DME Provider Implementation & Kickoff

Serving patients—together

Confidential and Proprietary Information of Synapse Health. Do Not Disclose to External Parties.

What to Expect Today

Implementation Overview

Expansion Onboarding Status

- Contracting and Credentialing

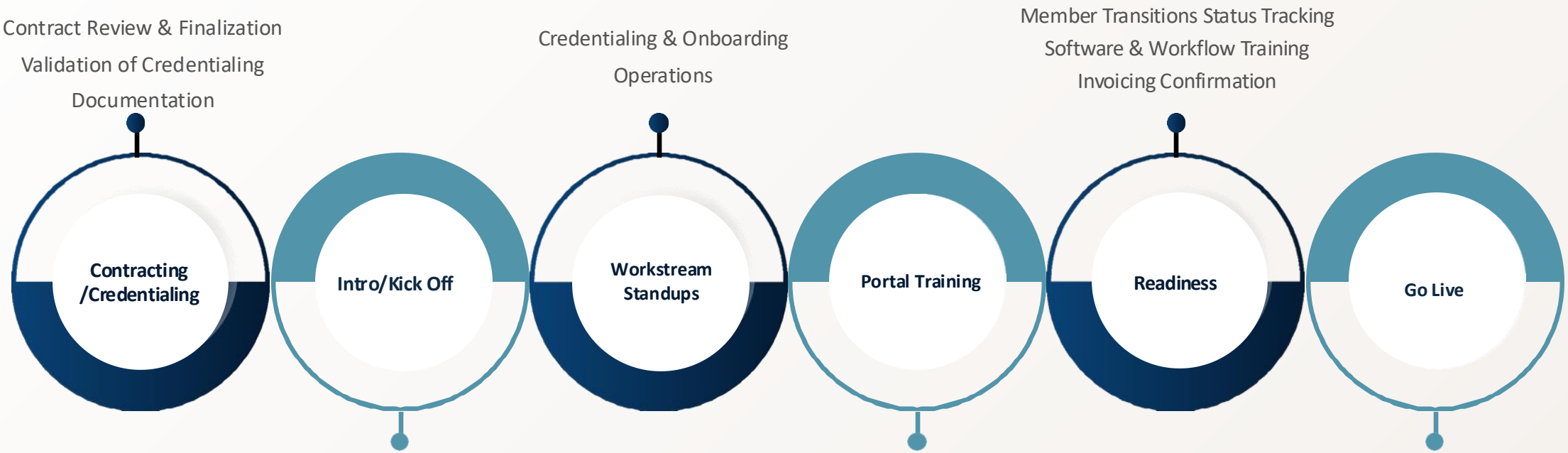
Patient Transitions

- Timeline Details & ShareFile Detail
- Review of Paper Transitions & Timeline
- Review of Physical Transitions & Timeline

Onboarding Roadmap

- Portal access
- Portal training

Implementation Journey



Clear Roles Ensure Successful Partnership

For Subcontract Orders

	Synapse Role	Subcontractor Role
Orders & documentation	Retrieve documentation, verify coverage, submit PAs	Fulfill orders, confirm delivery
Patient experience	Outreach, education, resupply reminders, copay collection	Coordinate delivery, support logistics and shared patient education
Prescriber support	Educate prescribers, integrate into existing workflows	Maintain referral relationships, support prescriber education
Payment	Bills payor & patient co-pay as provider of record	Delivery confirmation triggers invoice

For "Referral" Orders

Synapse not involved.

DME provider assumes full ownership of order as provider of record.

Submits claims to payor, patient copays per standard process. No Synapse payment.

