

We recognize that paying for medical services can be challenging and stressful, and Valley Health is committed to reducing financial barriers by offering multiple options to help. Valley Health provides a team of Financial Counselors who will work with you to find the option that best fits your needs, including payment plans or help in enrolling in Medicaid and Financial Assistance.

**If you cannot pay your bill in full at this time, please contact the Valley Health Customer Service and Financial Counseling team at 866-414-4576 or [financial.counselor@valleyhealthlink.com](mailto:financial.counselor@valleyhealthlink.com).**

**Payment and Financing Options:**

- 1. Payment in Full:** You can pay online, at [valleyhealthlink.com/Patients-Visitors/For-Patients/Online-Bill-Pay](http://valleyhealthlink.com/Patients-Visitors/For-Patients/Online-Bill-Pay), call 866-414-4576, or send in payment with the stub attached to your statement.
- 2. Payment Plans:** Valley Health offers multiple payment plans.

For Initial Patient Balances under \$250		
Payment Plan Tier	VH Tier 1	VH Tier 2
Initial Patient Balance	Less than \$25	\$25 to \$249.99
Terms (Monthly Payments)	1 Payment	Up to 4 Months / \$25 Minimum Monthly Payment
Monthly Payment Range	<\$25 Due in Full	\$25 to \$62

For balances over \$250, Valley Health has partnered with Commerce Bank to offer Health Services Financing (HSF). Easy enrollment/No Credit Check, one monthly payment, ability to fund multiple accounts and multiple family members on one account with initial set-up and 0% Interest.

**Please contact the VH Financial Counseling team at 866-414-4576 to set-up the payment plan.**



HSF Terms For Initial Patient Balances of \$250 or more				
Payment Plan Tier	HSF Tier 1	HSF Tier 2	HSF Tier 3	HSF Tier 4
Initial Patient Balance	\$250 to \$1,499	\$1,500 to \$3,999	\$4,000 to \$6,999	\$7,000 to \$49,999
Terms (Monthly Payments)	12 Months	24 Months	36 Months	48 Months
Monthly Payment Range	\$21 to \$125	\$63 to \$167	\$111 to \$194	\$146 to \$1,042

- If you are unable to pay for emergency or medically necessary care for yourself or those you care for, our Financial Counselors can help determine if you are eligible for Medicaid or the Valley Health Financial Assistance Program as well as provide assistance in applying for coverage under these programs. With Virginia Medicaid Expansion, many individuals who previously did not qualify for Medicaid are now eligible!  
Go to: [valleyhealthlink.com/financial-assistance](http://valleyhealthlink.com/financial-assistance) and complete the application process to determine if you qualify.

For more information on payment and financing options, Medicaid Expansion, or Financial Assistance, our Financial Counselors can be reached toll free at 866-414-4576 or [financial.counselor@valleyhealthlink.com](mailto:financial.counselor@valleyhealthlink.com).

Patient Estimates: Have an upcoming medical test, procedure, or hospital stay? Patient Estimates, Pre-Payment Discounts, and early payment plans are available for future services that can be scheduled in advance. For information on estimates, please go to [valleyhealthlink.com/patient-estimates](http://valleyhealthlink.com/patient-estimates) or call 540-536-8988.