



Fulfil Portal User Guide

A STEP-BY-STEP GUIDE FOR DME PROVIDERS

Questions?

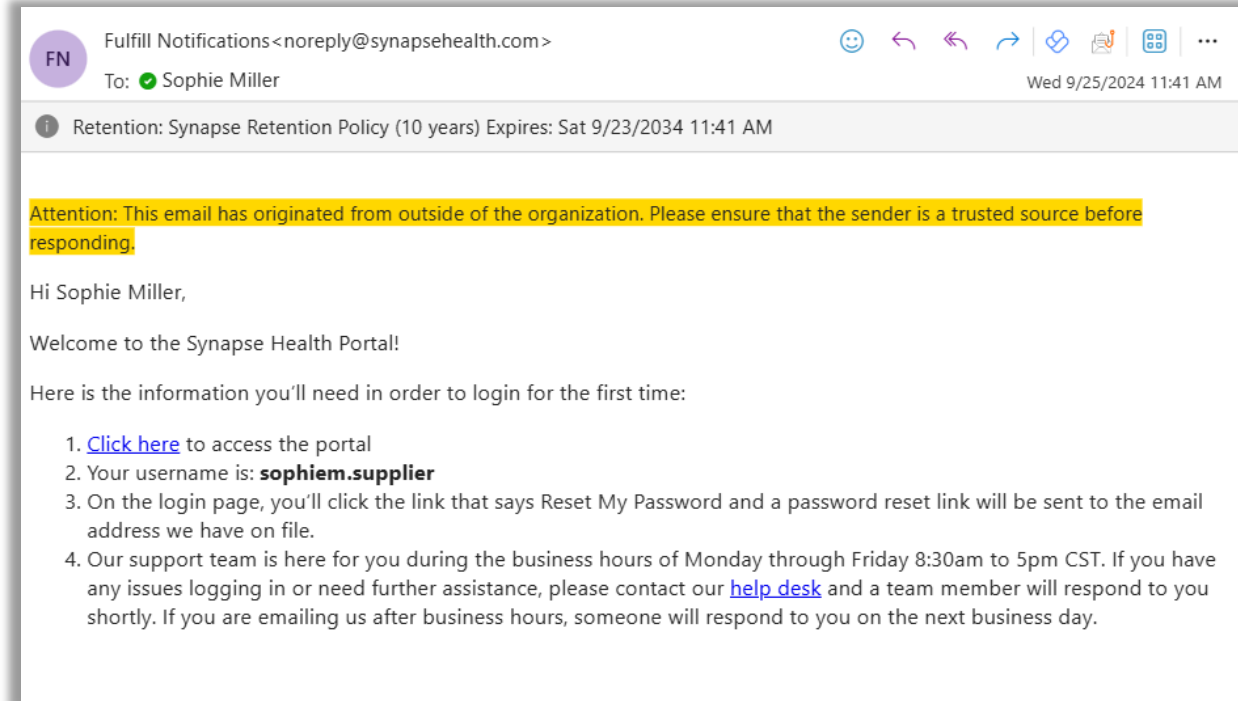
Email dmeprovidersupport@synapsehealth.com

