DO VIRTUALLY ANYTHING FOR YOUR HEALTH

LiveWell

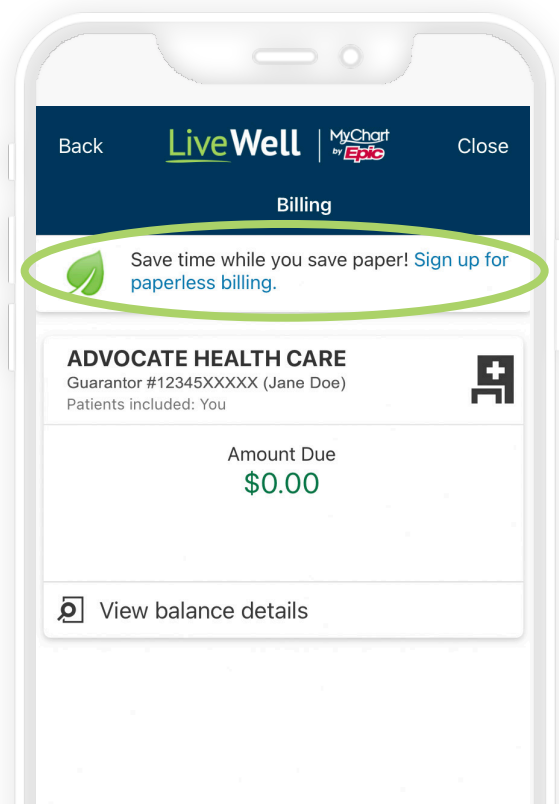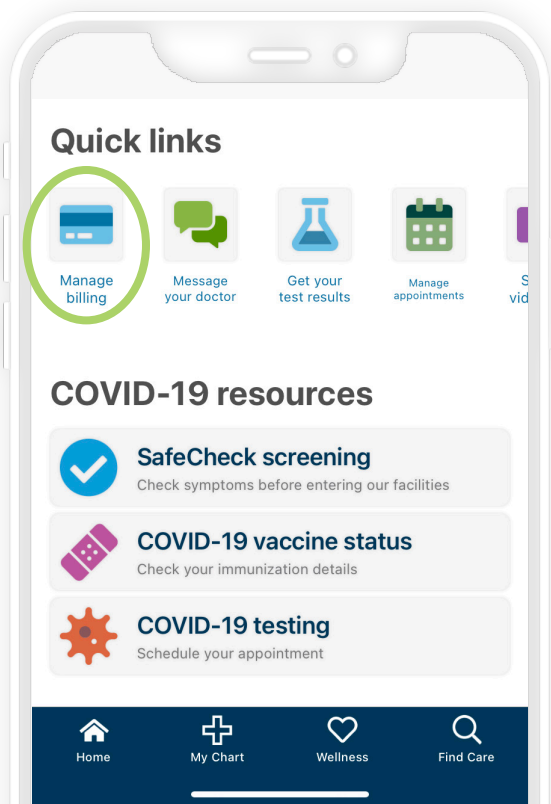## How to use paperless billing in the LiveWell app

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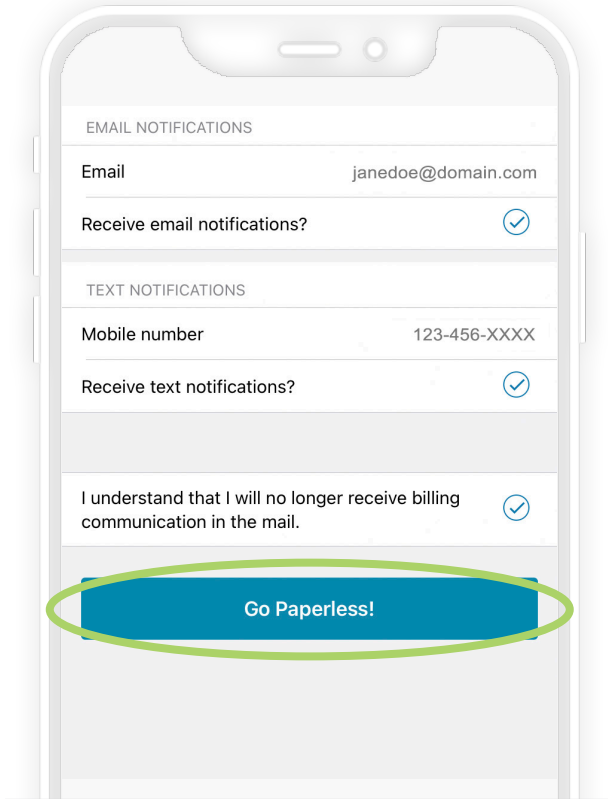
How to sign up for paperless billing