Current & Expansion States

Current & Expanding Network Markets

Current Cap Contracts - June 1, 2026

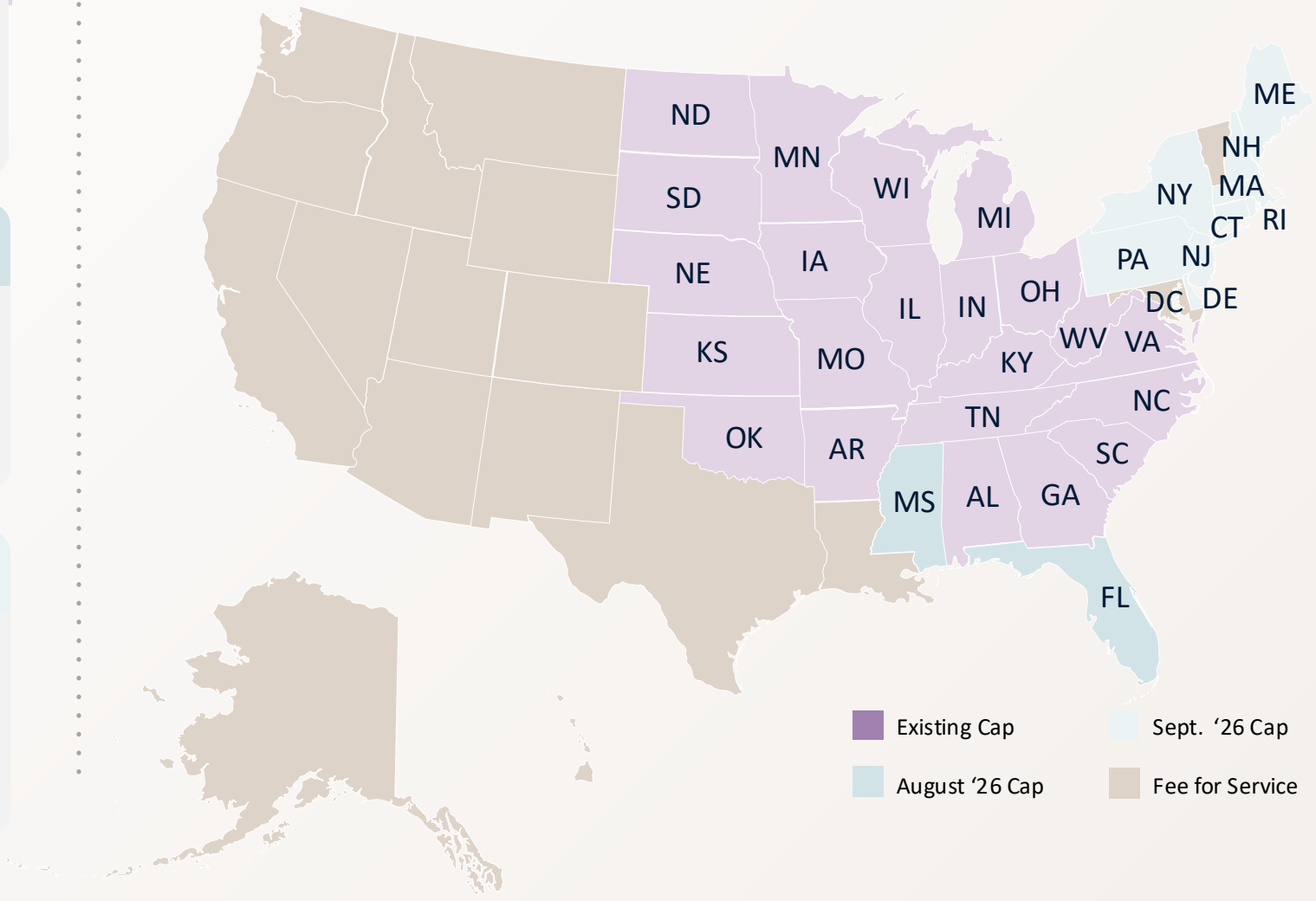
- 22 states with 10 new added in June 2026.
- New expanding Medicare Advantage scope in 6 existing states (C-SNP/D-SNP)

Cap Expansion – August 1, 2026

- Adding new members across 2 states
- Expanding Medicare Advantage scope in 3 existing states (C-SNP/D-SNP)

Cap Expansion – Sept. 1, 2026

- Adding new members across 9 states and the District of Columbia (DC)
- Expanding Medicare Advantage scope in one existing state, GA (D-SNP).



Aug. & Sept. 2026 Market Expansion States & Products

• = Currently In-Scope AUG = Effective August 1, 2026 SEPT = Effective September 1, 2026

State	IND-MA	C-SNP	D-SNP	State	IND-MA	C-SNP	D-SNP
Alabama	•	AUG	AUG	Missouri	•		
Arkansas	•	•	AUG	Nebraska	•		
Connecticut	SEPT		SEPT	New Hampshire	SEPT	SEPT	
DC	SEPT			New Jersey	SEPT		
Delaware	SEPT	SEPT		New York	SEPT	SEPT	
Florida	AUG	AUG		North Carolina	•	•	
Georgia	•	•	SEPT	North Dakota	•	•	•
Illinois	•	•		Ohio	•	•	
Indiana	•	•		Oklahoma	•	•	
Iowa	•	•		Pennsylvania	SEPT	SEPT	
Kansas	•	•		Rhode Island	SEPT	SEPT	
Kentucky	•	•		South Carolina	•	AUG	AUG
Maine	SEPT	SEPT	SEPT	South Dakota	•		•
Massachusetts	SEPT	SEPT		Tennessee	•	•	
Michigan	•	•		Virginia	•	•	
Minnesota	•	•		West Virginia	•		•
Mississippi	AUG	AUG		Wisconsin	•	•	

In-Scope DME

- Bent Metal
- CPM Device
- Diabetes
- DME & Supplies
- Enteral Nutrition
- Infusion Pumps (non-insulin)
- Mobility Products
- Ostomy Supplies
- Respiratory
- Stimulators
- Urological Supplies
- Wound Care

