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# Patient services guide



1.888.336.9363



mydme@synapsehealth.com



synapsehealth.com

# How to contact us



If you are experiencing a medical emergency:

**DIAL 911**

## HOW TO CONTACT SYNAPSE HEALTH



### Email

[mydme@synapsehealth.com](mailto:mydme@synapsehealth.com)



### Toll-free

1.888.33.MYDME (1.888.336.9363)



### Hours of Operation

Mon-Fri 8 AM – 8 PM EST

\*After-hours, on-call support is available for urgent equipment matters



### Mail

#### Correspondence Address

Synapse Health Inc.  
169 Madison Avenue  
Suite #15752  
New York, NY 10016  
Mon-Fri: 10 AM – 4 PM CST

### Headquarters

Synapse Health Inc.  
3755 Chase Ave.  
Skokie, IL 60076

### South Carolina Branch

Synapse Health Inc.  
101 Grace Dr. Suite A  
Easley, SC 29604

### Texas Branch

Synapse Health Texas, LLC  
8304 Esters Blvd., Ste. 850  
Irving, TX 75063

### Alabama Branch

Synapse Health Inc.  
500 Chase Park South, Suite 102  
Hoover, AL 35244  
Mon-Fri: 10 AM – 4 PM CST



Scan here to be taken directly to our website, [synapsehealth.com](https://synapsehealth.com).

## ADDITIONAL RESOURCES

### To report concerns:

Synapse Health  
1.888.33.MYDME (1.888.336.9363)  
[customerresolutions@synapsehealth.com](mailto:customerresolutions@synapsehealth.com)

Synapse Health Integrity Hotline  
1.833.609.5224  
[synapseintegrityline.com](https://synapseintegrityline.com)

Board of Accreditation (BOC)  
1.877.776.2200

Centers for Medicare & Medicaid Services (CMS)  
1.800.MEDICARE (1.800.633.4227)

\*You can also contact your insurance company using the number on the back of your insurance card.

### To report abuse, neglect or exploitation:

Child:  
National Child Help Child Abuse Hotline  
1.800.422.4453

Illinois Department of Children & Family Services  
1.800.25.ABUSE (1.800.252.2873)

South Carolina Department of Social Services  
1.888.CARE4US (1.888.227.3487)

Alabama Department of Human Resource County Contacts  
[dhr.alabama.gov/county-office-contact](https://dhr.alabama.gov/county-office-contact)

Texas Department of Family & Protective Services  
1.800.252.5400

Elder:  
National Eldercare Locator  
1.800.677.1116

Illinois Adult Protective Services  
1.866.800.1409

South Carolina Adult Protective Services  
1.888.227.3487

Alabama Adult Protective Services  
1.800.458.7214

Texas Department of Family & Protective Services  
1.800.252.5400



SYNAPSE HEALTH

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Who we are

MEET SYNAPSE HEALTH

Synapse Health was founded in 2016 with a goal to fix the fractured DME ecosystem and completely transform the industry as we knew it. Built on decades of collective leadership experience, we’ve created tech-based solutions that eliminate age-old issues, resulting in an accurate, easy and expedited experience for everyone.

OUR MISSION

We’re on a mission to transform the DME industry with innovative solutions that improve experience, accountability and transparency for all.

OUR VISION

Our vision is to be the catalyst for change across the DME ecosystem.

OUR VALUES

Synapse Health is taking DME to E.P.I.C. heights. We value...

**Experience** – Synapse is committed to providing meaningful experiences, drawing from our collective expertise. We want people to notice how great we make them feel when they work with us.

**Partnership** – We strive to create and cultivate genuine partnerships that improve the lives of others – especially the patients we have the privilege to serve in their time of need and the teammates we serve alongside.

**Integrity** – Synapse operates under the highest level of ethics and integrity. We create total transparency within the DME ecosystem by holding each other accountable, listening to and supporting one another.

**Change** – Synapse embraces and encourages change. We seek to challenge the status quo, break down barriers, foster creativity and develop groundbreaking systems to deliver impactful experiences and value to patients, prescribers, DME providers and payors.

OUR PROCESS

Here’s how it works...



# Our services

## YOUR DME CONNECTION

Synapse Health's home base is the Chicago area, but we have touchpoints throughout the nation. Our team members work with durable medical equipment (DME) providers across the country to secure the equipment you need and have it delivered directly to your door – no matter where you are. Our subcontracted DME providers have thousands of cumulative locations, and our team is available 24 hours a day, 7 days a week for any assistance you need.

## SERVICE EXCELLENCE

Our team was established with you in mind. As you learn about your equipment, how to use, clean and maintain it, questions might arise. Our team is available 24/7 to take your call, ensuring you are never left without assistance. Additionally, our team members are trained and ready to take care of insurance verification, benefits and authorization. We will handle all of the back-end claims work for you and your provider. Our main goal is to secure your order and fulfill it as quickly as possible without issues or delays.

