

# How to Request a Paper Statement in MyNM For Patients Who Do Not Want to Receive Email Statements

Follow these 3 easy steps to change your settings in your MyNM account so you will get your billing statements in the mail. If you need help with MyNM, call 855.HLP.MYNM (855.457.6966), TTY: 711.

## Step 1

Log in to your MyNM account at mynm.nm.org or log in to the MyNM® app.

#### If you are using a desktop computer

Click on the **Billing Center** icon.



#### If you are using the MyNM app

From the Dashboard, tap Billing. On the Billing screen, tap Manage My Payments.





# Step 2

Scroll to the bottom of the page. Click or tap the words cancel paperless billing.

#### **Desktop computer**

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#### MyNM app

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## Step 3

Confirm your choice to receive paper statements. You will then see a confirmation that your statements will arrive in the mail.

#### **Desktop computer**

### Click Receive paper statements.

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Receive Paper Statements Are you sure you want to begin receiving paper statements again? Receive paper statements Cancel Back to the home page	C	

#### MyNM app

Tap Cancel Paperless.

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