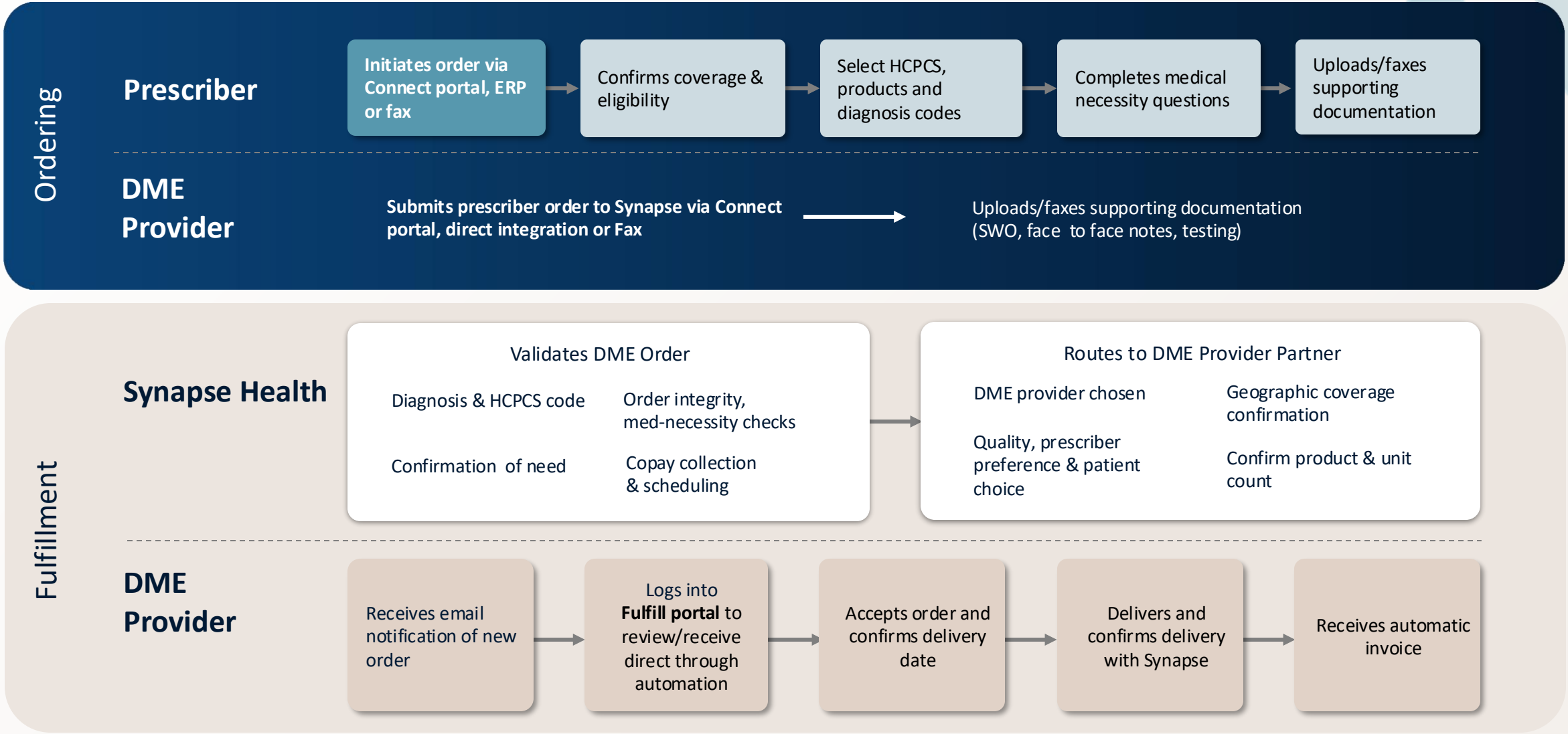
Out-of-Scope DME

- Orthotics & Prosthetics
- Complex Rehabilitation
- Lymphedema Pumps
- Bone Stimulators
- Cardiac Defibrillators
- Oral Devices
- Parenteral Nutrition
- Vision and hearing

- Plans covered will be for Individual Medicare Advantage Plans (IND-MA), Chronic Special Needs Plans (C-SNP), and/or Dual Eligible Special Needs Plans (D-SNP)
- Synapse Health will become the provider of record for expansion population beginning 6.1.26, 8.1.26, and 9.1.26

Order Flow + Synapse Portals

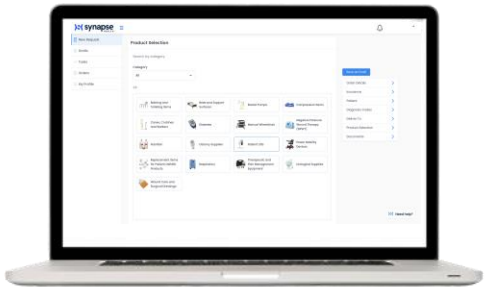
How It Works: Order Intake Through Fulfillment



Order

As we scale, we're streamlining how we exchange data and documentation with DME providers—offering multiple ways to connect