DME Provide Line for Order Assistance: 888.801.9449

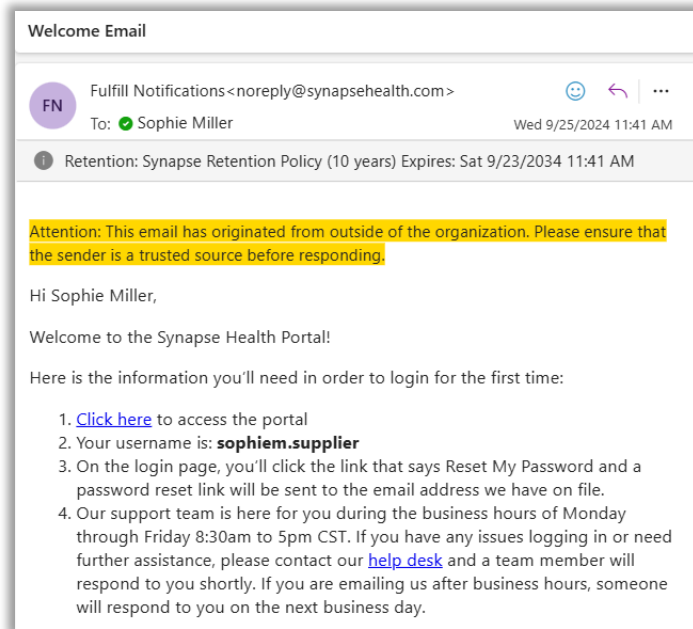
September 2024

Logging Into Fulfill For The First Time

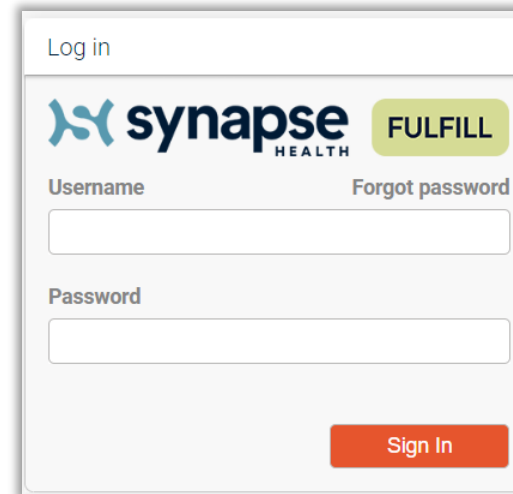
The Vendor Implementation Coordinator will request each DME provider to send names and emails of any users that need access to the Fulfill Portal. Once these user accounts have been created, a Welcome Email will be generated.



