

**Individual | CO, CT, GA, IN, KY, ME, MO, NV, NH, OH, VA, WI**

# We're converting some Individual members to paperless billing

April 1, 2022

We will soon convert Individual members to paper billing if they receive paper bills, but have given us permission for email communication. They'll get an email in April telling them when the change will happen. The message will include instructions allowing them to opt-out.

A month later we'll send an email to those who do not opt-out confirming their switch to paperless billing. It will also include options for paying bills through the Sydney<sup>SM</sup> Health app and on [anthem.com](https://www.anthem.com).

If they don't open the second email, we'll mail them a postcard with the same information that will ask them to confirm their email address.

Members can switch back to paper billing at any time by adjusting their preferences through Sydney Health or [anthem.com](https://www.anthem.com).