## DME DELIVERED DIRECTLY TO YOU

Synapse Health's performance-driven network of DME providers collaborate to ensure quick, quality, accurate delivery. Our primary goal is to get you the equipment you need as efficiently as possible — without added stress.

## EDUCATION AND TRAINING

When your delivery arrives, you will receive information and training on how to properly use and maintain your equipment. Our clinicians, equipment technicians and team members are trained to assist you and your caregiver(s) as you learn to navigate safe and proper use of DME and/or supplies. Should questions arise at any point in time after the initial delivery and training, you can reach our team members on our 24/7 line at 888.33.MYDME (888.336.9363). You can also contact us through our website, [www.synapsehealth.com](http://www.synapsehealth.com).

## THE E.P.I.C. WAY

Our company values – Experience, Partnership, Integrity and Change – are the foundation for everything we do.

- We are committed to providing a meaningful **experience** for you through our performance-driven network. Our unique systems capture datapoints that we analyze for a better understanding of how we can ensure the most positive member experience possible.
- The **partnerships** we've fostered with health plans, prescribers and DME providers is second to none, and these relationships allow us to collectively improve the lives of patients throughout the nation.
- We believe in doing everything with the highest level of ethics and **integrity**; this means creating total transparency within the DME ecosystem. With our proprietary technology, we can drastically increase visibility into order status as well as open lines of communications, creating a better environment for all users. Eliminating fraud, protecting your privacy and keeping you informed are paramount to our organization.
- Synapse Health embraces and encourages **change**. Our company was created when we noticed a significant need for change in the industry so we could better serve patients, like you. We promise to challenge the status quo, break down barriers, foster creativity and continue to further develop our groundbreaking systems – all with you in mind.

# Our products

\*Here's an example of some of our product offerings. Please note this is not inclusive of our complete product offerings.



## Diabetic

Blood Glucose Monitors & Supplies  
Continuous Glucose Monitor & Supplies



## Postpartum

Breast Pumps



## Mobility

Canes  
Crutches  
Lifts  
Traction Equipment  
Walkers  
Wheelchairs, Seat Cushions and Accessories



## Bath Supplies

Commodes, Urinals, Bedpans



## Respiratory

Nebulizer Equipment  
Oxygen Equipment  
Respiratory Assist Devices  
Respiratory Suction Pumps  
Tracheostomy Supplies



## Sleep

Bilevel Positive Airway Pressure (BiPap)  
Continuous Passive Airway Pressure (CPAP)



## Nutrition

Enteral Nutrition & Equipment  
Gastric Suction Pumps



## Beds

Hospital Beds  
Support Surfaces: Pressure Reducing Beds  
Mattresses/Overlays/Pads



## Wound Care

Surgical & Wound Care Supplies  
Negative Pressure Wound Therapy



## Ostomy

Ostomy Supplies  
Urologic Mail Order Supplies



**NOTE:** This is not a comprehensive list of all Synapse Health products and services. Please contact us if the product you are seeking does not appear on this list.



# Financial

## PATIENT COMPLAINTS & GRIEVANCES

At Synapse Health, we strive to provide the highest quality care for patients – your concerns are our concerns. We encourage you to voice your concerns without fear of discrimination, reprisal, or interruption of care, treatment or service.

To ensure our service meets your expectations, please contact us with any problem, concern or compliment you may have.

We appreciate your candid comments as well as your assistance in helping us to continually improve our service. If you feel our investigation into your complaint and/or our response is unsatisfactory, you have the right to reach out to Medicare or your insurance provider. Complaint contact phone numbers (833.609.5224) are provided in our admission materials or can be obtained by contacting any company staff member.

### CONTACT US



#### Email

[mydme@synapsehealth.com](mailto:mydme@synapsehealth.com)  
[complaints@synapsehealth.com](mailto:complaints@synapsehealth.com)



#### Toll-free, 24/7 Telephone Number

888.33.MYDME (888.336.9363)

#### Toll-free Compliance Hotline

833.609.5224



#### Mail

**HEADQUARTERS:** Synapse Health Inc., 3755 Chase Ave., Skokie, IL 60076

**SOUTH CAROLINA BRANCH:** Synapse Health Inc., 101 Grace Dr. Suite A, Easley, SC 29604

**TEXAS BRANCH:** Synapse Health Texas, LLC, 8304 Esters Blvd., Ste. 850, Irving, TX 75063



#### To report a concern online:

[synapsehealth.ethicspoint.com](https://synapsehealth.ethicspoint.com)

## ABOUT YOUR STATEMENT

When your DME is delivered, Synapse Health may provide you with a billing statement that outlines:

- Name of the insurance to which the claim was billed
- Item(s) received
- Patient financial responsibility amount owed (your balance)

You will only receive a statement if you owe any amount after insurance has paid or denied the claim.