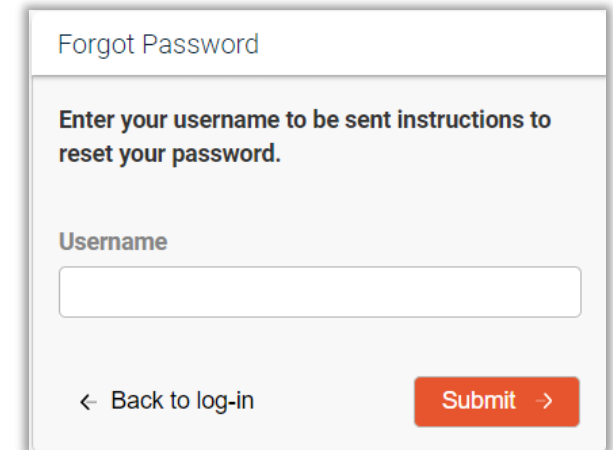
Logging Into Fulfill For The First Time



1. Select the "click here" link in the welcome email or use URL fulfill.synapsehealth.com

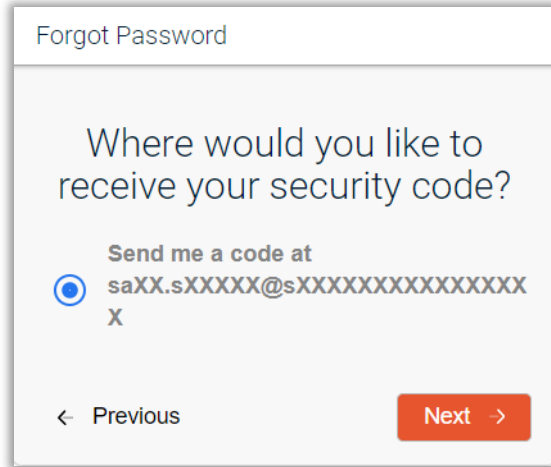


2. Select "Forgot Password"



3. Enter username found in welcome email

Logging Into Fulfill For The First Time



Forgot Password

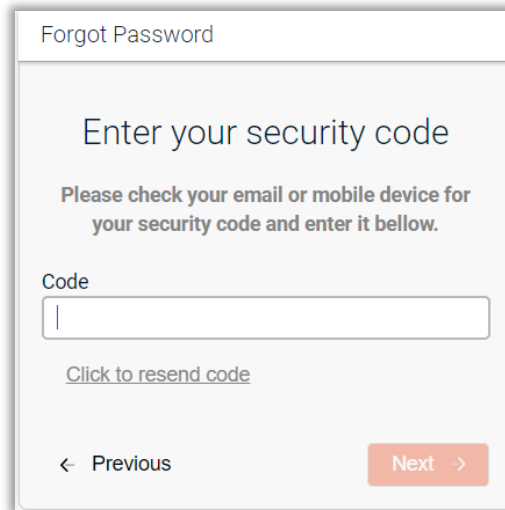
Where would you like to receive your security code?

Send me a code at

saXX.sXXXXX@sXXXXXXXXXXXXXXXXXXXXX

< Previous Next >

4. Send security code



Forgot Password

Enter your security code

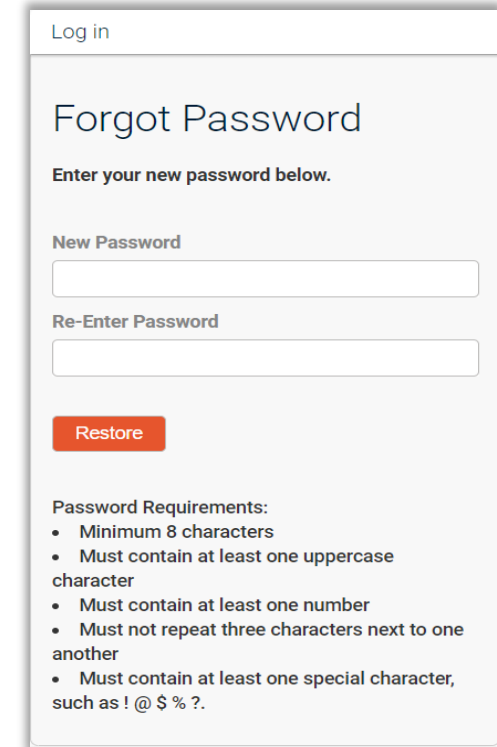
Please check your email or mobile device for your security code and enter it below.

Code

[Click to resend code](#)

< Previous Next >

5. Check email for security code and enter code in forgot password window



Log in

Forgot Password

Enter your new password below.

New Password

Re-Enter Password

Restore

Password Requirements:

- Minimum 8 characters
- Must contain at least one uppercase character
- Must contain at least one number
- Must not repeat three characters next to one another
- Must contain at least one special character, such as ! @ \$ % ? .

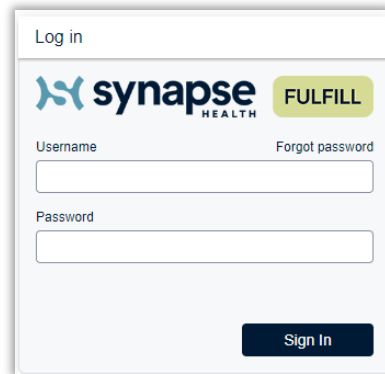
6. Enter a new password

7. Return to log-in page and use new password to login

Logging Into Fulfill: Multi-Factor Authentication (MFA)

Steps for optimal login flow with MFA once a user has reset their password.

1. User navigates to log-in page via URL fulfill.synapsehealth.com
2. User inputs their Fulfill username and password and clicks “sign in”
3. User selects method to send security code and selects “next”
4. User collects security code from selected source and inputs code in the free type box and clicks “next”
5. Log-in is complete!