Sending Orders



CONNECT

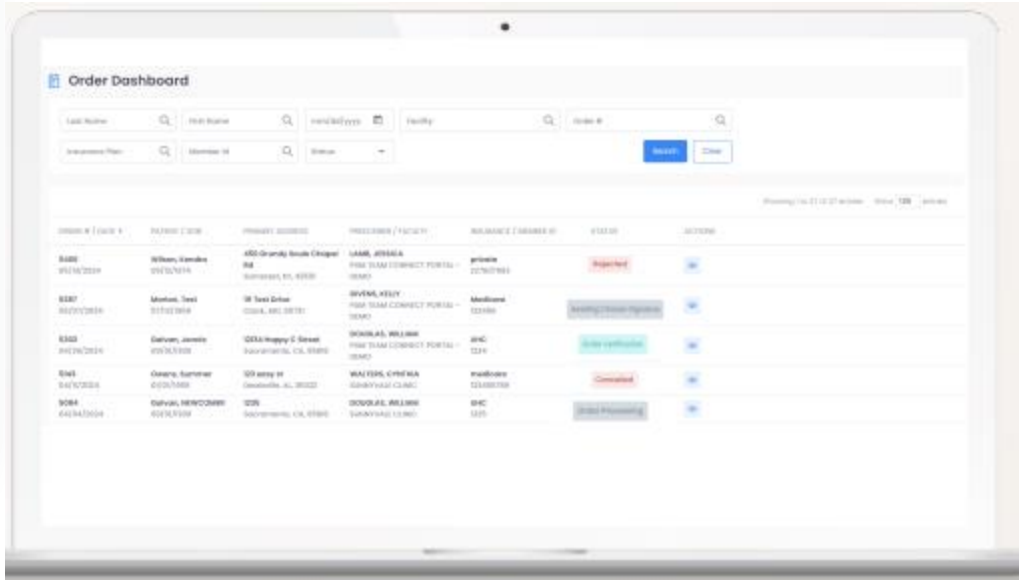
Connect portal – Use this portal to send clean orders and get real-time updates and documentation

Eliminates multiple phone calls and faxes into one integrated electronic process

Simplifies DME coordinators' ability to satisfy clinical documentation requirements

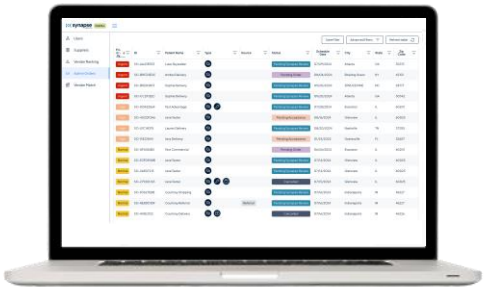
Integrates eligibility, benefit, and coverage criteria into portal ordering process

Generates quality orders electronically for review and signature



Receiving orders from Synapse

Fulfill portal



1. **Order received**—Review & accept order
2. **Dispatch/Ship order**— Note tracking #, upload proof of delivery
3. **Add notes**

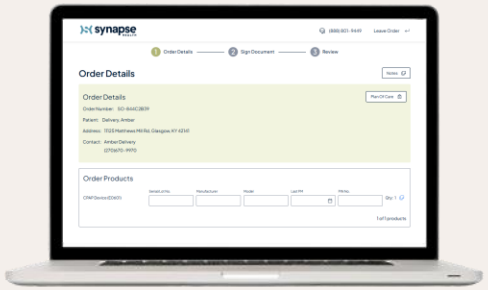
When you receive a new order email notification from Synapse, log in to review and accept the order.

Accessible by
Desktop, tablet or phone

Now LIVE – full visibility for all orders, including those submitted and in a processing status

Need help?
Chat with our Fulfill Team at any stage of the process through the Notes feature.

Delivery portal



1. **Review order details & notes** Enter serial, manufacturer & model # where applicable
2. **Document review**— Sign document
3. **Final order review/Submission delivery packet–**Auto creates & attaches to order in Fulfill portal

Delivery professionals, storefront staff or respiratory therapists may utilize this platform to complete threshold deliveries, repairs, pickups, walk-in services or virtual set ups. A unique URL is provided for users to confirm Access Code and add Patient Last Name to view and complete.

