

SYNAPSE HEALTH DME PROVIDER CONTACT GRID CONTACTS BELOW FOR DME PROVIDERS ONLY, NOT PATIENTS

Patient/Prescriber Phone Line	888.336.9363 (888.33.MYDME)	Business Hours On-call services are available 24/7 for urgent equipment matters. 8 am – 8 pm ET Monday - Friday
Synapse Health Fax	888.690.5329	Synapse Health Portal URLs
Discharges Only		Connect Portal connect.synapsehealth.com Fulfill Portal fulfill.synapsehealth.com Delivery Portal deliver.synapsehealth.com
Hospital Phone Line	888.368.5004	
Hospital Fax	888.518.4433	

Primary Contacts

Topic	Phone/Note	Email
FULFILL & DELIVERY PORTALS		
Order Fulfillment Questions or Assistance	888.801.9449 DME Provider Line Add Order Note in Fulfill	fulfill@synapsehealth.com
Escalation Points	Melissa Russo Director, Fulfillment	melissa.russo@synapsehealth.com
	Jessica Pendleton, VP DME Operations	jessica.pendleton@synapsehealth.com
	Taylor Bring Director, DME Qualifications	taylor.bring@synapsehealth.com
Fulfill & Delivery Portal Technical Issues	888.801.9449	fulfill@synapsehealth.com
Sleep Program Inquiries	888.336.9363	sleep.program@synapsehealth.com
CONNECT PORTAL		
Order Origin Questions or Assistance	888.336.9363 opt. 2, opt. 2	Need Help Chat Beacon, Bottom Right Corner of Connect Portal
Escalation Points	PAM Team	pamteam@synapsehealth.com
	PAM Leadership	prescriberadoptionleaders@synapsehealth.com
Order Status Requests on Faxes Manually Sent to Synapse Health	888.336.9363 ext. 2	taylor.bring@synapsehealth.com
All	New or Existing User Access Portal Requests or Portal Training Needs	Email Requests Only
		dmeprovidersupport@synapsehealth.com

Additional

Department	Phone/Note	Email
Account Management Stacia Castro Director Vendor Network	888.336.9363 ext. 1031	dmeprovidernetwork@synapsehealth.com
Accounts Payable/Revenue Cycle Mgmt John Rouse VP Revenue Cycle Management	888.336.9363	ap@synapsehealth.com
Sales Mickey Antley Director Business Development	704.315.7456	joinournetwork@synapsehealth.com
Clinical Complex Respiratory Program Shabana Azeem Director Clinical Complex Respiratory	888.336.9363 ext. 1110	shabana.azeem@synapsehealth.com
Contracting Melanie Wix Contracts Administrator	888.336.9363	contracting@synapsehealth.com
Credentialing Ajah Jackson/Kimberly Ford Sr. Credentialing Specialists	888.336.9363	credentialing@synapsehealth.com
Compliance Hotline Meredith Hayes Director Compliance	833.609.5224	compliance@synapsehealth.com
Hospital/ Facility Acute Care Management Joe Lowell Director Acute Care Management	248.670.2356	joe.lowell@synapsehealth.com
Onboarding Angela Murrell Manager Vendor Implementation	888.336.9363 ext. 1032	dmeprovidersupport@synapsehealth.com
Patient Transitions Chelsea Oteiza Director Member Transition	888.336.9363 ext. 1003	member.transitionleadership@synapsehealth.com