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**
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**.