial counselors actively reach out to guarantors via phone in case patients/guarantors did not see the communication or their bill.
- There is also a process that automatically switches patients back to paper statements if after three e-statements they have not paid their bill.

There are many benefits for our organization as well as for our patients with this initiative, including additional self-service and payment options in MyAspirus, accelerated payments, reduction of paper consumption, decrease in postage and statement costs, and secure access to statements.

Thank you for your support of this change. Should you need additional information, please view these [FAQs](#).