



Electronic Billing Statements and Letters

You can view current and past billing statements and letters in the **Billing & Insurance** section of your Patient Online Services account. With 24/7 access to your account information, you can manage your account and payments easily from your computer or mobile device.

VIEW MONTHLY BILLING STATEMENTS

Billing statements will be posted to your Patient Online Services account every month in which a payment is owed.

To view these statements:

- Go to the **Billing & Insurance** section of Patient Online Services.
- If you want to see your latest statement, select, “View Last Statement” on the **Pay My Bill** page.
- If you want to see past statements, select “View All Billing Details,” and then select “Statements.”

You can then download the statement as a PDF from the Mayo Clinic app or print a copy from the web-based portal.

VIEW BILLING LETTERS

You can view billing letters on the same page as your statements. Scroll past the Statements section until you see the Letters section. Select the letters you want to read or print.

RECEIVING PAPER STATEMENTS AND LETTERS

Mayo Clinic sends electronic billing statements and letters to patients who have Patient Online Services accounts. Printed statements and letters are not sent unless you request paper copies be mailed to you.

To request paper copies, select “Return to Paper Bills” on the **Pay My Bill** page in the **Billing & Insurance** section.

GETTING NOTIFIED OF NEW ELECTRONIC BILLING STATEMENTS AND LETTERS

When a new electronic billing statement or letter is posted to your Patient Online Services account, Mayo Clinic will notify you by email or text messages.

To indicate your preference, go to the **My Account** section of Patient Online Services on the web.

- Select “Notifications” from the top toolbar.
- Select “Billing” to open the section on billing information.
- Select the email or text icon or both to indicate how you would like to be notified about new billing information that is posted to your Patient Online Services account.