Remember, your billing statement should not be confused with an explanation of benefits (EOB). An EOB comes from your health plan (insurance) and describes costs that will be covered by your insurance provider.

### Your Patient Packet

The documents you signed as part of your patient packet should be referenced for specific policies and procedures, such as:

- Assignment of Benefits
- Medicare Capped Rental, if applicable
- Patient Notice of Privacy Practices

## PATIENT FINANCIAL RESPONSIBILITIES

### Deductibles, Copays and Coinsurance

**Deductible:** The amount that you must pay before your insurance starts covering medical expenses.

**Copay:** The fixed amount that you may pay for a health care service and/or item once you have met your deductible.

**Coinsurance:** The amount you may pay for a health care services and/or item once you have met your deductible; typically, this is a percentage of the total cost. (Ex: Insurance covers 80% and you are responsible for paying the remaining 20%)

### Collection of Patient Financial Responsibility

When receiving your DME items, you will be provided an estimate of your financial responsibility. Should the estimate show any patient responsibility, Synapse Health will collect this amount from you up-front.

This **estimate** is based on information obtained from your health plan, for the item(s) ordered (at the time



this estimate was prepared). Once your health plan has processed the claim, you will be provided with an Explanation of Benefits (EOB) that will include the claim details. The EOB will include the final amount of your financial responsibility, which may be more or less than the estimate indicated on your statement.

In addition, before receiving your DME items, your credit card information will be kept on file and charged for any future balances owed after your insurance processes your claims.

Should you have any remaining patient financial responsibility after your insurance pays or denies your claim, Synapse Health will provide a billing statement detailing the items received and the amount you owe.

You are responsible for paying Synapse Health any amount your insurance determines is your responsibility. This can include deductibles, copays, coinsurance, non-covered items or services, and costs associated with upgraded services or equipment.

## PAYMENTS

**Synapse Health accepts the following methods of payment:**

- Credit Card
- Debit Card
- Check

**To make a credit card payment:**

- Use the self-serve CollectPlus Patient Portal: [www.allgrp.com/synapsehealth](http://www.allgrp.com/synapsehealth)
- Call Synapse Health at 888.33.MYDME (888.336.9363)

To make a check payment, mail your check along with the payment stub from the billing statement to the address on the payment stub.

**For assistance with outstanding balances, contact:** 888.33.MYDME (888.336.9363) or [mydme@synapsehealth.com](mailto:mydme@synapsehealth.com)



Synapse Health will bill your primary insurance by default. If you have secondary or tertiary insurance, we can bill those for you once provided to us. Please contact us if you receive a statement that needs to be billed to a different insurance.

Remember, billing a third-party insurance does not guarantee payment. Financial responsibility may remain with you, the patient. Please contact us with questions about your financial responsibility based on your provider's coverage.

## Authorization & Assignment of Benefits

You will receive an Assignment of Benefits (AOB) form to sign when your equipment is delivered. This form allows Synapse Health to submit a claim to your insurance on your behalf. In the event payments for insurance benefits are made directly to you on an assigned claim, please endorse checks for such payments or otherwise reimburse Synapse Health the amount due.

## SALE VS. RENTAL

- Lower-cost supplies and equipment are routinely purchased by insurance, and become the patient's property.
- Items such as wheelchairs, beds and CPAP machines may be considered rental items and, after a variable rental period and following the request of the payor, can be purchased by the patient with their authorization. Equipment only becomes the patient's property after this process is complete.
- Ventilators, some oxygen equipment and other frequently serviced products are for rental only and will always remain the property of Synapse Health. This equipment must be returned to Synapse Health after the period of use.

For examples of sale vs rental equipment types, or for more information on rentals, contact us at 888.33.MYDME (888.336.9363) or [mydme@synapsehealth.com](mailto:mydme@synapsehealth.com).

## Medicare Capped Rentals

- Medicare will pay a monthly rental fee for a period of no more than 13 months (36 months for oxygen).



After this period, ownership of the equipment is transferred to the patient (Medicare beneficiary). Once the transfer is complete, it is the beneficiary's responsibility to arrange any required equipment service or repair.

- This may exclude some oxygen equipment, which will always remain the property of Synapse Health.

### Rental Returns

Following the rental term, a three-day grace period for the return of monthly rentals and a one-day grace period for weekly rentals will be extended. Full rental charges will be incurred after the grace period.

If you enter a hospital, nursing home, or hospice care, or no longer medically need the rented equipment, you must notify us immediately. Medicare, Medicaid and most insurance plans do not cover medical equipment while you are in the hospital, nursing home or hospice care.