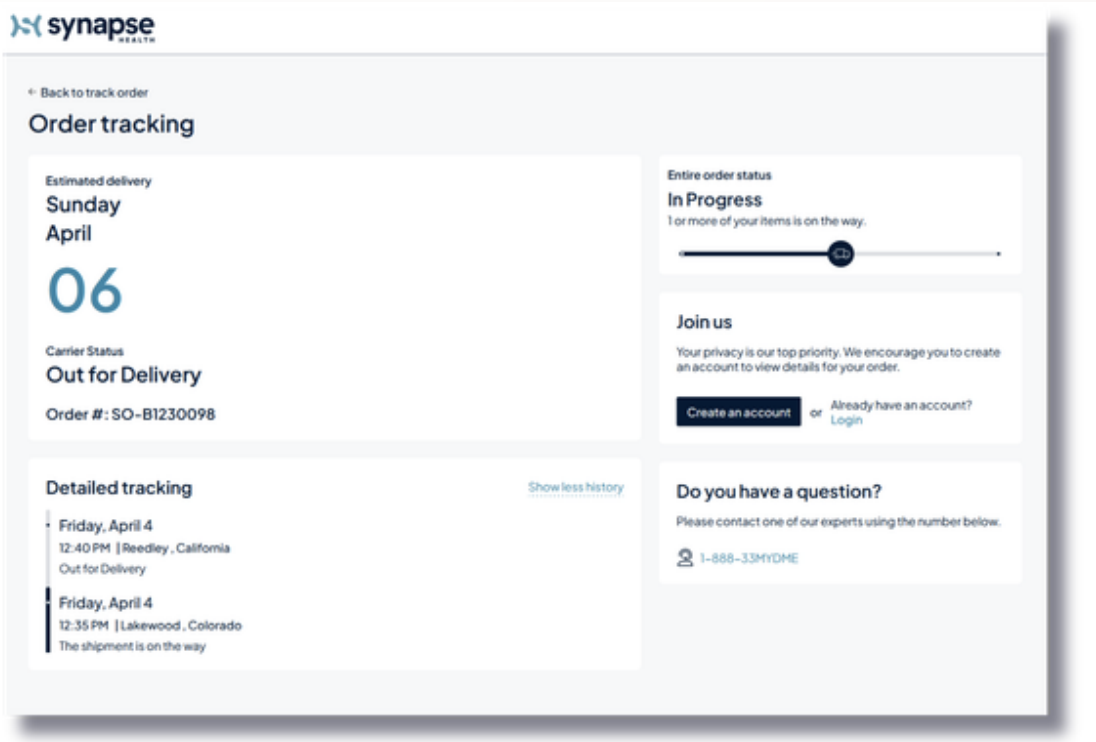
Accessible by
Desktop, tablet or phone

Need help?
Call our DME provider phone line at top right of the portal anytime for order assistance. 1.888.801.9449

APIs available to support automated order ingestion, status and documentation sharing with DME Providers EMR and dispatch system

The Synapse Health Patient Portal

A 24/7 self-service portal for patients and caregivers, tied to the same order flow you already work in. Status you post in Fulfill and Deliver surfaces here automatically for members.



What patients handle themselves

- Track order status and delivery updates in real time
- Submit and e-sign health plan documentation
- Pay balances and review billing history
- Request resupply on existing equipment
- Pull up setup instructions and support contacts

What it means for your operation

- **Patient billing stays with Synapse.** Patients pay through the portal. No claims submission, no patient collections on your side — payment runs on the standardized fee schedule, monthly, tied to delivery confirmation.
- **Fewer status calls to your dispatch desk.** Patients check delivery timing themselves or call Synapse support 24/7 instead of your team.
- **Documentation moves without your follow-up.** Intake forms, signatures, and plan paperwork are collected in the portal before the order routes to you.
- **You stay in control of service delivery.** The portal reports on the order. Setup, education, and the visit itself remain yours.

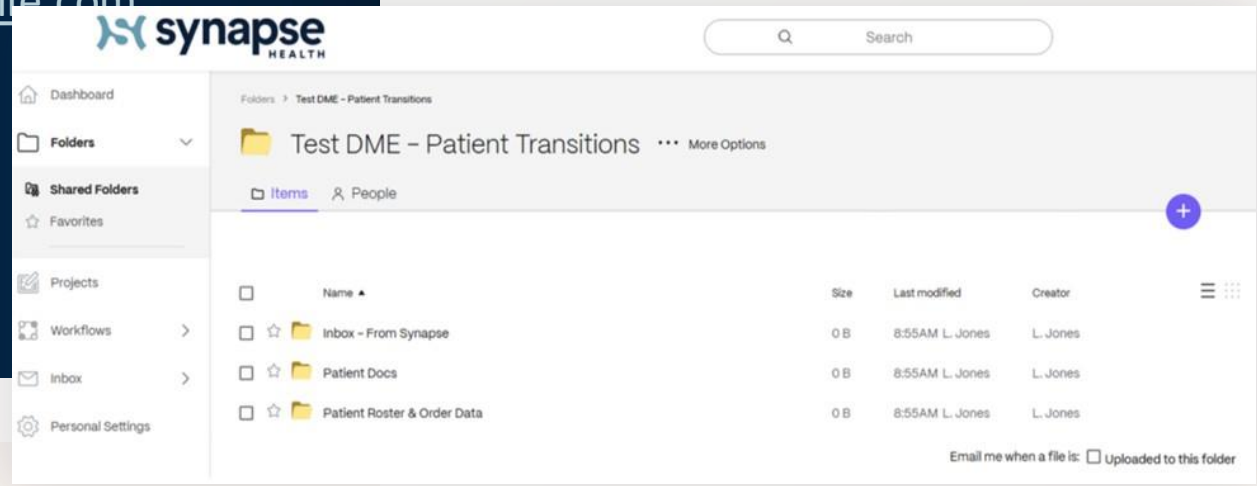
Payment & Reconciliation + DME Provider Resource Page

Roster & data exchanges

Synapse allows for secure file exchange via our **ShareFile Member Transitions Site** at synapsehealth.sharefile.com

Synapse will enable access and meet with your SMEs to provide training as needed

Please refer to our UHC Cap Rental Process prior to beginning file exchage.



