

# DO **VIRTUALLY** ANYTHING FOR YOUR HEALTH

LiveWell

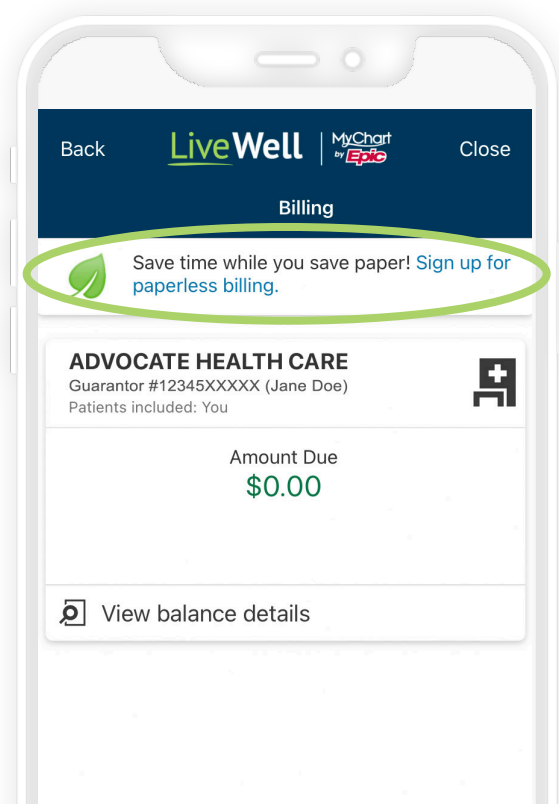
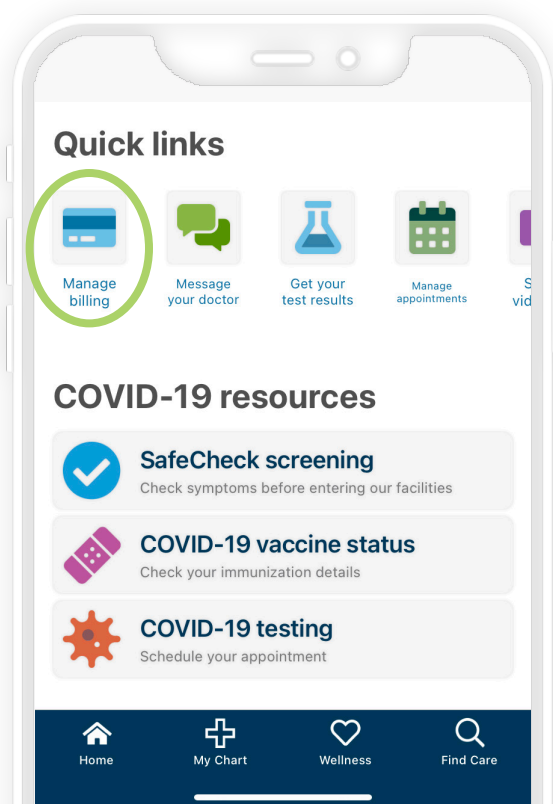
## How to use paperless billing in the LiveWell app

