

SYNAPSE HEALTH PROVIDER CONTACT GRID *

*Patients should not be directed to these outlets. Patients can call their 1.888.33.MYDME for program assistance.

DME Provider Line	888.801.9449	Business Hours	8 am – 8 pm ET Monday - Friday On-call services are available 24/7 for urgent equipment matters.
DME Provider Email	fulfill@synapsehealth.com		
Sleep Program Email	Sleep.program@synapsehealth.com		

Category	Topic/Escalation Point by Category	Phone	Email
Patient	Patient/Order Related Questions	888.801.9449	fulfill@synapsehealth.com
Patient	Website General Malfunction	888.801.9449	fulfill@synapsehealth.com
Patient	Escalation Point* - Patsy Flores	801-865-4852	Patricia.flores@synapsehealth.com
Patient	Escalation Point* - Jessica Pendleton AVP, DME Operations	229-450-4562	Jessica.pendleton@synapsehealth.com
User	User Access - New or Existing	N/A	dmeprovidersupport@synapsehealth.com
User	Order Email Notifications	N/A	dmeprovidersupport@synapsehealth.com
User	Training - Fulfill or Delivery Portal	N/A	dmeprovidersupport@synapsehealth.com
User	Escalation Point* - Angela Murrell, Manager, Vendor Implementation	888.801.9449 ext. 1032	Angela.murrell@synapsehealth.com
Business Development	Business Growth & Strategy - Mickey Antley, Director Business Development	704.315.7456	Joinournetwork@synapsehealth.com
Contracting	Contracting - Enrollment, Amendments Jenny Martin Contracts Administrator	786.624.0643	contracting@synapsehealth.com
Credentialing	Credentialing - Enrollment or Recredentialing Armida Dy Almeda Manager Vendor Credentialing	773.709.6330	credentialing@synapsehealth.com
Compliance Hotline	Caroline Jackson, Compliance Officer	1.833.609.5224	www.synapsehealth.ethicspoint.com
Implementation	Onboarding, Angela Murrell, Manager, Vendor Implementation	888.801.9449 ext. 1032	dmeprovidersupport@synapsehealth.com
Product Configuration	Configuration, Nigar Kaur, Sr Manager Systems Configuration	N/A	Vendorconfiguration@synapsehealth.com
Accounts Payable	Reimbursement or Reconciliation Questions	703.975.2692	AP@synapsehealth.com
Account Management	Account Management Stacia Castro Director Vendor Network	224.999.1297	dmeprovideretwork@synapsehealth.com

*Escalation points are provided for optimal support. Contact Synapse Health using the standard method of communication and escalate to the contact at the end of each category of concern as needed. Always defer to your DME Provider Handbook for questions or contact your account manager.