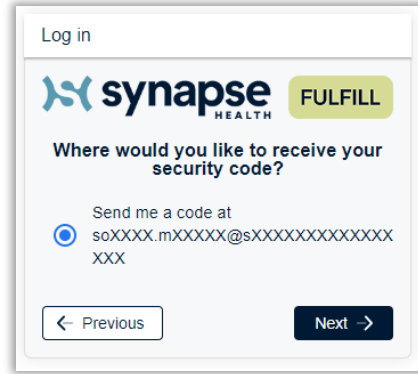
Log in

synapse HEALTH FULFILL

Username [Forgot password](#)

Password

Sign In



Log in

synapse HEALTH FULFILL

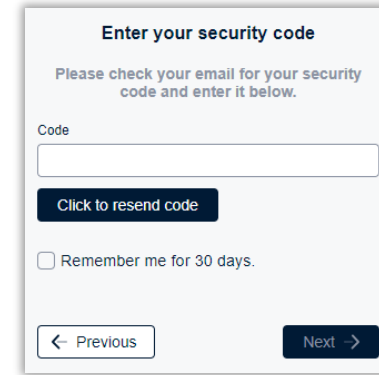
Where would you like to receive your security code?

Send me a code at

soXXXX.mXXXX@sXXXXXXXXXXXXXXX XXX

Other method

Previous **Next**



Enter your security code

Please check your email for your security code and enter it below.

Code

Click to resend code

Remember me for 30 days.

Previous **Next**



Dashboard Columns

View Your Orders: Fulfill Dashboard

From the dashboard, DME providers can easily view all orders in one location. Each column has the option to filter orders (≡) to quickly find specific orders or order types, and to reorder the list by type or alphabetic order by single clicking the column title (**Patient Name** ↑).

Alerts	Priority	ID	Patient Name	Type	Source	Status	Schedule Date	City	State	Zip Code
	Urgent	SO-CC2F12EC	Sophie Delivery			Pending Acceptance	09/20/2024	Atlanta	GA	30342
	Normal	SO-C1C66EB7	Sophie Shipment			Pending Order	08/27/2024	Great	HI	08901
	Normal	SO-F66AC284	Sophie Shipment			Pending Order	09/20/2024	Great	HI	08901
	Normal	SO-221441C7	Sophie Shipment			Pending Synapse Review	07/29/2024	Great	HI	08901
	Normal	SO-0470625C	Sophie Delivery			Pending Synapse Review	07/31/2024	Caffeine	CA	37845

Note: Test patients shown for training purposes



New Order Notifications

Users who have email notifications turned on will receive an email from Synapse Health Notifications (noreply@synapsehealth.com) when a new order is assigned to the DME provider.

SN Synapse Health Notifications
Normal: Order SO-8A4F6B05 Requires Acceptance (Delivery) Wed 3:44 PM
Attention: This email has originated from outside of the organization. Plea...

After opening the email notification, users can utilize the hyperlink “click here” at the top of the email to be brought to the Fulfill dashboard with that specific order pulled up.

[Click Here](#) to view additional order details.

Delivery #SO-8A4F6B05
Normal

Patient

Demographic Information

FACILITY:
ZIP CODE: 46227
REQDATE: 9/25/2024
REQTIME:

Clinical Information

THIS PATIENT HAS BEEN DIAGNOSED WITH AN INFECTIOUS DISEASE: NO

Assigned Vendor

Bonbons (Sub)

	Sc
g Acceptance	09/
g Acceptance	09/
g Acceptance	09/
g Acceptance	09/
g Acceptance	09/
g Acceptance	09/
g Acceptance	09/

Pending Acceptance ✕

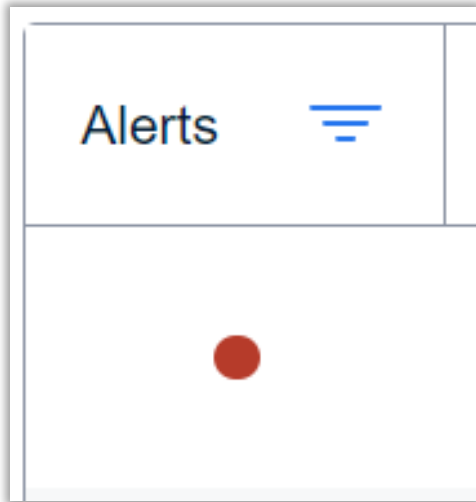
Access Code: Schedule Date: 09/20/2024
Order ID: **SO-CC2F12EC**

