



Prescriber FAQs

Synapse Health is reimagining the DME experience making it simpler, faster and better for everyone.

We ease the burden on prescribers and DME providers by streamlining ordering and documentation and help patients by getting them the right equipment from trusted partners. This FAQ document was designed to answer common questions about how it all works.

CONTENTS

Overview	2
Ordering with Synapse	2
Using the Synapse Health Connect Portal	3
Prescriber Support & Resources	4
Patient Experience	4
Specialized Settings	
• Hospital Prescribers	5
• Outpatient Prescribers	6

OVERVIEW

Who is Synapse Health?

Synapse Health brings together prescribers, payors, DME providers and patients into one streamlined platform. We're passionate about simplifying the traditionally complex and fragmented DME experience.

With Synapse, prescribers face less documentation hassle, and patients enjoy greater transparency and faster service. Everyone involved benefits from real-time communication and wraparound support.

What services does Synapse Health provide?

Synapse supplies nearly all home medical equipment and supplies - except for complex rehabilitation equipment, orthotics and prosthetics.

In-scope product categories include:

- Diabetic supplies
- Insulin pumps
- Oxygen
- Urological
- Enteral
- Ostomy

- Mobility aids
- Respiratory
- Respiratory vests
- Ventilators
- Home ambulatory equipment

- Wheelchairs
- Hospital beds
- Sleep therapy
- Wound care
- Negative pressure wound therapy

ORDERING WITH SYNAPSE HEALTH

Ordering through Synapse is flexible by design. You can place orders using the Synapse Health Connect Portal, fax, email, EHR or by working with a subcontracted DME partner. Many prescribers use the Connect portal for its guided workflows and real-time eligibility checks. Details on using the Connect portal, along with other order options, are found on the next page.

How does the Synapse ordering process work?

1. Prescribers place a patient order through their preferred method (see options below).
2. Synapse verifies the order, ensures complete documentation, collects any applicable copay and schedules delivery.
3. Orders are routed to a qualified subcontracted DME provider based on patient location, product availability and patient/prescriber preference. Synapse manages claims and provides ongoing support for both prescribers and patients.

How do I submit new orders?

Prescribers can submit orders through any of the following options:

Staff Member Account in Connect portal:
connect.synapsehealth.com

Fax:

- Hospital Discharges: 1.888.518.4433
- Outpatient Clinics/Facilities: 1.888.690.5329

Email: neworder@synapsehealth.com

EHR integration:

Contact hospitalsuccess@synapsehealth.com or outpatientsuccess@synapsehealth.com to learn more about this option.

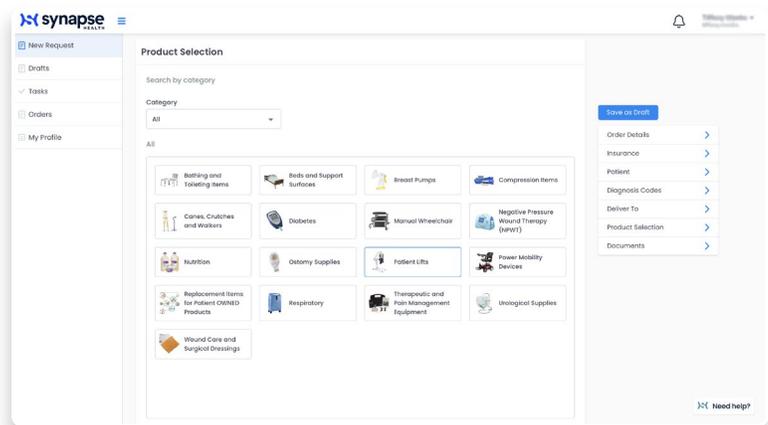
Direct to subcontracted provider:

You may also send your order to a Synapse subcontracted DME provider to submit on your behalf.

USING THE SYNAPSE HEALTH CONNECT PORTAL

How does the Connect portal work?

The Connect portal is 100% web-based and mobile-accessible. It features guided workflows for real-time eligibility checks, intuitive product selection and built-in documentation tools like face-to-face and signed order tracking. Once submitted by staff, the order is routed to the prescriber for review and signature—no login required.



What support is available for learning the Connect portal?

If you choose to use the Connect portal, our dedicated Outpatient Success Team is available to guide you through a virtual training session that walks you step-by-step through order submission. You can reach us by phone at 1.888.33.MYDME or via the Connect Portal live chat feature from 8 AM–6 PM EST, Mon–Fri.

Who can enter patient orders?

Authorized staff such as Nurse Practitioners (NPs), Physician Assistants (PAs), nurses or Medical Assistants (MAs) can enter orders in the portal. Once submitted, the system routes the order to the prescriber for signature—no login is required. The prescriber can sign directly from their mobile device or tablet.

