

HEALTHPARTNERS E-STATEMENTS FAQ

What are e-Statements?

An e-Statement is an electronic version of your mailed (paper) statement. The electronic statement is identical to the paper statement and can be viewed, printed or saved right from your computer.

Will I still receive a paper statement?

Once you enroll for e-statements, paper delivery will be shut off. To revert back to receiving documents in the mail, you can change your delivery preference in the Profile tab.

When will I receive my e-Statement?

Your next e-Statement will be sent according the existing billing cycle (i.e. XX days after charges); however you will receive it a few days faster because e-Statements bypass mail delivery delays.

How will I know when my e-Statement is ready for viewing?

You will receive an email notification letting you know that your statement is ready for viewing. A link will be provided in the email, directing you to the login page of HealthPartners Online Patient Services. You can access your statement from any computer by logging into your HealthPartners Online Patient Services account.

How do I enroll to receive e-Statements?

Refer to the How to Sign Up for e-Statements document

How do I view my monthly statements?

Once you have logged into your account, select the statement icon to the right of the statement date and your statement will appear in a separate window in your internet browser.

Can I have my eStatement notification sent to two different email addresses?

Your eStatement notification can only be sent to one email address, but you can access your account from any computer.

How long will my statement remain online?

You can view current and past statements and payments for 36 months.

How do I view my statements after the 36 month period?

Documents that are older than 36 months will be deleted from your HealthPartners Online Patient Services account. At any time before the 36 month cutoff documents can be saved on your personal computer. Click the "save statement" icon from your list of electronic documents in the e-Statement home screen.

Is there a charge for eStatements?

There is no charge for eStatements.

Is my personal information secure with eStatements?

Yes, all of your personal information is encrypted and password protected to ensure your personal information is secure.

What if I change my email address?

Log into your personal account and click the Profile tab. You can update your email address here and all future notifications will be sent to the updated email address.

What if I forget my username or password?

Click on the “Forgot username or password” link on the healthpartners.com home screen. Options to gain access to your account are provided for both HealthPartners insured as well as non-HealthPartners insured users.

Who should I contact if I don't receive my email notification?

If any questions arise please reference the 'Contact us' section on the left side of your screen for the appropriate contact information.

How do I opt out of eStatements?

Login to your personal account and select the Profile tab. Change your delivery preference to paper delivery.

What is Adobe Reader and why do I need it?

Adobe Acrobat® Reader™ is free software used for viewing and printing of electronic forms. You will need this software installed in order for your computer to download, display or print your statement.

How can I get Adobe Reader?

If you need to download and install the Adobe Acrobat (free of cost for Windows, Macintosh and UNIX), click on the following link: [Adobe Reader Download](#).