### Informing Us of Changes

It is your responsibility to inform Synapse Health as soon as possible if any of the following changes occur:

#### – Medical insurance

- Synapse Health will coordinate with your new insurance for authorization and billing.

Failure to report this change may result in charges to you due to claim denials.

#### – Address, phone number or physician

- In the event of a change of address or if you are displaced, you must contact us. Synapse Health will share information from your insurance provider with you, and will communicate with your physician for prescriptions, medical necessity documentation, and updates on your condition and needs. Failure to report this change may result in disruption of these types of communications or services.

#### – Living arrangements

- Synapse Health needs to be made aware if you are admitted to an acute care or skilled nursing facility. Failure to report this change may result in charges to you due to claim denials.

#### – Damage or loss to items

- Pay close attention to care instructions given to you by Synapse Health to avoid damage or loss of rental items – financial responsibility for lost, damaged or stolen items falls on you and your insurance provider.





# HIPAA Notice of Privacy Practices

## **THIS NOTICE DESCRIBES HOW YOUR MEDICAL INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.**

This Notice describes how Synapse Health, Inc. (the “we,” “us,” “our,” or “Synapse”) may use and/or disclose your protected health information (“PHI”), and the rights you have with respect to your PHI. “PHI” includes any information that (i) may identify you, (ii) is created, received, maintained, or transmitted”, and (iii) relates to your past, present, or future physical or mental health or condition, the provision of health care to you, or the past, present, or future payment for the provision of health care to you. We are committed to protecting the privacy of your PHI. This Notice applies to all PHI created, received, maintained or transmitted by Synapse. All employees and business associates of Synapse who may have access to your PHI are permitted to use and disclose your PHI only as set forth in this Notice.

## **YOUR RIGHTS**

### **You have the right to:**

- 1. Receive a Copy of Your Medical Record.** You have the right to see or obtain an electronic or paper copy of your medical record and other health information we have about you. You must submit your request in writing to Synapse’s Privacy Officer, as identified on the last page of this Notice. We will provide a copy or a summary of your medical record, usually within 30 days of your request. We may charge a reasonable, cost-based fee for providing you a copy of your medical record.
- 2. Ask Us to Amend Your Medical Record.** If you feel that information in your medical record is incorrect or incomplete, you may ask us to amend the information. To request an amendment, your request must be made in writing and submitted to Synapse’s Privacy Officer, as identified on the last page of this Notice. We will respond to your request within 60 days. In certain circumstances, we may deny your request for an amendment. Our written denial will state the reasons for the denial and explain your right to file a written statement of disagreement with the denial. If you choose not to file a written statement of disagreement, you have the right to ask that your request and our denial be attached to all future disclosures of your PHI.
- 3. Receive an Accounting of Disclosures.** You have the right to ask for an accounting (list) of the times we have shared your health information, who we have shared it with and why. The list will include all disclosures except for those pertaining to treatment, payment, and healthcare operations, and certain other disclosures (such as any disclosures that were made at your request). To request an accounting of disclosures, you must submit your request in writing to Synapse’s Privacy Officer, as identified on the last page of this Notice. Your request must include a time period for which you are requesting an accounting of disclosures, which may not be longer than six years prior to the date of your request. We will respond within 60 days of receiving your request. We will provide you with one accounting per year at no cost, but may charge a reasonable, cost-based fee for any additional requests for an accounting.
- 4. Request Restrictions on How We Use Your PHI.** You may ask us not to use or share certain PHI for treatment, payment or healthcare operations purposes, and may request to limit the information we share with an individual who is involved in your care, like a family member or friend. We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment or unless the information is required to be disclosed by law. If you pay for a healthcare item or service out-of-pocket in full, you may ask us not to share information regarding such item or service with your health insurance company. We will comply with your request unless the information is required to be disclosed by applicable law. To request a restriction, you must make your request in writing to our Privacy Officer, as identified on the last page of this Notice.
- 5. Request Confidential Communications.** You may ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will not ask you the reason for your request and will accommodate all reasonable



requests. To request confidential communications, you must make your request in writing to our Privacy Officer, as identified on the last page of this Notice. Your request must specify how or where you wish to be contacted.

- 6. Receive a Copy of this Notice.** You may ask for a paper copy of this Notice at any time, even if you have agreed to receive the Notice electronically. We will promptly provide you with a paper copy. To obtain a paper copy of this Notice, contact our Privacy Officer, as identified on the last page of this Notice.
- 7. Choose Someone to Act for You.** If you have designated a healthcare power of attorney or if someone is your legal guardian or personal representative, that person may exercise your rights and make choices about your health information. We will confirm that the person has authority to act on your behalf before we take any action.
- 8. File a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with Synapse or the Department of Health and Human Services, Office for Civil Rights (“OCR”). To file a complaint with us, please contact our Privacy Officer as identified on the last page of this Notice. Forms and instructions for filing a complaint with OCR may be found at the following web address: [www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html](http://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html). You will not be retaliated against or penalized by us for filing a complaint.