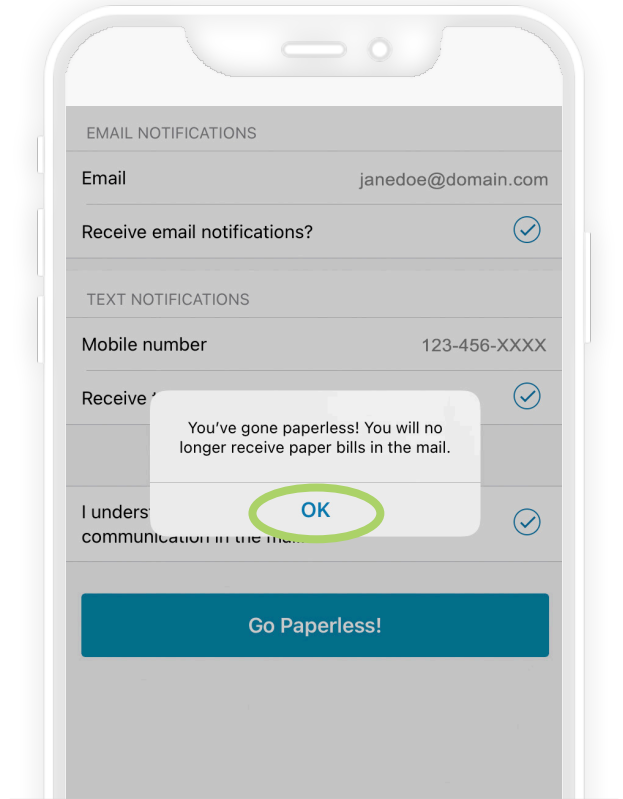**1** Log into **LiveWell** and from the Quick Links section, tap **Manage Billing.**

2 Tap 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 tap **Go Paperless!**
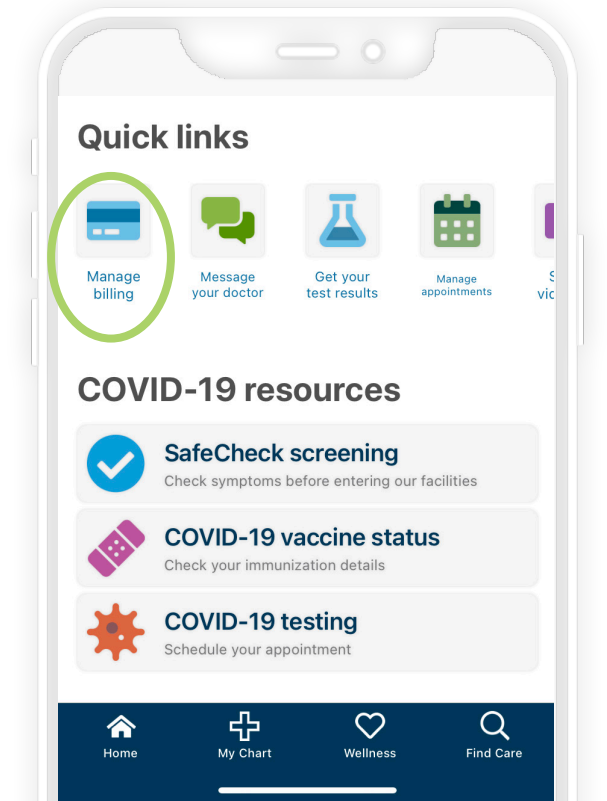
EMAIL NOTIFICATIONS

Email   janedoe@domain.com

Receive email notifications?

TEXT NOTIFICATIONS

Mobile number   123-456-XXXX

Receive text notifications?

I understand that I will no longer receive billing communication in the mail.

Go Paperless!

