
Connect Patient Portal Saving Payment Methods

1. Click Menu.
2. Scroll to Billing.
3. Click on Billing Summary.
4. Click on Pay Now.
5. Select an Amount Due to pay and click Next.
6. Select New Payment Method and enter your billing and credit card information.
7. Click on Store for Later Use on the bottom of the screen, then Pay.
8. The credit card entered will now be saved and available to use for future payments.
9. When completing all future payments, select the stored card and enter the security code details to submit a payment using your saved card.

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Adding/Removing Insurance Coverage

1. Updating Insurance Coverage.

- a. Click Menu.
- b. Search or scroll to Insurance Summary.
- c. Locate the Insurance on File.
- d. Click Update Coverage.
- e. Type in the updates in the comments section.
- f. Click Submit.

2. Adding Insurance Coverage (primary, secondary or tertiary coverage).

- a. Click Menu.
- b. Search or scroll to Insurance Summary.
- c. Click Add a Coverage.
- d. Select your current insurance provider.
- e. Enter your Member Number found on your insurance card.
- f. Select if you are the policy holder for the insurance.
- g. Either take pictures on your mobile device or upload images of the front and back of your insurance card.
- h. Click Submit.

3. Removing Insurance Coverage.

- a. Click Menu.
- b. Search or scroll to Insurance Summary.
- c. Find the coverage you want to remove and click Remove Coverage at the bottom.
- d. This coverage will now be removed from your account.

Requesting an Estimate

1. Go to nyp.org/patients-visitors/paying-for-care/hospital-price-transparency
2. Sign in to your Connect account.
3. Search for the service you will be receiving or would like to receive.
 - a. Note: If your service is not listed you may email shoppableservices@nyp.org for further assistance.
4. Once you have selected the service you will be prompted to enter your insurance information, or if you are Self-Pay you may skip this step.
5. To save this estimate enter your email in the email address box and press Send email.

Note: NewYork-Presbyterian wants to help you understand any bills you may receive. Please contact the Good Faith Estimate's team at shoppableservices@nyp.org if you have any further questions.

Setting up a Payment Plan

1. Click on Menu.
2. Go to Billing.
3. Click on Billing Summary.
4. Find the open balance you would like to set up a payment plan for and click Set Up Payment Plan.
5. The screen will now display the Payment Plan page.
Use the suggested monthly amount and due date or:
 - a. Enter a monthly amount.
 - b. Enter a monthly due date.
6. Click Select Payment Method and select an existing payment method or enter a new payment method.
7. Click Review Plan and Start Plan if everything looks appropriate.

Note: If you have an email associated with your account, you will automatically be enrolled in paperless billing when you sign up for an auto pay payment plan. Additionally, minimum amounts are set by the organization, and you may be required to change your set monthly amount to meet that minimum.

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This information is brief and general. It should not be the only source of your information on this healthcare topic. It is not to be used or relied on for diagnosis or treatment. It does not take the place of instructions from your doctor. Talk to your healthcare providers before making a healthcare decision.

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