## YOUR CHOICES

**For certain PHI, you may tell us your choices regarding what we share. In the following situations, you have the right and choice to tell us to:**

- Share information with your family, close friends or others involved in your care.
- Share information in a disaster relief situation.

If you are not able to tell us your preference (for example, if you are unconscious), we may share your information if we believe it is in your best interest. We may also share your information when needed to lessen

a serious and imminent threat to health or safety.

We never share your information for the following purposes unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

## OUR USES AND DISCLOSURES OF PHI

### Treatment, Payment, and Healthcare Operations

We typically use or share your information for the following purposes, as permitted by the Health Insurance Portability and Accountability Act (“HIPAA”):

- **Treatment.** We may use and disclose your PHI to provide, coordinate, or manage your treatment and related services. We may disclose PHI about you to doctors, nurses, technicians or other personnel who are involved in taking care of you.
- **Payment.** We may use and disclose your PHI for the treatment and services you receive to bill, and receive payment from, an insurance company or other third party. For example, we may need to disclose information about your treatment to your health plan so it can pay us or reimburse you for the cost of that treatment.
- **Health Care Operations.** We may use and disclose your PHI for our own healthcare operations purposes. For example, we may use PHI to review our treatment and services. We may also disclose PHI to another healthcare provider for certain health care operations of that entity, if the entity either has or had a treatment relationship with you, and the PHI pertains to such relationship.
- **Disclosures to Business Associates.** We may disclose your PHI to third party “business associates” that perform various functions on behalf of Synapse and that have agreed to provide the same protections for your PHI.

### Other Permitted Uses and Disclosures

The following are additional purposes for which we may use and disclose your PHI, as permitted by HIPAA:

- **As Required by Law.** We may share information about you if state or federal law requires it, including with the Department of Health and Human Services to show we are complying with federal privacy laws like HIPAA.
- **Organ and Tissue Donation.** If you are an organ donor, we may disclose PHI about you to organizations that handle organ or tissue transplantation or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.
- **Workers' Compensation, Law Enforcement, and Other Government Requests.** We may use or share your PHI: (i) for workers' compensation claims; (ii) for law enforcement purposes or with a law enforcement official; (iii) with health oversight agencies for activities authorized by law; (iv) for special government functions such as military, national security, and presidential protective services.
- **Public Health and Safety Issues.** We may disclose PHI about you for certain situations, such as: (i) preventing disease; (ii) helping with product recalls; (iii) reporting adverse reactions to medications; (iv) reporting suspected abuse, neglect or domestic violence; and (v) preventing or reducing a serious threat to anyone's health or safety.
- **Research.** We may use or share your PHI for health research.
- **Medical Examiners and Funeral Directors.** We may share PHI with a coroner, medical examiner or funeral director if you die.
- **Lawsuits and Legal Actions.** We may share your PHI in response to a court or administrative order, or in response to a subpoena.

## OUR RESPONSIBILITIES

We are required by law to maintain the privacy and security of your PHI. We are required to provide you notice of our legal duties and privacy practices with respect to PHI. We will let you know promptly if a breach occurs that may have compromised the privacy or security of your PHI. We must fulfill the duties and follow the privacy practices described in

this Notice. We must provide you a copy of this Notice upon request.

We will not use or share your PHI other than as described in this Notice unless you give us permission in writing. Even if you give us that permission, you may change your mind at any time by letting us know in writing.

## CHANGES TO THIS NOTICE

We may change the terms of this Notice at any time, and the changes will apply to all information we have about you. The revised Notice will be available upon request, in our office and on our website.

## QUESTIONS ABOUT YOUR RIGHTS

For questions regarding your rights under HIPAA, contact our Compliance Hotline at [synapsehealth.ethicspoint.com](https://synapsehealth.ethicspoint.com), by phone at 833.609.5224 or by writing to the following address:

Synapse Health, Inc.  
Attn: Privacy Officer  
3755 Chase Avenue  
Skokie, IL 60076



## PHI

You are releasing/disclosing your Protected Health Information (PHI) any records pertaining to your medical history for products or services rendered – to be reviewed by Synapse Health, the Centers for Medicare and Medicaid Services, your insurance carrier, or other healthcare entities/providers involved in your care, unless you refuse in writing. (See our *Privacy Notice* for full list of disclosures.)



# Patient rights

## ADVANCE DIRECTIVES & EMERGENCY RESPONSE NOTIFICATION

It is your right to have an Advanced Directive and/or Living Will. The purpose of an Advanced Directive and/or Living Will is to tell healthcare providers how you would like to be treated in an emergency in the event you were unable to speak or make decisions about your treatment and care. If you have an Advanced Directive and/or Living Will, please let us know and place this information inside your home where it can easily be seen and accessed in case of an emergency.

