

MyChart is Going Paperless

Frequently Asked Questions

Attention MyChart users. MyChart is moving to paperless billing. This means that starting January 1, 2024 MyChart users will no longer be receiving paper statements in the mail. This process is automatic. If you are interested in continuing receiving paper statements you will need to log into MyChart and take action.

Below is a list of frequently asked questions to help you gain a better understanding of the process. Paperless billing is just one more way Sky Lakes is protecting your privacy.

What do “paperless statements” and “paperless billing” mean?

Statements are sent electronically through MyChart instead of through the mail.

Am I required to have a MyChart account to go paperless?

Yes. Statements are sent electronically through MyChart instead of through the mail.

How will I know when my statement arrives?

MyChart will send you an email and notification through the app when your bill is available. Once enrolled in MyChart, tap on "Menu," then "Billing Summary." You can also opt-out by calling (541) 274-6221, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Where can I view my paperless statement online?

All statements will be available in your MyChart account under "Billing Summary."

What if I want to continue receiving paper statements?

Resuming paper statements is easy. You can update your notification settings in MyChart by:

- Selecting the Menu options
- Select Communication Preferences
- Select the Billing, then dropdown “advanced settings” to view notification options for statements

What if I try paperless statements and don’t like it? Can I return to paper statements?

Yes. You can update your preferences in the "Communication Preferences" section of MyChart, or call (541) 274-6221, Monday through Friday, 8:30 a.m. to 4:30 p.m.

I have both hospital and physician bills. Will both be transitioned to paperless statements?

Yes, if you are the guarantor* (the person responsible for payment) of a MyChart account, both hospital and physician bills will be paperless. Exceptions are bills from independent providers, such as anesthesiologists and radiologists, that do not bill through Sky Lakes.

Who can I call to opt out of paperless billing?

A Sky Lakes representative is happy to help. Call (541) 274-6221, Monday through Friday, 8:30 a.m. to 4:30 p.m.

My family members have accounts, but I am responsible for their bills. Who will receive their statements?

If your child is under 18 and you are listed as the child’s guarantor*, the statement will go to you. Anyone 18 or older will receive their statements directly unless you are their guarantor or power of attorney.

What are my payment options?

Credit/debit card: In your MyChart account or by phone at (541) 274-6221, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Check: Mail your payment along with the slip attached to your statement to:

Sky Lakes Financial Services
2865 Daggett Ave
Klamath Falls, OR 9761

Who can I call for questions about my bill?

Call (541) 274-6221, Monday through Friday, 8:30 a.m. to 4:30 p.m.

I don’t remember opting into paperless billing. Why am I getting paperless bills now?

Sky Lakes is transitioning all MyChart patients to paperless billing. If you prefer paper statements, you can log into MyChart and change your preference to paper statements in the “Communication Preferences” section.

How long will my paperless statement be available in MyChart?

MyChart keeps up to 18 statements for 550 days.

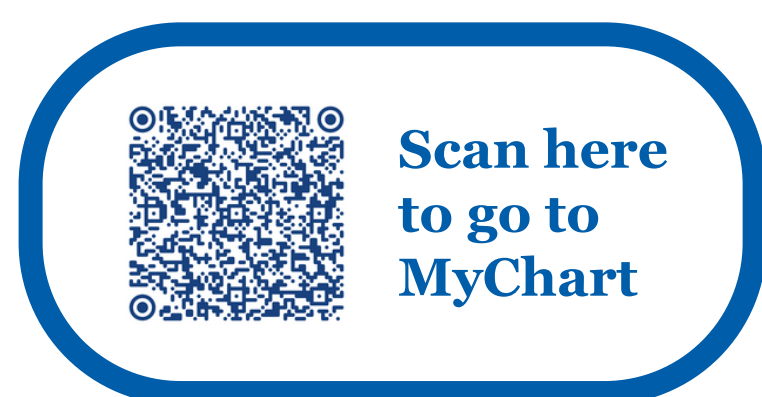
Why am I still receiving a paper statement?

If we have not received payment after several electronic statements have been sent, we will send you a paper statement in the mail.

I need a paper statement but want to stay enrolled in paperless billing. How can I request a paper statement in the mail?

You can call (541) 274-6221, Monday through Friday, 8:30 a.m. to 4:30 p.m.

*Guarantor is the person or entity responsible for paying the balance of an account.



For questions regarding MyChart access please reach out to (541)274-6300.