How do I sign up for the Connect portal?

Go to connect.synapsehealth.com, click "Create Account," and select "staff member."
Enter your name and clinic NPI, agree to the user agreement, and you're ready to get started.

Does the Connect portal cost anything?

No. The portal is free for prescribers.

How does Synapse choose which DME provider to route orders to?

We prioritize subcontracted providers based on geographic proximity, product availability and patient or prescriber preferences. For questions, contact dmeprovidernetwork@synapsehealth.com.

To explore Connect portal training videos or learn more about how it works, visit our Prescriber landing page at synapsehealth.com/welcome/prescribers.

PRESCRIBER SUPPORT & RESOURCES

How can I get help with general questions or training?

Our dedicated Prescriber Success Teams are here to support you:

- **Hospital Prescribers:** hospitalsuccess@synapsehealth.com
- **Outpatient Clinics:** outpatientsuccess@synapsehealth.com

We offer live training sessions, overview videos and real-time chat support within the portal.

How do I contact Synapse Health with order-related questions?

- For order-related questions, call 1.888.33.MYDME (1.888.336.9363).
- If you're using the Connect portal, chat support is available from 8 AM – 6 PM EST, Mon-Fri.

PATIENT EXPERIENCE

Who should my patients contact with questions?

Patients can reach Synapse Health 24/7 at 1.888.33.MYDME (1.888.336.9363) or via the patient portal at mydme.synapsehealth.com.

Will someone show the patient how to use their equipment?

Yes. All our subcontracted DME providers are credentialed and will educate the patient on setup, use and maintenance of the equipment. Synapse Health also provides patient training and support via our 24/7 customer support line.

What happens during a transition to a new DME provider?

Synapse handles the entire transition process, ensuring continuity of care:

1. **Contact**—Synapse reaches out to the patient.
2. **Acceptance**—Patient confirms equipment use, completes a brief questionnaire and signs a medical release.
3. **Scheduling**—Patient selects a preferred delivery date.
4. **Transition**—Equipment is exchanged if needed.
5. **Service**—Synapse educates the patient on future ordering and support.

Who handles claims issues, offsets and exceptions?

Synapse manages all claims-related issues, including offsets, exceptions and retro-eligibility.

Additional Information For Specialized Settings

HOSPITAL PRESCRIBERS

Where can I get support for hospital discharge orders?

For general support or to talk through preferred ordering workflows, email our Hospital Success Team at hospitalsuccess@synapsehealth.com.

For questions about a specific hospital discharge order or to check order status, contact us at 1.888.33.MYDME (1.888.336.9363) – available 24/7.

What are my options for submitting hospital discharge orders?

You can submit hospital discharge orders using any of the following methods, based on what works best for your team:

- **Send directly to a Synapse Health subcontracted provider**, who can submit on your behalf
- **Fax:** Hospital Discharge Orders: 1.888.518.4433 (*Download fax cover sheet here*)
- **Email:** neworder@synapsehealth.com
- **EHR:** Contact our Hospital Success Team at hospitalsuccess@synapsehealth.com to learn more.
- **Connect portal:** connect.synapsehealth.com

OUTPATIENT PRESCRIBERS

Where can I get support for outpatient orders?

For general support, to explore ordering options or to schedule Connect portal training, contact our Outpatient Success Team at outpatientsuccess@synapsehealth.com or call 1.888.33.MYDME (1.888.336.9363).

For questions, concerns or order status updates related to a specific outpatient order, our Customer Care Team is available 24/7 at the same number—just follow the prompts to be connected.

What are my options for submitting outpatient orders?

- **Connect portal:** connect.synapsehealth.com
- **Fax:** 1.888.690.5329 ([Download fax cover sheet here](#))
- **Email:** neworder@synapsehealth.com
- **EHR:** Contact our Outpatient Success Team at outpatientsuccess@synapsehealth.com to learn more.
- **Send directly to a Synapse Health subcontracted provider**, who can submit on your behalf

WANT MORE TOOLS, TRAINING OR ANSWERS?

Visit our Prescriber support page to explore step-by-step guides, demo videos and additional support resources: synapsehealth.com/welcome/prescribers



SCAN HERE FOR MORE PRESCRIBER INFO

We know how hard you work to get patients the care they need— and we're here to make that easier.

Whether you're supporting discharges or managing ongoing care, Synapse Health simplifies the process so you can focus on what matters most. We're excited to partner with you to deliver transparency, efficiency and an improved DME experience for you and your patients.

Call us toll free at 1.888.33.MYDME (1.888.336.9363)