If you do not have an Advanced Directive and/or Living Will and would like more information about how you can get one, please talk to your doctor, an attorney, or a leader within your religious community. Synapse Health employees cannot provide you with this type of information.

### Patient rights & responsibilities

**As an individual receiving home care services, you have the following rights:**

1. To choose your DMEPOS service provider.
2. To request and be shown legitimate identification from Synapse employee or representative that enters your home.
3. To be treated with courtesy and respect free from any type of discrimination including but not limited to age, gender, race, ethnic origin, religion, sexual preference and/or disability status.
4. To have your home and other personal property respected during delivery or while receiving services.
5. To participate in your plan of service to meet your unique DMEPOS needs, including transfer of services, if the need arises.
6. To receive clear information regarding DMEPOS out-of-pocket costs, benefits of use and any potential consequences of not using.
7. To express concerns, complaints and grievances without fear of retaliation, reprisal or interruption of your DMEPOS care and services.
8. To receive a clear explanation about your condition and why your doctor has ordered DMEPOS services for you in a way you understand.

9. To expect delivery of DMEPOS that is clean and in good condition.
10. To accept or refuse delivery of your DMEPOS services.
11. To have your concerns and complaints addressed and resolved in a timely manner.
12. To be given complete information you need to be confident in your ability to use, care for, clean and disinfect, and maintain your DMEPOS.
13. To know who to call if you have questions about or problems with your equipment including but not limited to use, care, maintenance, repair, replacement, or malfunction.

**As an individual receiving DMEPOS equipment, items and supplies, let it be known that you have the following responsibilities:**

1. To provide Synapse Health complete and accurate demographic, insurance, doctor and other health information.
2. To notify Synapse Health immediately of any demographic, insurance, doctor or other health information changes.
3. To follow your doctor's orders for DMEPOS use, and if you choose not to follow your doctor's orders, be responsible for the outcomes.
4. To tell us when you or do not understand how to use, care for, clean and disinfect, or maintain the DMEPOS being provided to you.
5. To follow your DMEPOS service plan and notify Synapse Health of any changes your doctor has made for you.
6. To plan for any emergencies that may occur in your home.
7. To treat Synapse Health employees and representatives with courtesy and respect.
8. To have someone home when your delivery is scheduled to arrive or if your mail order delivery requires a signature to accept.
9. To contact Synapse Health to reorder DMEPOS supplies in a timely manner to accommodate reasonable delivery timeframes.



# Safety

10. To properly use, store, clean and disinfect, and maintain your DMEPOS as recommended by the manufacturer's instructions.
11. To contact Synapse Health when your DMEPOS is not working properly and to allow Synapse employees and representatives into your home to assess the DMEPOS for maintenance, repair or replacement as required.
12. To pay the financial obligations you have with Synapse Health including copayments, co-insurance, deductibles or out-of-pocket costs for DMEPOS not covered by your insurance.
13. To inform Synapse Health if you have someone who is legally responsible for you or who makes decisions on your behalf.

## FALL PREVENTION AT HOME

Falling is a leading cause of injuries within the home. Falling can lead to injuries or other conditions that may cause you to lose your independence. We encourage you to talk with your doctor or physical therapist about your need for medical equipment or services to prevent falls.

### Here are some tips you can use to prevent falls and injuries in your home:

1. Have bright lighting in your home, especially in stairways, so you can see and avoid objects that may cause you to trip and fall.
2. Use nightlights in hallways, bedrooms and bathrooms to help you see where you are going at nighttime.
3. Use professionally installed and secure handrails when climbing stairs inside and outside of your home.
4. Have secure grab bars professionally installed in your bathroom, especially in showers and bathtubs, to support you instead of using towel bars and soap dishes which may come off of the wall.
5. Secure all rugs to the floor or make sure the rugs have a non-skid backing.
6. Remove all rugs that cannot be secured to the floor, do not have non-skid backings, are worn or otherwise damaged, or have curled ends.

7. Keep or hide electrical cords away from the areas you walk inside your home, such living rooms, dining rooms and hallways. If possible, use remote controls and cordless phones.
8. Keep kitchens items you normally use in easy-to-reach places. Try to avoid storing kitchen items, such as glasses and dishes, in cabinets that are too high or too low. Use a sturdy step ladder to get items from a high cabinet above shoulder height. Be careful when bending over to get items from a lower cabinet, especially if you have high blood pressure or other health conditions.
9. Wear well-fitting shoes and boots that have a sturdy bottom and a sole with traction. Wearing loose-fitting shoes and slippers may increase your chances of tripping and/or falling.

