

DO VIRTUALLY ANYTHING FOR YOUR HEALTH

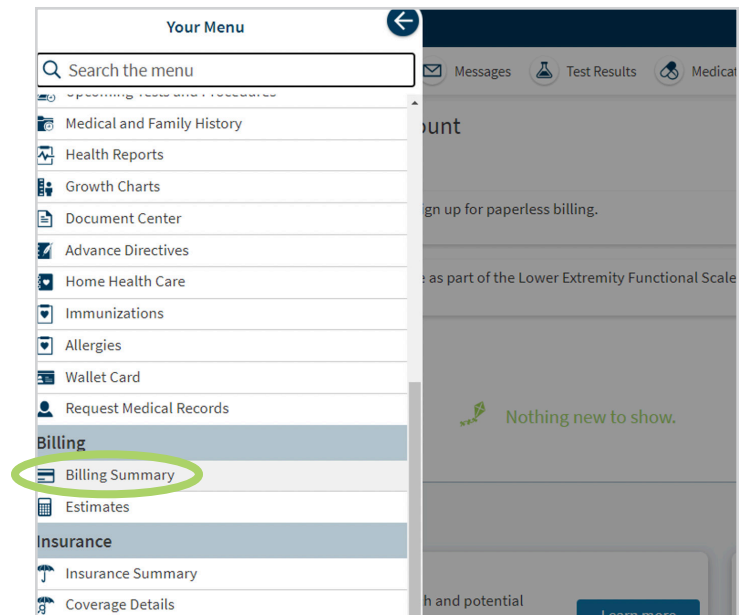
LiveWell

How to use paperless billing in LiveWell on a desktop computer

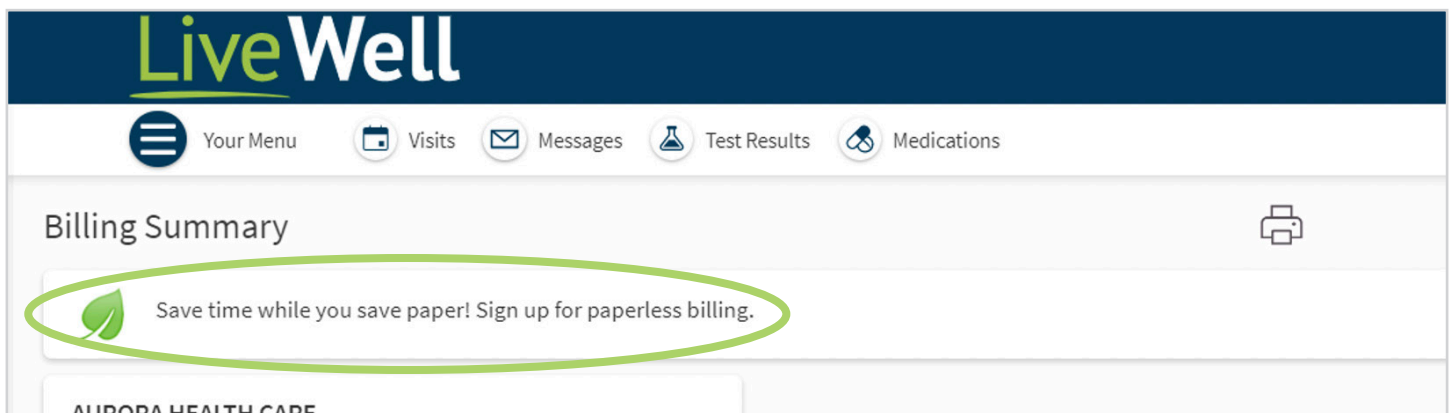
Learn how to sign up and opt out of paperless billing.

How to sign up for paperless billing

- 1 Log into **LiveWell**. Select **Menu** and then select **Billing Summary**.



- 2 Select the **paperless billing signup** tile as indicated by the green leaf icon. The tile reads, "Save time while you save paper! Sign up for paperless billing."



3

Select your preferred method of receiving billing statement notifications and that you understand you'll no longer receive statements in the mail, then select **Sign me up**.

- Have secure online access to your past 15 months of statements.
- Receive an e-mail when your statement is available for viewing online.
- Get an e-mail reminder when you have a payment due soon.

Current E-mail:

janedoe@domain.com [Change](#)

Receive e-mail notifications

Current Mobile:

1-234-XXXX [Change](#)

Receive text notifications

I understand that I will no longer receive statements in the mail. [i](#)

[Sign me up](#)

[No thanks](#)

4

We'll confirm you're signed up for paperless billing. Note: Guarantor accounts that are signed up for paperless billing feature a blue leaf icon. Find your accounts on the Billing Summary page.