Once access is granted:

- Synapse will place a list of impacted members on this site for your reference
- Provider to upload full member roster, order detail and documentation to the appropriate folders per data request specifications

Payment & reconciliation overview

1. Complete Order

- Use the Fulfill portal for shipments
- Use the Deliver portal for threshold, storefront or virtual setups
- Upload required information within 90 days from the delivery:
  - Signed delivery packet (patient/representative)
  - Make/model, serial or modem number
  - Shipment tracking (if applicable)

2. Review Statement

- Your assigned Statement Analyst will upload your monthly statement to your Accounts Receivable & Invoices ShareFile folder nduring the final week of each month.
- It will include payment details for all eligible & completed orders from the month before that have not been previously paid.

3. Report Discrepancies

- Complete the Payment Reconciliation Form provided with your statement.
- Ensure all required fields are fully completed.
- Upload the completed form to the AR & Invoices ShareFile folder within the first week of the month to be considered for the next payment statement. Later submissions move to the following statement cycle.
- Reconciliation received greater than 30 days from the date received is not accepted.

4. Process Payment

- Payments for confirmed statement balances are processed and issued during the final week of the month.

Important Compliance Reminders

Timely & Accurate Submissions



Ensure all documentation is uploaded on time and without errors to avoid any disruption in your payment processing.

Unauthorized Claims Prohibited



Do not submit a claim to any payor for services or products unless explicitly directed to do so in writing by Synapse Health.

No Direct Patient Billing



Do not bill patients under any circumstances, including for upgraded items. Synapse handles all direct patient billing entirely.

No Point-of-Sale Collections



Do not collect copayments or deductibles from the patient at the time of delivery or service.

Accessing details via ShareFile

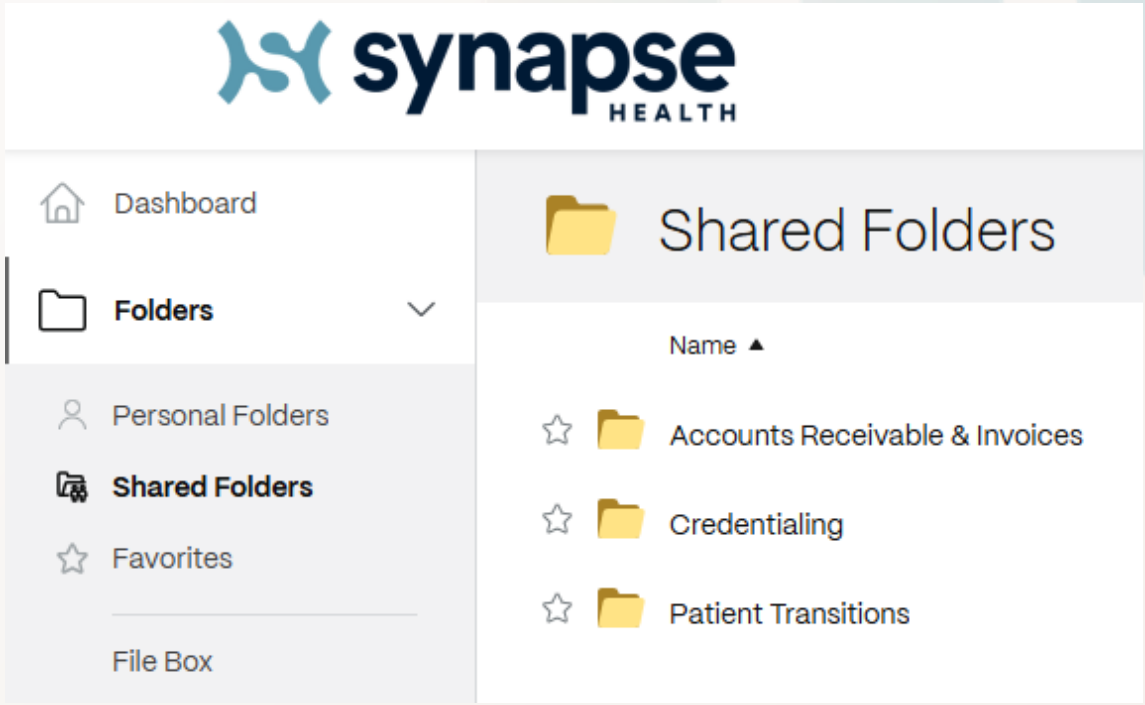
Navigating to Your Statements

Within ShareFile to access your monthly payment details click on Accounts Receivable & Invoices.