Patient Information

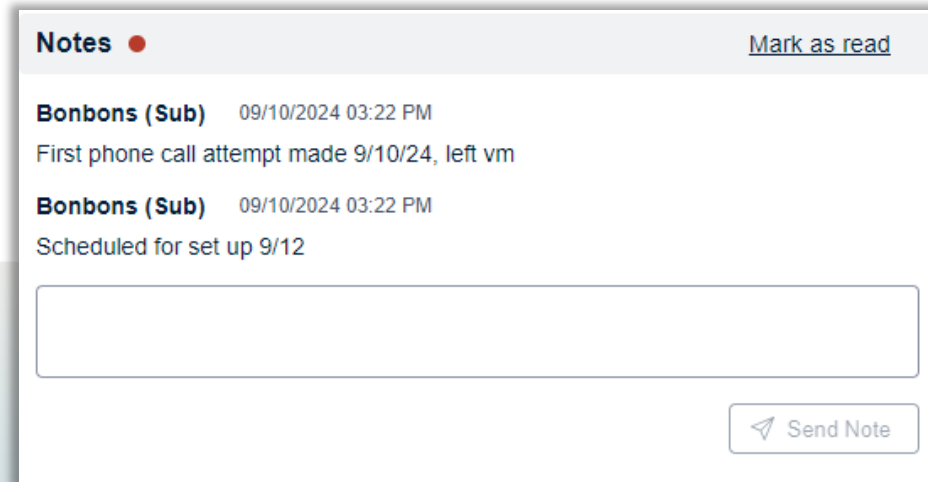
Sophie Delivery	Height:
DOB: 04/16/1997	Weight:
Contact Phone: (789)456-1233	Patient ID: 10000027



Dashboard Columns: Alerts and Notes



1. The first column on the left, Alerts, identifies if an order has a note or message back from the Synapse Health Team with a red dot.
2. Once the user clicks on that order, it will automatically bring them to the bottom of the order where the “Notes” section is found.
3. In the notes area of an order, users can “send a note” or message to Synapse Health, which will automatically mark the note as read and remove the red dot from the order.
4. DME providers also can clear the alert by clicking “mark as read”



Use the notes section of an order to:

- Track scheduling attempts
- Message Synapse Health
- Use as a paper trail for that order

For any emergent question, always reach out to the DME Provider Line (888.801.9449).

Dashboard Columns: Priority Levels



Priority levels indicate how soon an order needs to be delivered to the patient.

Low

Low Priority: Order already completed/ delivered

- Supply closets, etc.

Normal

Normal Priority: Delivery next day or later

High

High Priority: Same day delivery

Urgent

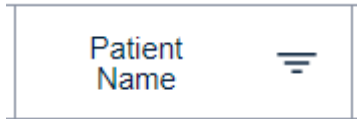
Urgent Priority: 2-hour delivery

- Hospital discharges/ STAT orders

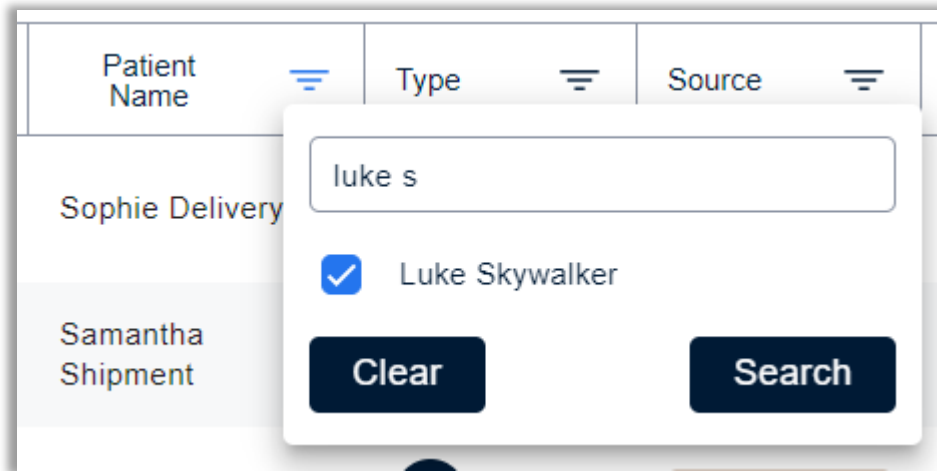
Dashboard Columns: Order ID & Patient Name