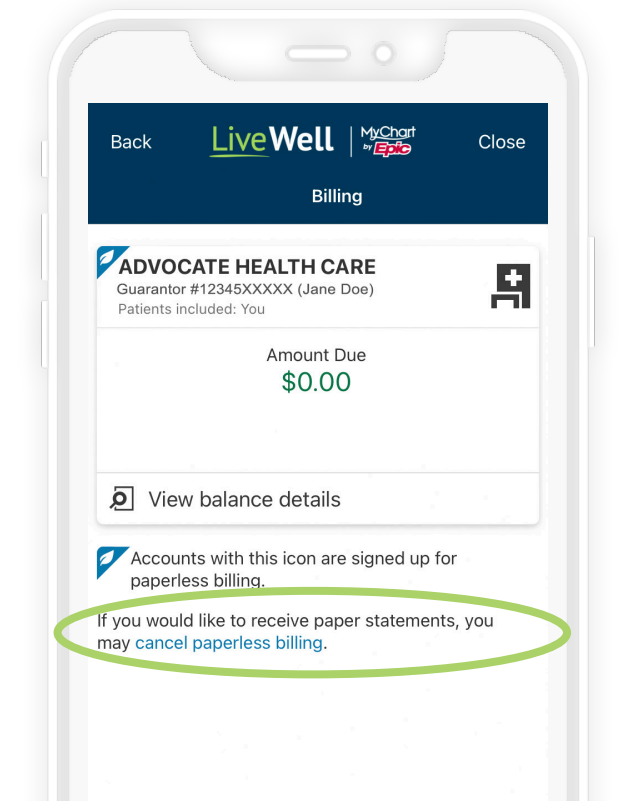**4** We'll confirm you're signed up for paperless billing. Tap **OK** to be taken back to the Billing Summary page.

EMAIL NOTIFICATIONS

Email   janedoe@domain.com

Receive email notifications?

TEXT NOTIFICATIONS

Mobile number   123-456-XXXX

Receive

You've gone paperless! You will no longer receive paper bills in the mail.

OK

I unders
communication in the mail.

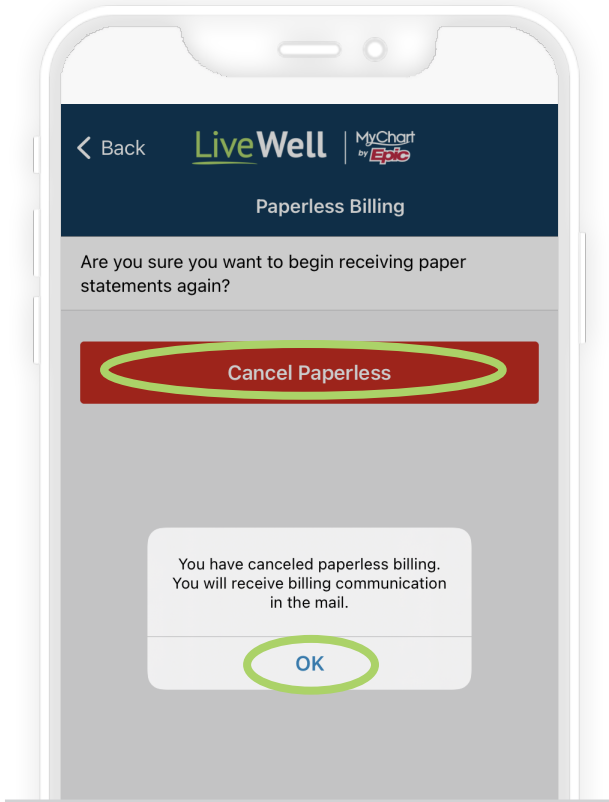Go Paperless!

How to opt out of paperless billing

1 Log into **LiveWell** and from the Quick Links section, tap **Manage Billing.**

2 On the Billing Summary page, tap **cancel paperless billing** in the note at the bottom of the screen. The note reads, "If you would like to receive paper statements, you may **cancel paperless billing."**

3 Tap **Cancel Paperless** and we'll confirm you've opted out of paperless billing and will begin to receive paper billing statements in the mail. Tap **OK** to be taken back to the Billing Summary page.

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

Download the LiveWell app or learn more at aah.org/livewell App Store Google Play

LiveWell Support Team: **855-624-9366**

Advocate Health Care® | Aurora Health Care®