

Get your medical equipment quickly and with support



A simpler, faster way to get your home medical equipment as a UnitedHealthcare® member

Use the Synapse Health Patient Portal to manage all of your medical equipment needs

Within the Patient Portal you can:

- Create an account or login to the portal
- Submit paperwork required by your health insurance
- View the status of your medical equipment order
- Pay bills and check history
- Get support for your equipment

➔ Access the portal at www.getmydme.com

The screenshot shows the 'Patient Portal' login interface. It includes a header with the Synapse Health logo and the text 'Login to view a detailed version of your account.' Below this are input fields for 'Username' and 'Password', with a 'Remember me' checkbox and a 'Forgot password?' link. There are two main buttons: 'Login' and 'Create an account'. Below these is a section for guest access, starting with 'OR' and 'Enter your Order No. and track as guest', followed by an 'Order No.' input field and a 'Track order as guest' button.

Synapse Health is here to help:

- We work with your doctor, health insurance company, and trusted equipment providers to review required paperwork and move approvals forward.
- You'll get updates when your equipment is on the way—or if we need anything else.
- If you have questions or need help, you can call us, text us, or talk to a real person.



Be sure to opt-in to email and SMS (text) to get proactive notifications about your orders

The screenshot shows the 'Order tracking' page. It features a 'Back to track order' link at the top. The main section displays 'Estimated delivery' as 'Sunday April 06' and 'Carrier Status' as 'Out for Delivery' with 'Order #: SO-B1230098'. Below this is a 'Detailed tracking' section with two entries: 'Friday, April 4 12:40 PM | Reedley, California Out for Delivery' and 'Friday, April 4 12:35 PM | Lakewood, Colorado The shipment is on the way'. To the right, there's an 'Entire order status' section showing 'In Progress' with a progress bar, a 'Join us' section with a privacy notice and 'Create an account'/'Log in' links, and a 'Do you have a question?' section with a contact number '1-888-33MYDME'.