Order ID: This is the unique order identifier that starts with "SO-". It can be found in the order notification email, on the dashboard, and within the order itself.



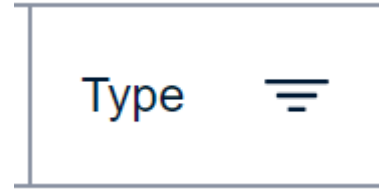
Patient Name: Indicates the patients name for the order



Tip: To quickly find an order, use the filter to copy and paste the order ID or patient name

1. Use the search box to type
2. Click the checkbox to check the correct item
3. Click search to refresh the dashboard to that specific order or person

Dashboard Columns: Order Type



Delivery Truck: Indicates a threshold delivery OR a shipment order



Pickup Box: Indicates an order that needs to be picked up, exchanged, or replaced



Service Wrench: Indicates an order that will need to receive maintenance or service

Note: Items that will need to be picked up or serviced will still come through as a new order notification in a users email and will need to be accepted or rejected like a normal order.

Dashboard Columns: Order Status



Transitions

Transitions Orders:

- These are existing patients from the DME provider that have been transitioned over to Synapse Health.
- Synapse Health is now DME provider of record for that patient.

Referral

Referral Orders:

- DME provider is provider of record and DME provider collects payment directly from payor.
- Ongoing member needs supported by DME provider.
- Once an order is accepted, DME provider treats this patient as business as usual.
- Still ensure order is marked as completed once delivered or shipped.

Note: If the order status is blank, then it is a standard subcontracted order and Synapse Health is the DME provider of record



Dashboard Columns: Order Status



Order status indicates what stage of processing an order is in.

Pending Acceptance

Pending Acceptance: New order is pending DME provider acceptance or rejection

- Urgent orders: Must be accepted or rejected within 1 hour of order notification
- Normal orders: Must be accepted or rejected within 2 hours of order notification

Pending Order

Pending Order: DME provider has accepted the order, but delivery has not been completed

Pending Synapse Review

Pending Synapse Review: No action needed by DME provider, Synapse is confirming delivery and patient satisfaction

Completed

Completed: Order is completed, no action needed by DME provider nor Synapse

Cancelled

Canceled: Order has been canceled for various reasons



Dashboard Columns: Schedule Date, City, State, Zip Code

Schedule Date	☰	City	☰	State	☰	Zip Code	☰
---------------	---	------	---	-------	---	----------	---

- Scheduled date: Date the order should be delivered at the latest
- City: Delivery address city
- State: Delivery address state
- Zip Code: Delivery address zip code

Note: The delivery address is not necessarily the patient address. In the event of a hospital discharge, the hospital address will be listed.



Order Level View

Viewing An Order

1. To pull up a specific order, users can:
 - Click anywhere on the row of a specific order from the dashboard
 - Click “click here” from an email order notification
2. Order will pull up on the right hand of the screen
3. Scroll to review patient information, delivery address, order associated documents, the products in the order, any delivery instructions, and even add notes.

Pending Acceptance ✕

Access Code: Schedule Date: 09/20/2024
Order ID: SO-CC2F12EC

✓ Accept ✕ Reject

Patient Information

Sophie Delivery Height:
DOB: 04/16/1997 Weight:
Contact Phone: (789)456-1233 Patient ID: 10000027

Delivery Address


Street Address: 5665 Peachtree Dunwoody Rd State: GA
City: Atlanta Zip Code: 30342

Documents

Upload file
Supported formats: .txt, .pdf, .jpeg, .jpg, .tiff, .tif

There are no documents attached to this order.

