

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

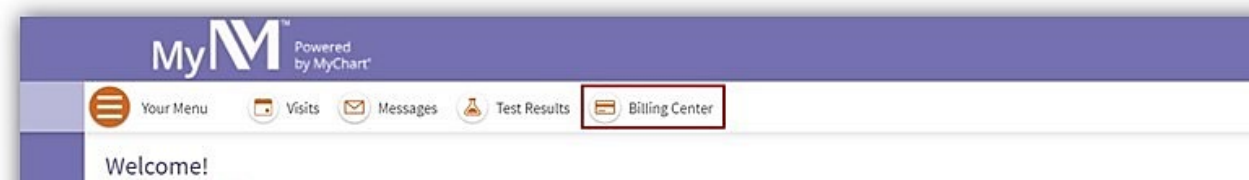
Follow these 3 easy steps to change your settings in your MyNM account so you will get your billing statements in the mail. If you need help with MyNM, call 855.HLP.MYNM (855.457.6966), TTY: 711.

Step 1

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

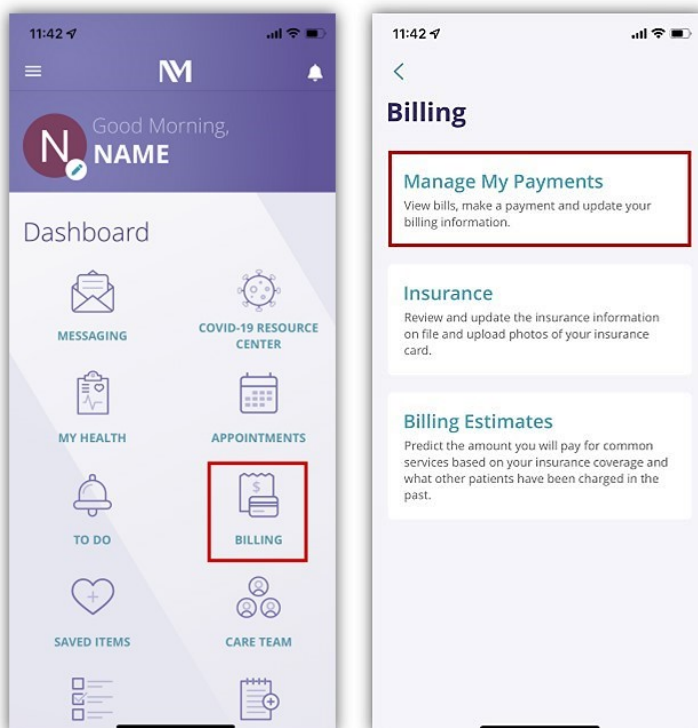
If you are using a desktop computer

Click on the **Billing Center** icon.



If you are using the MyNM app

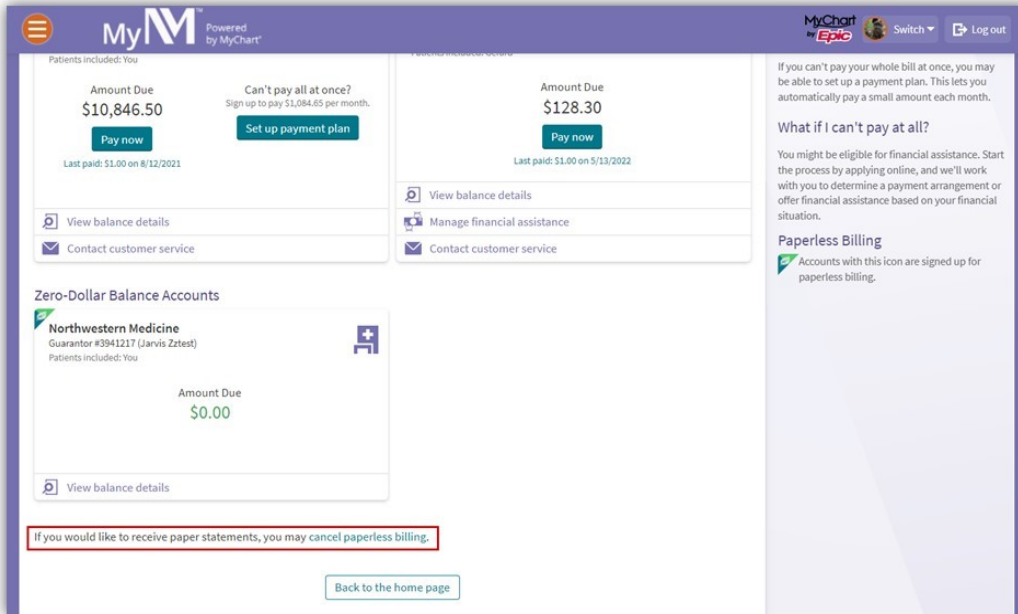
From the Dashboard, tap **Billing**. On the Billing screen, tap **Manage My Payments**.



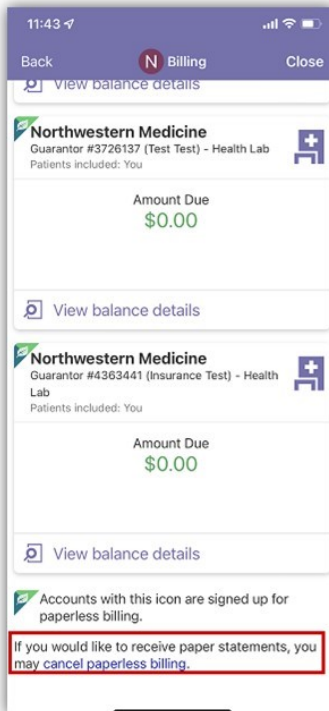
Step 2

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

Desktop computer



MyNM app

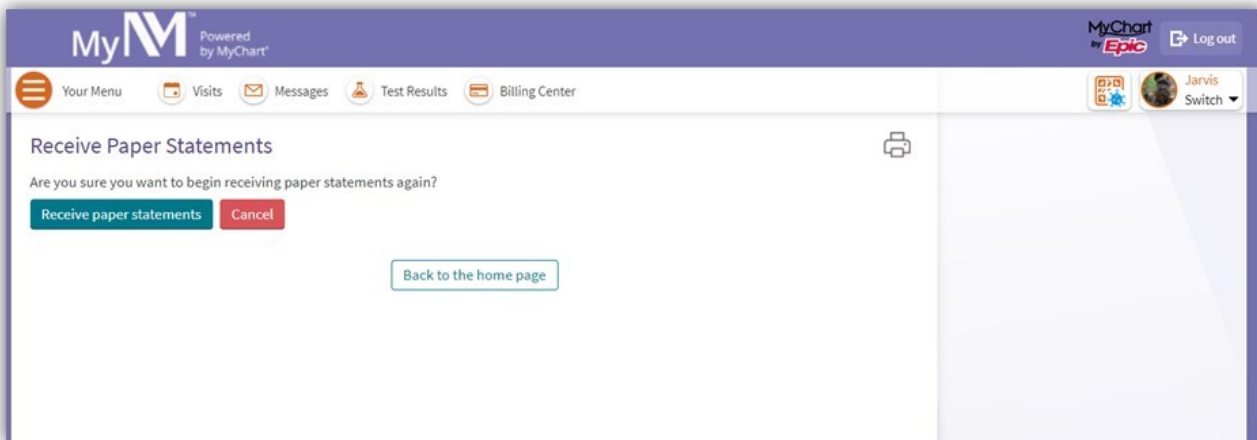


Step 3

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**.



MyNM app

Tap **Cancel Paperless**.

