



FREQUENTLY ASKED QUESTIONS

Provider: Prior to enrollment

Contract questions

How quickly can my organization join Synapse Health's DME network?

After the DME provider completes the required paperwork, the enrollment process, including credentialing, contracting, and onboarding for DME providers, typically takes around 45 days.

What are the benefits of joining Synapse Health's DME network?

Synapse Health alleviates the administrative burdens that typically affect DME providers. Specifically, we handle crucial tasks such as patient eligibility and benefit verification, prior authorization, patient coordination, payment collection, claim submission and denials, health plan audits, and patient acquisition/referral efforts. This approach enables DME providers to concentrate their efforts on delivering high-quality products and services to their patients.

What happens if my organization opts not to join Synapse Health's DME network?

Synapse Health will take over the management of DME services for UnitedHealthcare patients starting September 1, 2024. If your organization chooses not to contract with Synapse Health, it will be unable to offer services to these patients.

Billing questions

Can I continue to bill UnitedHealthcare for services rendered on or before September 1, 2024?

Yes, you can continue billing UnitedHealthcare for services rendered before September 1, 2024. However, claims with a date of service on or after September 1, 2024, will be denied by UnitedHealthcare.

Does my organization submit claims to Synapse Health for DME services?

Synapse Health's subcontracted DME providers are not required to submit claims to Synapse Health. Payments for completed/delivered orders are directly issued to subcontracted providers, in accordance with a pre-established fee schedule with Synapse Health. Consequently, DME Providers are relieved from the responsibility of managing timely filing timelines and addressing denied and rejected claims.



Does Synapse Health recoup payments from a DME provider if they are unable to bill UnitedHealthcare for a delivered order?

Even if Synapse Health cannot bill for the order, the payment for the order will still be made to the subcontractor. Although the subcontractor might receive a pickup ticket in future, the DME provider will still receive payment for the services/products rendered.

Patient questions

What is the process for UnitedHealthcare patients with current rentals after the agreement between my organization and Synapse Health is signed?

After signing the agreement, DME providers must submit to Synapse Health an active patient list and supporting documentation to validate the ongoing need for patient equipment and supplies. Following this, the patients will transition to Synapse Health's care, and your organization will be reimbursed for active rentals in accordance with the agreed fee schedule.

How will Synapse Health handle my existing patients with ongoing resupply needs?

As part of the patient transfer process, we will identify those patients who require resupplies. Once Synapse Health has obtained all the necessary documentation required, your organization will be utilized as the subcontracted provider to ensure continuity of care.

Will my existing UnitedHealthcare patients be transferred to Synapse Health?

Yes, all active patients and accompanying documentation must be transferred to Synapse Health within 90 days of the contract execution between your organization and Synapse Health.

Do I need to collect the patient's cost-share obligation, such as co-payments, deductibles or co-insurance?

No, starting September 1, 2024, you are not required to collect any funds from UnitedHealthcare patients. Synapse Health will be responsible for managing the financial requirements for DME patients.

How is the coordination of deliveries handled for patients?

Synapse Health manages patient-related activities, including the scheduling of DME deliveries. The orders your organization receives from Synapse Health will include the required delivery date/time and any instructions.



What should be done if a patient contacts my organization for additional products or a repair?

In cases where the patient reaches out to your organization, they should be directed to call 1.888.33.MYDME (888.336.9363). All delivery paperwork given to the patient will clearly identify Synapse Health as the DME provider. Moreover, Synapse Health will provide stickers to your organization for placement on the equipment, ensuring that the patient contacts the correct DME provider.

Referral/order questions

What steps should my organization take if we receive a referral from a prescriber before September 1, 2024?

Once your organization is onboarded (has user profiles and has been trained to use the Fulfill portal), your organization will fax the referral/order, and any additional documentation, to Synapse Health. Synapse Health will record your organization as the rendering DME provider for the order. After the order is qualified, your organization will be notified through the standard process within the Fulfill portal.

What steps should my organization take if we receive a referral from a prescriber after September 1, 2024?

Your organization should fax the referral/order, along with any additional documentation, to Synapse Health. Synapse Health will then designate your organization as the rendering DME provider for the order. Upon completion of the order processing, your organization will receive notification through the standard process in Fulfill.

Is Synapse Health collaborating with prescribers to encourage the use of the Connect portal for order submissions?

In partnership with UnitedHealthcare, prescribers affiliated with UnitedHealthcare have been notified and trained to utilize Synapse Health's Connect portal to submit DME orders for their UnitedHealthcare patients.

Who makes the determination which DME organization receives the order?

DME providers are assigned orders through a sophisticated algorithm that considers various factors such as geographic location, type of DME products, performance and rates of the DME provider. This data is regularly reviewed during quarterly meetings with Synapse Health.