Product Information

Product	HCPCS	Qty	Units	Notes
Heavy Duty Rollator - 4 Wheeled Walker With Seat Generic_Heavy_Duty_Rollato...	E0149	1	ea	

Delivery Instructions

Delivery instructions not provided for this order.

Notes

Bonbons (Sub) 09/25/2024 03:11 PM
Test

Bonbons (Sub) 09/25/2024 03:54 PM
Test Test

Send Note

Accepting or Rejecting an Order

Pending Acceptance [X]

Access Code: Schedule Date: 09/20/2024
Order ID: **SO-CC2F12EC**



Pending Order [X]

Access Code: **AKMEWN** Schedule Date: 09/20/2024
Order ID: **SO-CC2F12EC**

- Urgent orders: Must be accepted or rejected within 1 hour of order notification
- Normal orders: Must be accepted or rejected within 2 hours of order notification

DME provider will use the accept or reject buttons within the order to let Synapse Health know if they are able to accept the order.



Pending Order
Order flips to pending order and access code is generated



Order disappears from dashboard and will be pushed to another DME provider

Completing an Order

- **Threshold deliveries and walk-ins:** Synapse Delivery Portal
 - See the Delivery Portal User Guide for more information
 - If unable to use the Delivery portal: Upload the signed delivery packet and ticket into Fulfill and then click “mark complete”
- **Shipments:** Once you have added tracking information, Synapse Health will monitor the tracking, confirm delivery with patient, and Synapse will mark the order as completed. If the item has been delivered and has not been marked as completed yet by Synapse, DME provider can mark as complete.
- **Referral Source orders:** DME provider is provider of record and can “mark complete” upon accepting order
- **Service and pick-up orders:** Synapse Delivery Portal
 - DME providers who are not utilizing the Delivery Portal can add a note and upload the service/ exchange ticket to Fulfill

✓ Mark Complete

Pending Order ✓ Mark Complete ✕

Access Code: **AKMEWN** Schedule Date: **09/20/2024**
Order ID: **SO-CC2F12EC**

Complete Order ✕

Are you sure you want to mark this order complete? Please upload needed documentation at this time.

No Yes

Pending Synapse Review ✕

Access Code: **AKMEWN** Schedule Date: **09/20/2024**
Order ID: **SO-CC2F12EC**



Reviewing Order Product Information

Prior to accepting an order, a DME provider should review all product information to identify if all products listed in the order are able to be fulfilled in the quantities specified.

Product Information Columns:

- **Product:** Will list the product, including whether it's a specific manufacturer or generic, and the product ID/part #
- **HCPCS:** Specific HCPCS code for the product
- **Qty:** The quantity of the product needed
- **Units:** The unit of measure for the product quantity
 - ea= each
 - ct= carton
 - bx= box
- **Notes:** Sticky note box will be bolded if there is a note on that specific product. Click to open.

Product Information				
Product	HCPCS	Qty	Units	Notes
BOOST GLUCOSE CONTROL, Rich Chocolate, 24 x 8 fl oz cartons, 190 cal <i>NDC_41679_0157_92</i>	B4154	1	ct	
EasyMax Test Strips - Box of 50 - Insulin <i>Oak_Tree_International_704...</i>	A4253	1	bx	
NUTREN 1.5, SpikeRight PLUS 6 x 1000 mL UltraPak bags 1500 cal <i>NDC_98716_0163_54</i>	B4152	1	ea	

Note ✕

Prefers chocolate flavor, if unavailable please substitute with vanilla

Order Level Features: Documents

Documents

Upload file
Supported formats: .txt, .pdf, .jpeg, .jpg, .tiff, .tif

Download All

Detailed Written Order



Upload file

If you are NOT utilizing the Delivery Portal for threshold deliveries, you can upload the signed delivery ticket here



Download and view any documents that have been uploaded by the Synapse Health staff by selecting the blue arrow to the right of the document listed

If you think a document (ie prescription, DWO, patient demographics, etc) are missing from an order, please call the DME Provider Line at 888-801-9449.



