Pay Your Bill

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 $^{
ightarrow}$

Hospice Care

Pay for Hospice Care $^{\rightarrow}$

Personal Care

<u>Pay for Personal Care</u>

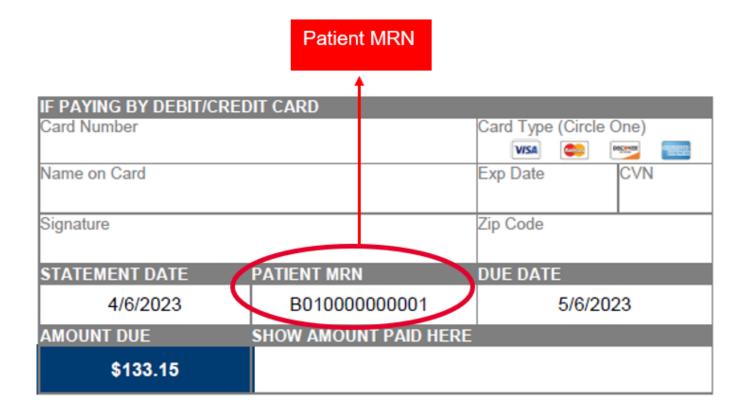
Frequently Asked Questions

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

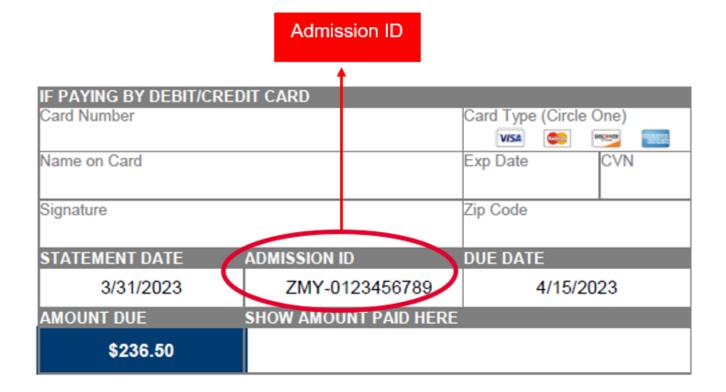
The payment code can be found in the blue box at the top left of your statement.



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



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



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

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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: LILL	IAN WALD Patient MRN: B0100000000	01 - (VNS Health Home Care)	Invoice #: 1234567	>	
1/4/2023	SKILLED NURSE		1	\$300.00	\$300.0
1/9/2023	SKILLED NURSE		1	\$300.00	\$300.0
1/11/2023	SKILLED NURSE		1	\$300.00	\$300.0
1/13/2023	SKILLED NURSE		1	\$300.00	\$300.0
1/17/2023	SKILLED NURSE		1	\$300.00	\$300.0
		Insurance Paid		(- \$754.35)	
	ı	Insurance Adjustments		(- \$812.50)	
					\$133.1
Total Balance Due Date				\$133.15 5/6/202	

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

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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?

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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 quest 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