### Please talk to your doctor about what you can do to prevent falls if you have any of these health conditions:

1. Have pain, discomfort or loss of feeling such as numbness or tingling, thick toenails, calluses, or corns, which may affect your ability to walk or stand safely.



**In an emergency, call 911 to get help quickly.**

1. Give the location of your emergency (full address).
2. Explain what happened to the best of your ability.
3. Clarify how many people need help.
4. Do not hang up until help arrives.



2. Take any medications that may cause you to feel dizzy, tired or have other side effects that may make you feel unsteady when standing or walking.
3. Feel dizzy when sitting up after lying down or when standing after sitting.
4. Have trouble seeing, such as double, blurred or cloudy vision, see bright flashes of light or dark spots, or any other concerns you may have about your eyes.
5. Ask your eye doctor how often your eyes should be examined and how to use different colors and contrast to help your balance at home.
6. Clean your glasses often.

**If you fall at home, keep calm. Decide if you can or cannot get up:**

1. If you have a life alert or other emergency device you wear, press the button, and let the operator know you fell and you may need assistance getting up.
2. If you can get up, use a sturdy piece of furniture to help you.
3. After you get up, take some time to rest.
4. Tell someone you fell.
5. Get medical help if you are injured or are not able to get up after a fall.
6. If you are alone, decide whether or not you can safely crawl to a cordless phone, a life alert or other emergency device you normally wear, or an outside door to call for help.
7. If you are alone, can decide you cannot safely crawl for help, make loud noises such as yelling or banging on an object such as a cooking pan until help arrives.

If you have an infection, may have been exposed to an infection or are taking care of someone who has an infection, it is important to know how to keep the infection from spreading. Follow your healthcare provider's instructions and use these guidelines to help stop the spread of infection.



## HOW INFECTIONS SPREAD

### For an infection to spread:

- A germ has to be present such as a virus, bacteria, fungus or parasite.
- The germ has to have a place to live such as on or in a person or animal, a surface such as a doorknob, in food or water or in the dirt.
- The germ from a sick person can be passed to another person by touching a contaminated surface, sharing cups, glasses and utensils that have not been washed, or coming in contact with bodily fluids.
- The germ from a sick person can be passed to another person if the other person's immune system is weak or are not vaccinated against the germ.
- The germ can be passed from person to person because of improper or lack of handwashing.
- The germ can be passed by eating or drinking contaminated food and water.

## PREVENTING INFECTION FROM SPREADING

Here are actions you can take to prevent the spread of infection:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer.
- Avoid touching your face, mouth, nose or eyes.
- Cough or sneeze into a tissue, sleeve or elbow instead of into your hand or into the air. If you cough

# Infection control

or sneeze into a tissue, throw it away immediately and wash your hands.

- Change towels and washcloths frequently.
- Change toothbrushes often and store them separately in a clean, dry place.
- Clean and disinfect all surfaces, including the toilet, floor, tub, shower and sink.
- Wash your hands before and after preparing food and before you eat.
- Keep work surfaces clean. Disinfect them regularly.
- Wash your dishes in hot, soapy water. Air-dry your dishes or use a dishwasher.
- **Do not share** items with others such as toothbrushes, dishes, combs, etc.
- Wear gloves if laundry is visibly soiled.
- **Do not** shake soiled laundry. Doing that may send germs into the air.
- Wash laundry in hot water.
- If you cannot wash the laundry right away, place it in a plastic bag and wash it as soon as possible.

## IF YOU BECOME SICK

- Stay home except to go to the doctor or get other types of medical attention. Call your doctor or healthcare provider before you see them for any special instructions they may give you.
- Ask others to get groceries, household supplies and medication and deliver the items to you.
- Avoid being in public areas, including riding public transportation like a bus or train.
- Avoid seeing friends and other visitors until you have completely recovered or until you have no symptoms of an infection such as a fever, runny nose, etc.
- Avoid preparing food or caring for others. If you must prepare or serve food, or take care of someone else, wear a mask and wash your hands before and afterward.

## IF YOU LIVE WITH OTHER PEOPLE AND BECOME SICK

- Stay at least 3 feet away from others, if possible.
- Use a separate bathroom, if possible, or use cleaning wipes after.
- Sleep in a separate bedroom or bed to prevent infecting others.
- Avoid sharing cups, glasses, and eating utensils.
- Ask everyone you live with to wash their hands often with soap and water or use an alcohol-based hand sanitizer.

## PRECAUTIONS

- Some cleaning products work better for certain germs than others. Be sure to read the product label or online resources to determine if you are using the right cleaning product for the type of germ.
- If you choose to use bleach, clean with care. Never mix bleach with any other cleaner products, especially ones with ammonia. When bleach mixes with ammonia, it can create a dangerous gas that may be deadly.
- Keep fresh air flowing into your home, especially when using cleaning products such as bleach and ammonia that can have a strong odor.
- Never pour dirty or mop water down the kitchen sink. Always pour dirty or mop water down the toilet.





