

Pay Your Bill

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Pay Your VNS Health Bill

VNS Health offers convenient, secure payment options, including bank transfer or a credit or debit card.

Home Care

[Pay for Home Care](#) →

Hospice Care

[Pay for Hospice Care](#) →

Personal Care

[Pay for Personal Care](#) →

Frequently Asked Questions

Where do I find my payment code, MRN, or admission ID?







The payment code can be found in the blue box at the top left of your statement.


 Pay and Enroll in Paperless Billing:
vnshealth.org/payhomecare
 Enter Code: Q4Z86P5H

Payment Code





The Patient MRN (for home care and hospice care bills only) can be found in the payment coupon.

Patient MRN

| IF PAYING BY DEBIT/CREDIT CARD | | |
|--------------------------------|---|----------|
| Card Number | Card Type (Circle One)     | |
| Name on Card | Exp Date | CVN |
| Signature | Zip Code | |
| STATEMENT DATE | PATIENT MRN | DUE DATE |
| 4/6/2023 | B010000000001 | 5/6/2023 |
| AMOUNT DUE | SHOW AMOUNT PAID HERE | |
| \$133.15 | | |

The Admission ID (for personal care bills only) can be found in the payment coupon.

Admission ID

| IF PAYING BY DEBIT/CREDIT CARD | | |
|--------------------------------|---|-----------|
| Card Number | Card Type (Circle One)     | |
| Name on Card | Exp Date | CVN |
| Signature | Zip Code | |
| STATEMENT DATE | ADMISSION ID | DUE DATE |
| 3/31/2023 | ZMY-0123456789 | 4/15/2023 |
| AMOUNT DUE | SHOW AMOUNT PAID HERE | |
| \$236.50 | | |

How do I know if I'm paying a home care, hospice care, or personal care bill?



This information is in the dark blue box on your statement and on the payment coupon. Look for the VNS Health website address.

- Home care: vnshealth.org/payhomecare
- Hospice care: vnshealth.org/payhospicecare
- Personal care: vnshealth.org/paypersonalcare

| DATE | DESCRIPTION | UNITS | RATE | AMOUNT |
|---|---------------|-------|--------------|-----------------|
| Patient: LILLIAN WALD Patient MRN: B010000000001 - (VNS Health Home Care) Invoice #: 1234567 | | | | |
| 1/4/2023 | SKILLED NURSE | 1 | \$300.00 | \$300.00 |
| 1/9/2023 | SKILLED NURSE | 1 | \$300.00 | \$300.00 |
| 1/11/2023 | SKILLED NURSE | 1 | \$300.00 | \$300.00 |
| 1/13/2023 | SKILLED NURSE | 1 | \$300.00 | \$300.00 |
| 1/17/2023 | SKILLED NURSE | 1 | \$300.00 | \$300.00 |
| Insurance Paid | | | (- \$754.35) | |
| Insurance Adjustments | | | (- \$612.50) | |
| | | | | \$133.15 |
| Total Balance | | | | \$133.15 |
| Due Date | | | | 5/6/2023 |

Who do I call if I have more questions before I sign up?



We understand you may want more information before you enroll.

- For home care questions: 1-212-609-7365
- For hospice care questions: 1-212-609-7383
- For personal care questions: 1-212-609-7700, option 2

I have a question about my bill. Who can I contact?



For questions about a home care bill:

- E-mail: INSTAMED.HOMECARE@VNSHEALTH.ORG
- Phone: 1-212-609-7365

For questions about a hospice care bill:

- E-mail: PATIENTACCOUNTSHOSPICE@VNSHEALTH.ORG
- Phone: 1-212-609-7383

For questions about a personal care bill:

- Email: ADDRESS TO COME
- Phone: 1-212-609-7700, option 2

How do I pay my bill?



It's easy! Simply click through to the payment portal using the appropriate link above. You'll see a "Make a Payment" window on the new page. Fill in your information and tap or enter the PAY NOW button. You have the option to make a one-time payment as a guest or create an account.

Where can I get help creating an account?



For help with technical issues, including creating an account, contact Instamed directly:

Phone (toll free): 1-866-INSTAMED or 1-866-467-8263

Email: support@instamed.com

Online: help.instamed.com/patients