

Lost, Stolen, or Broken Equipment

Overview for DME Providers: What to Report, What to Send and What Happens Next

When equipment is lost, stolen, or breaks beyond repair after delivery, the documentation is what moves the incident forward. DME providers please tell us early and send the documents that match the category. Synapse handles verification, billing adjustments, claims, and record updates from there.

1 Notify Synapse Health in writing

Submit a Fulfill portal note as soon as you identify the incident, within the timeframe in your active service agreement.

Include:

- Patient identifiers: name, date of birth, and policy number
- Equipment identifier: serial number or asset tag
- Incident category: lost, stolen, or broken beyond repair
- Date of the incident
- A brief description of the circumstances

If the patient can't wait, deliver first.

When a replacement is needed to keep care going without interruption, deliver the equipment and then create the order in the Connect portal. Mark it as already delivered, note that it is replacement equipment, and reference the sales order number it replaces.

2 Match the incident to the right category

Each category has its own documentation requirement.

Category	What it means	Documentation to submit
Lost	Equipment that can't be recovered after a minimum of three outreach attempts over a two-week period, including a drive-by.	A written record of each recovery attempt: date, method, and outcome.
Stolen	Equipment the patient or caregiver reports as stolen.	The official police report.
Broken beyond repair	Equipment confirmed non-repairable by the manufacturer or by your service team. Also covers equipment damaged by natural disasters such as fire or flood.	Written non-repairability confirmation, or a repair invoice showing the same. Disaster damage requires fire or flood report, insurance claim, or third-party report.

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3 What Synapse Health does with the information

- We log the notification and verify your documentation against the definitions above.
- If something is missing, we come back to you with a specific request. The incident doesn't advance until the file is complete.
- Once verified, we categorize the incident and log it on the order.

4 Incident Resolution

- For lost equipment where you couldn't reach the patient and a payment claim is involved, Synapse makes three additional contact attempts.
- Based on those results, we determine next steps: replacement, billing adjustment, insurance claim, or write-off.
- Where payment applies, it is issued at the reimbursement rate in your supplier agreement.
- We update inventory and patient records, then notify you of the resolution and anything further needed from you.

How Synapse Healths helps our DME provider partners:

DME providers stay in control of service delivery and your relationship with the patient. Synapse Health takes on the administrative side, verification, billing adjustments, claims, and record keeping, so your team can stay focused on fulfillment.