## Cleaning & disinfecting your equipment

Keeping your equipment clean and disinfected is the best way to prevent getting sick or getting an infection. When your equipment is delivered, the technician will tell you how to correctly clean and disinfect your equipment and provide you with a copy of written instructions and/or the manufacture's' cleaning instructions.

It is very important to follow the cleaning and disinfecting instructions given to you by the delivery technician and follow the manufacturer's instructions.

### **Please read these instructions carefully.**

If your equipment is electric, it is important to unplug the equipment before cleaning to prevent getting an electrical shock that could burn you or even result in death. Before cleaning your equipment, be sure to inspect the equipment for any cracks or breaks that may interfere with the cleaning and/or disinfecting processes.

Replace or repair any equipment that cannot be correctly cleaned and/or disinfected.

Your equipment should be cleaned and disinfected after each use in your home to remove any dirt you may see and bacteria, germs, viruses and fungus you cannot see.

To keep you safe from infection and your cleaning and disinfecting solutions free from becoming contaminated, if you mix your cleaning and disinfection solutions, please use a fresh cleaning and disinfecting solution each time you clean your equipment and dispose of the dirty cleaning and disinfecting solutions.

**Please call us at 888.33.MYDME (888.336.9363)** if you have questions about how to clean and disinfect your equipment, you did not receive a copy of cleaning and/or disinfecting your equipment, or your equipment is damaged and needs to be repaired or replaced.

# Home oxygen safety tips

## SMOKING ISSUES

No one should smoke in your home if oxygen is in use. The fire danger is too great. You should not smoke. Your family and friends should not smoke around you. Quitting is the best thing you can do for your health and safety.

### What You and Your Family Should Know

Using home oxygen increases the risk of fires and burns. When oxygen is used in the home, the amount of oxygen in the air, furniture, clothing and hair goes up, making it easier for a fire to start and spread. When more oxygen is in the air, fires will burn hotter and faster.

When using home oxygen, learn how to handle it safely– especially if you smoke. It is important to keep home oxygen and tubing 10 feet away from heat sources. Common heat sources are matches, lighters, cigarettes, candles, gas stoves, appliances, electric razors, hair dryers and heaters. Don't use flammable products such as oils, grease, petroleum products, and oilbased lip balms or lotions.

### Home Fire Safety

Ensure that "No Smoking" signs are clearly posted in and around your home. Your family should help make sure your home has working smoke alarms. You and your family should make and practice a home escape plan.



# Disaster plan

Emergencies, such as fires, and natural disasters, such as severe storms, tornados, hurricanes and floods happen. This is why we ask our patients and facilities to have a disaster plan in place to prepare everyone for these types of events.

We recommend patients and facilities check with their local authorities to know where to go and what actions should be taken to remain safe. Having this information before an emergency or natural disaster occurs may keep you safe. You may be directed to go to your local emergency room, hospital or another type of facility and/or pharmacy to get items and supplies. If you are asked by a local or state authority to leave your home or to go to another safe place, we ask that you do so as soon as possible for your safety. Please leave your home and take your equipment and supplies with you, even if you have a generator, Synapse Health has provided you with backup batteries for your equipment or you have other sources of power. These power sources may not give you the amount of power you need until the electricity is fixed.

Synapse Health has a disaster plan we follow in times of emergencies and natural disasters. These types of things happen, and Synapse Health deliveries may be delayed. Synapse Health cares about you and wants to help keep you safe during these times.

We may repair or replace your equipment as directed to do so by your insurance company, such as Medicare, Medicaid, commercial health insurance, the company that provides your equipment's patient agreements, equipment warranties or other instructions we have to follow.

If you are using equipment that is not lifesaving, we ask you to be patient with us while we are helping those who are using life-saving equipment.





# Medicare DMEPOS Supplier Standards

**Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).**

1. A supplier must be in compliance with all applicable federal and state licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the contractor within 30 days.
3. A supplier must have an authorized individual whose signature is binding sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory or contract with other companies for the purchase of items necessary to fill orders. A supplier cannot contract with any entity that is currently excluded from the Medicare program, any state health care programs, or any other federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable state law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll-free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 C.F.R. section 424.57(c)(11).
12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair cost either directly or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.



19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and Medicare Beneficiary Identifier of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. A supplier must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (unless an exception applies).
23. A supplier must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. A supplier must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 C.F.R. section 424.57(d) (unless an exception applies).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. section 424.516(f).
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act), physical and occupational therapists or DMEPOS suppliers working with custom-made orthotics and prosthetics. To contact Synapse Health to reorder DMEPOS supplies in a timely manner to accommodate reasonable delivery timeframes.





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By request, the Patient Services Guide is available in Spanish.