Handling Discrepancies

In the event you have a Payment Reconciliation Request, please use the reconciliation form included in your monthly payment details and upload within share file for review within 30 days of the statement date

Sample Payment and Reconciliation Form



Questions?

For questions or issues relating to your statements, please reach out directly to your assigned Statement Analyst or email vendorstatementsconnect@synapsehealth.com.

Transition Reports you'll receive

Two recurring reports keep your orders compliant and moving. Both require review and action from your team.

Daily Order Reassignment Report

SENT DAILY

- Lists all orders assigned to you and the actions needed to stay compliant with the 5-Day Reassignment Policy.
- Review each order and complete any required action before the 5-day window closes.

Paper Transition Roster

SENT EVERY TUESDAY

- Details on member orders transitioning to Synapse Health.
- Review each order and take required action: resolve missing documentation, support patient outreach, or review cancelled orders.

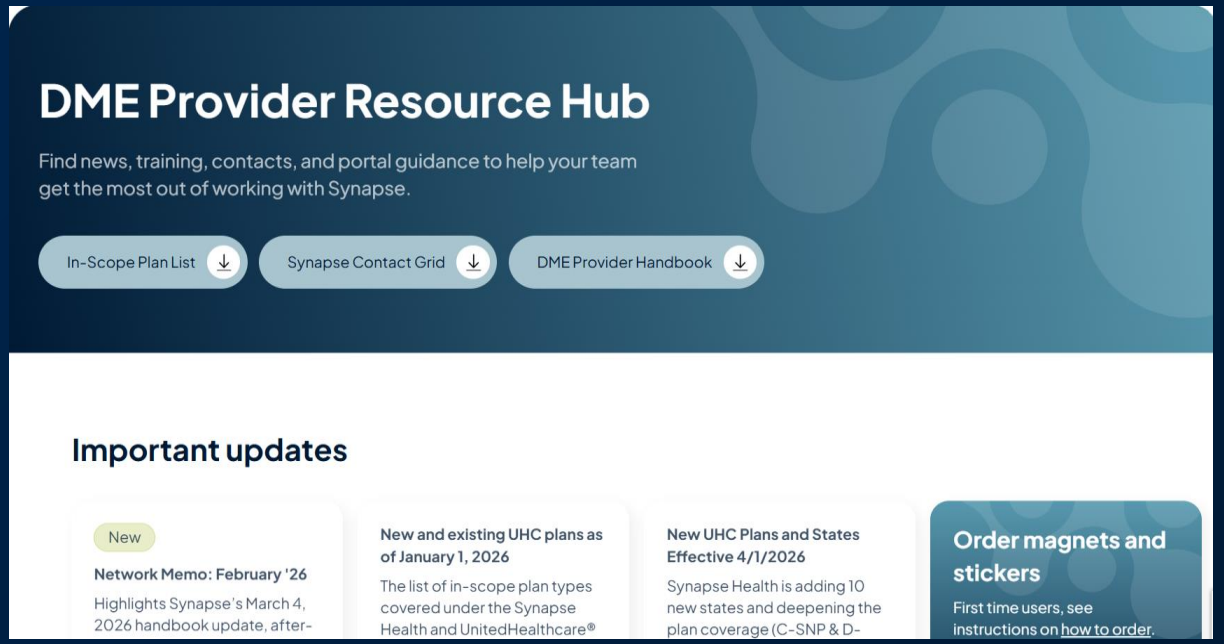
DME Provider Resource Page

Access the Page Here: synapsehealth.com/dmeproviderresources

Password: EPICresources2025!

- **Easily order magnets/stickers**
- **Access User Guides and helpful videos**
- **Download important partnership collateral**
- **Review our DME Handbook, Recent Enhancements to our Portals & More!**





Minimizing Patient Disruption: 90-day Resupply for Transition Patients

To support a seamless, patient-centered transition, DME Providers can process and dispense up to 90 days' worth of resupply orders for eligible patients. After the initial resupply, Synapse Health will take over all future resupply operations.

Eligibility Requirements:

- Eligible patients who need resupplies between:
  - June 1 and August 30, 2026, in the following states: AR, IA, IN, KY, KS, MN, MI, MO, NC, NE, ND, OH, OK, SD, WI, WV
  - August 1 and October 31, 2026, in the following states: FL, MS
- Eligible product categories:
  - Diabetes (excluding CGM**)
  - Wound Care
  - Urological
  - Ostomy
  - Enteral
  - PAP resupply

**Categories that require prior authorization (like CGM) are excluded

Provider Action Required:

1. Submit completed orders as post-dispensed transactions through Connect Portal, within 7 days of fulfillment
2. Provide completed, qualifying document packets (packing list, SWO, POD, etc.) on a weekly basis, at a minimum
   - For wound care, include valid monthly face-to-face notes
   - If a patient has a financial hardship, please notify us within the Connect or Fulfill portal when submitting the order

Minimizing Patient Disruption: UHC Capped Rental Purchase Process

DME providers can submit a one-time purchase claim for eligible capped rental equipment that has been rented for four months or more.