Sign up for Paperless Billing

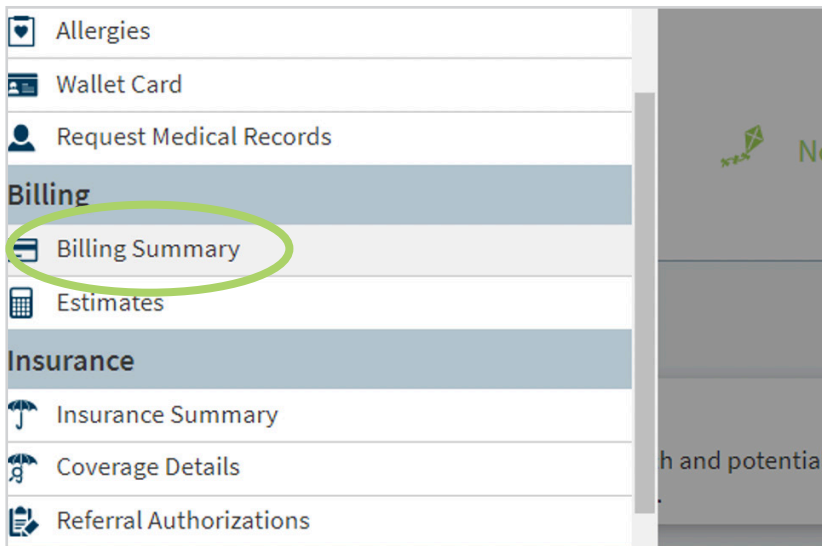
Thank you for signing up for paperless billing! You will no longer receive a statement in the mail.

If you need to make changes to your notifications later, you can do it on the [Notification Settings](#) page.

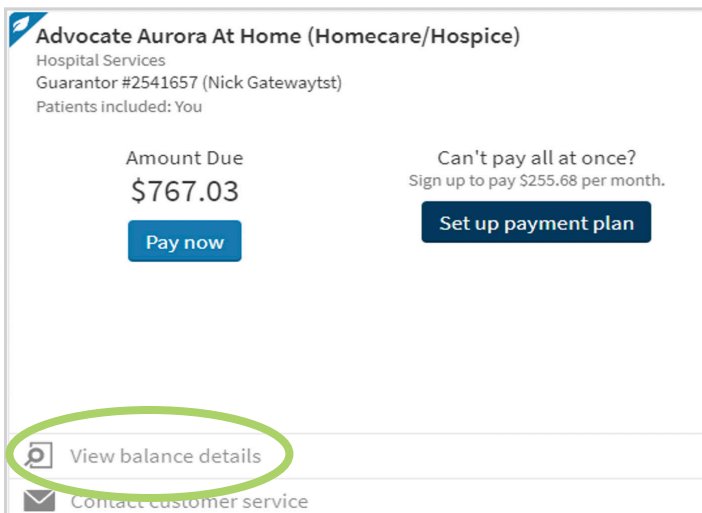
[Back to the Billing Account Summary](#)

How to opt out of paperless billing

1 Log into **LiveWell**. Select **Menu** and then select **Billing Summary**.




2 On the Billing Summary page, choose the guarantor account you'd like to make changes to and select **View balance details**. Note: Guarantor accounts that are signed up for paperless billing feature a blue leaf icon.




3 Under the Paperless Billing section in the righthand column on the page, select **Update**.

Patients Included


 Nick Gatewayst (You)

Paperless Billing

 Enabled for this account

[Update](#)

Questions

 [Contact customer service](#)
Or call 877-576-3545

4 Select **Receive paper statements**.

Receive Paper Statements

Are you sure you want to begin receiving paper statements again?

[Receive paper statements](#) [Cancel](#)

- 5 We'll confirm you've opted out of paperless billing and will begin to receive paper billing statements in the mail.

Receive Paper Statements



You will begin to receive paper statements in the mail.

If you would like to sign up for paperless billing later, you can find the link on the [Billing Account Summary](#) page.

If you need to make changes to your notifications, you can do it on the [Notification Settings](#) page.

[Back to the Billing Account Summary](#)

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To learn more, visit aah.org/livewell/faq



Download the LiveWell app or learn more at aah.org/livewell



LiveWell Support Team: 855-624-9366