Order Level Features: Tracking

For orders that are being shipped, add tracking information for each shipment

Tracking

Select Carrier*	Tracking No.*	Product Selection*	Qty*
FedEx	1234567	All Remaining Products	Qty
		All Remaining Prod... ✓	Add
		BOOST BREEZE, 2-Varie...	
		BOOST BREEZE, Wild B...	

1. Once the carrier, tracking number, and product has been selected, click “add” to list that tracking information for the order.
2. If all order items are being shipped in the same order, you can select “all remaining products” from the product selection drop down.
3. If products will be sent in separate shipments, you can add separate tracking numbers and edit items in that shipment.
4. Delete 🗑️ or edit ✎ tracking information after it's been added by clicking the respective icon on the right side of the row

Tracking

FedEx	7894562	BOOST BREEZE, 2-Variety Case 24 x 8 fl oz...	1	🗑️ ✎
FedEx	78954631	BOOST BREEZE, Wild Berry 24 x 8 fl oz carton,...	1	🗑️ ✎

Order Level Features: Notes

Notes can be utilized to track scheduling attempts, any notes or questions, and to chat with Synapse Health.

1. Click into the text box and type your message or note
2. Click “send note” button to post the message or note
3. If asking a question or message requires Synapse response, DME provider will receive an email notification once Synapse has replied AND an alert will be added to the order

Refer to page 9 for more information on note alerts

Notes

Synapse Health 08/22/2024 12:28 PM
[0002_Bonbons (Sub)] Delivery preferred in person.

Bonbons (Sub) 08/22/2024 02:17 PM
Missing prescription

Synapse Health 08/22/2024 02:19 PM
[0002_Bonbons (Sub)] Added Rx. Sorry about that!



Product Returns

Product Returns: Process

- Returns occur within 14 days of delivery to the member.
- Synapse Health will issue authorization & a pickup ticket (order) to you as the subcontractor through the Fulfill Portal.
- Once product/s are received, within 5 business days you will notify Synapse Health of receipt & status on the condition of the product/s received.
- Unused & in the original packaging (resale condition).
- If product dispensed to a patient is returned to you as the Subcontracted DME Provider for any reason, you will promptly inform Synapse Health of the return and provide any information you may have related to the return to assist Synapse Health in processing the rejection or return.
- The returned products will be credited pursuant to the expected division of reimbursement set forth in Exhibit C within your executed contract.



Product Returns: Compensation

- Returned products due to your error, shall be returned to you at your expense. You will not receive any restocking or other charges from Synapse Health. Errors you organization is directly responsible for shall be limited in definition to:
 - The merchandise delivered was defective.
 - Incorrect order quantity (over-shipment).
 - Unapproved substitution based on Supplier order record sent.
 - Duplicate order sent with no underlying duplicate Supplier order .
 - Product delivery date was delayed over five (5) business days from contiguous forty-eight (48) states, ten (10) business days outside contiguous forty-eight (48) states, and due to circumstances within your control.



Have A Question? Need Help?

Our operations team is available to provide support for any problems along the way!

Order Related Fulfillment Issues or Questions:

- Email: fulfill@synapsehealth.com
- DME Provider Line: 888.801.9449
 - This line routes directly to our Customer Connect Center & they will get you directly to the Fulfillment team during business hours 8am-8pm Eastern.
 - After hours, this line will route initially to our answering service if selecting same day delivery. You will then be dispatched to an on-call employee.

User Access or General Supplier Questions:

- Email: dmeprovidersupport@synapsehealth.com



Member Complaints Feedback

If you receive any member complaints, please forward to Synapse Health Compliance Hotline within 24 hours of receipt.

Toll Free: 1.833.609.5224

To report a concern online: www.synapsehealth.ethicspoint.com