Eligible Equipment (not all-inclusive):

- Wheelchairs
- Hospital Beds
- Support Surfaces
- Patient Lifts
- Cough Assists
- Suction Machines
- Nebulizers
- HFCWO Devices
- PAP Humidifiers

Ineligible Equipment:

- Ventilators
- Oxygen Equipment
- CPAP & BiPAP Devices

Provider Action Required:

1. Submit a one-time purchase claim to UHC. The DOS for this claim should be PRIOR to SH go live date (ex: 4/1/26 go live, claim date = any day prior to that date)
2. Calculate the claim total as follows: Purchase Rate (as per your UHC M&R Agreement) MINUS Completed Rental Amounts (for months 1-4)
3. Submit the claim in accordance with your contracted purchase terms
4. Obtain PA if it is required for the specific equipment type

Example

- Hospital Bed Purchase Price: $1,601.16
- Rental Rate: $133.43/month
- Completed Rentals (4 months): $533.72

Claim Total: $1,601.16-$533.72=$1,067.44

Network Support Model

One place to send support requests tracked to completion.

Every question, order issue, and escalation comes to one intake point. We classify it, route it, and keep one accountable owner on it until you have the answer with a response target you can hold us to.

HOW IT WORKS

1 **Send it once.**
2 **We classify and route it.**
2 **One owner sees it through.**

WHAT IT MEANS FOR YOUR OPERATION

- **Fulfill is still your first stop for order-level questions and updates.**
- You stay in control of service delivery and the patient experience.
- No claims submission. Payment stays tied to delivery confirmation.

L0

Information & guidance

Policy and process guidance, documentation requirements, SWO / F2F, payor changes, resupply FAQs. Start at the Resource Hub.

YOU CAN EXPECT
Within 4 business days

L1

Case-specific questions

Order status and next steps, qualification failure reasons, document completeness, criteria lookups, portal access questions.

YOU CAN EXPECT
Within 2 business days

L2

Complex or consequential

Eligibility, contested cancellations, wrong product or HCPCS, billing and AR disputes, recurring or systemic patterns.

YOU CAN EXPECT
Documented within 2 business days

PS

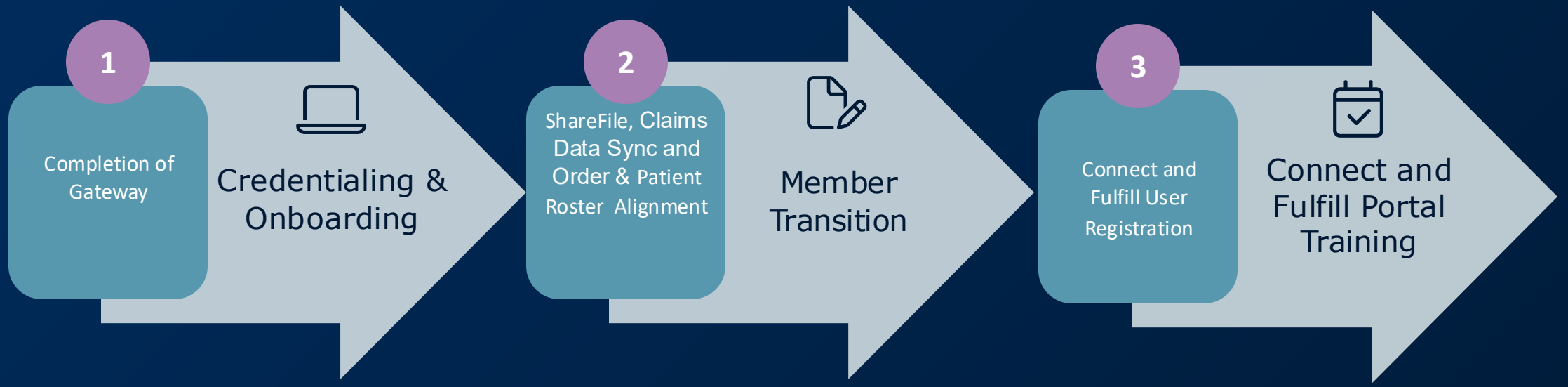
Patient safety

A delivery has failed or is at risk on a life-sustaining product, and timing directly affects patient care.

YOU CAN EXPECT
Same-day contact from us

Next Steps

What's Next?


1
Completion of Gateway
Credentialing & Onboarding
2
ShareFile, Claims Data Sync and Order & Patient Roster Alignment
Member Transition
3
Connect and Fulfill User Registration
Connect and Fulfill Portal Training