

## General Information

### Contact Us

If you need more information or an answer to a question not covered here, please contact us using one of the methods below. We will respond within 48 hours.

UM Faculty Physicians website: [umfpi.org](http://umfpi.org) or by phone 410-528-5710 or 888-243-8890

## Paper Delivery vs. Electronic Delivery

### What is eDelivery?

eDelivery is the delivery of your documents in an electronic format, viewable online, rather than on paper. Choosing eDelivery allows us to send paperless notifications of your statements to the e-mail address you provide. You will receive an e-mail requesting that you log in to view your documents securely.

When you create or edit your account, edit your profile by clicking on the "My Account" and then 'Edit My Profile' and change Delivery Preference to 'Online'. If you select 'Online & By Mail' you will not receive the email notification but you will receive your statement in the mail and be able to view/pay online.

## What information do I need to set up an account?

Before creating a new account, gather the following information:

- Your five digit PIN#
- Your date of birth
- Your first and last name, as they appear on a recent statement
- A valid e-mail address. Note: If you choose eDelivery, your e-mail notifications will be sent to this address.

### Help! I'm having trouble creating an account. What should I do?

If you have double-checked your information and still cannot create an account, please contact Customer Service by calling 410-528-5710 or 888-243-8890 between 9:00 a.m. and 4:00 p.m. EST, Monday thru Friday.

### I forgot my password. What do I do?

If you have misplaced your password, you may click on the "Forgot my password? Reset it here." link found on the login page. Follow the instructions to receive a temporary password, which will be sent to the e-mail associated with your account.

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