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 ☒

I unders communication in the mail. ☒

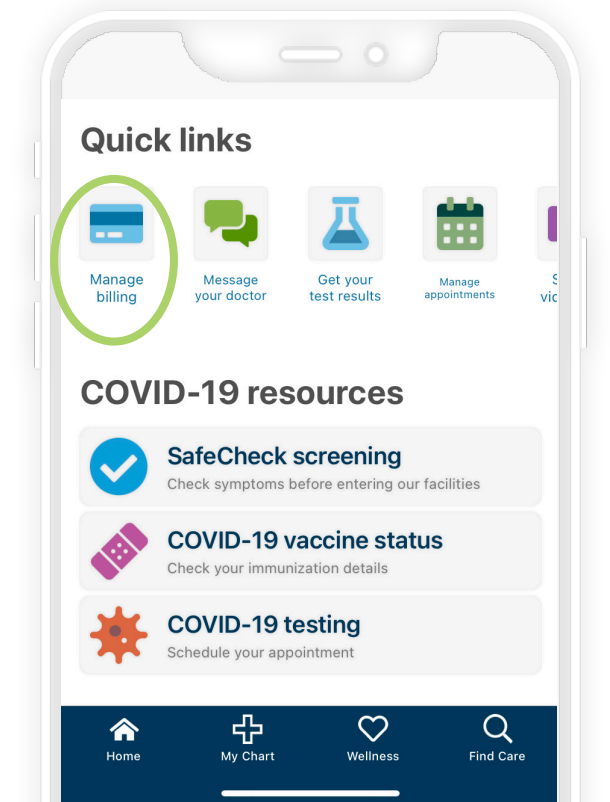
**Go Paperless!**

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

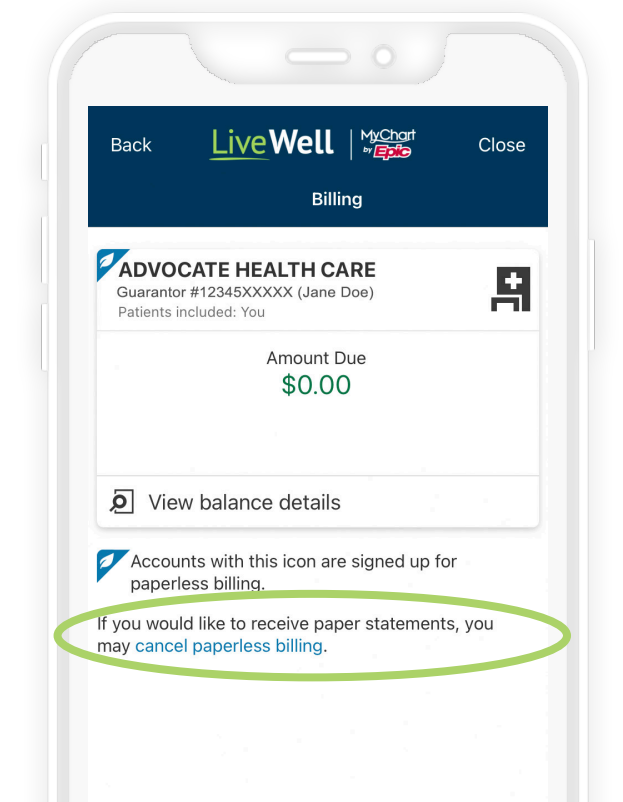
**OK**

# How to opt out of paperless billing

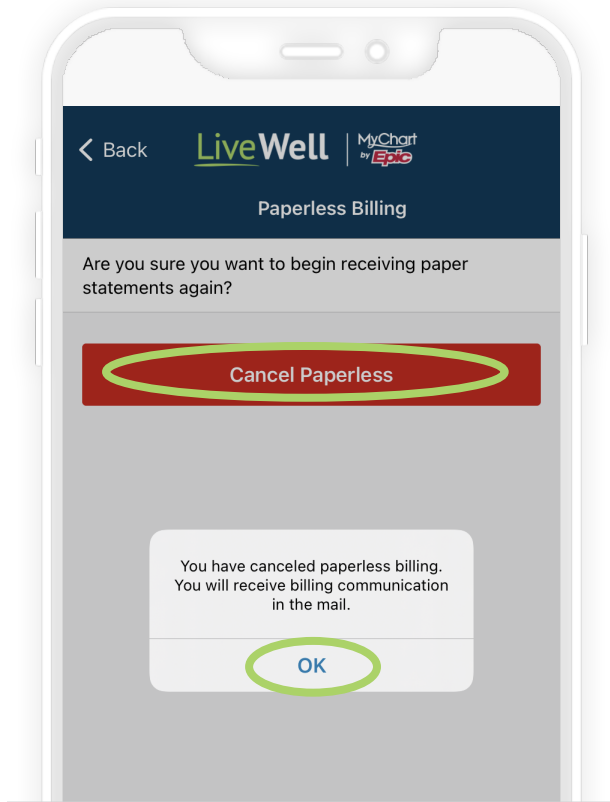
- 1 Log into **LiveWell** and from the Quick Links section, tap **Manage Billing**.



- 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.



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To learn more, visit [aah.org/livewell/faq](https://aah.org/livewell/faq)



Download the LiveWell app or learn more at [aah.org/livewell](https://aah.org/livewell)



LiveWell Support Team: 855-624-9366

