



Welcome

Subcontractor & SaaS
User Guide
2024

A step-by-step guide to assist you with processing member DMEPOS orders received from Synapse Health.



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Logging into Fulfill – Welcome Email

Welcome Email



Fulfill Notifications <noreply@synapsehealth.com>

To Angela Murrell



12/7/2023

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hi Angela Murrell,

Welcome to the Synapse Health Portal!

Here is the information you'll need in order to login for the first time:

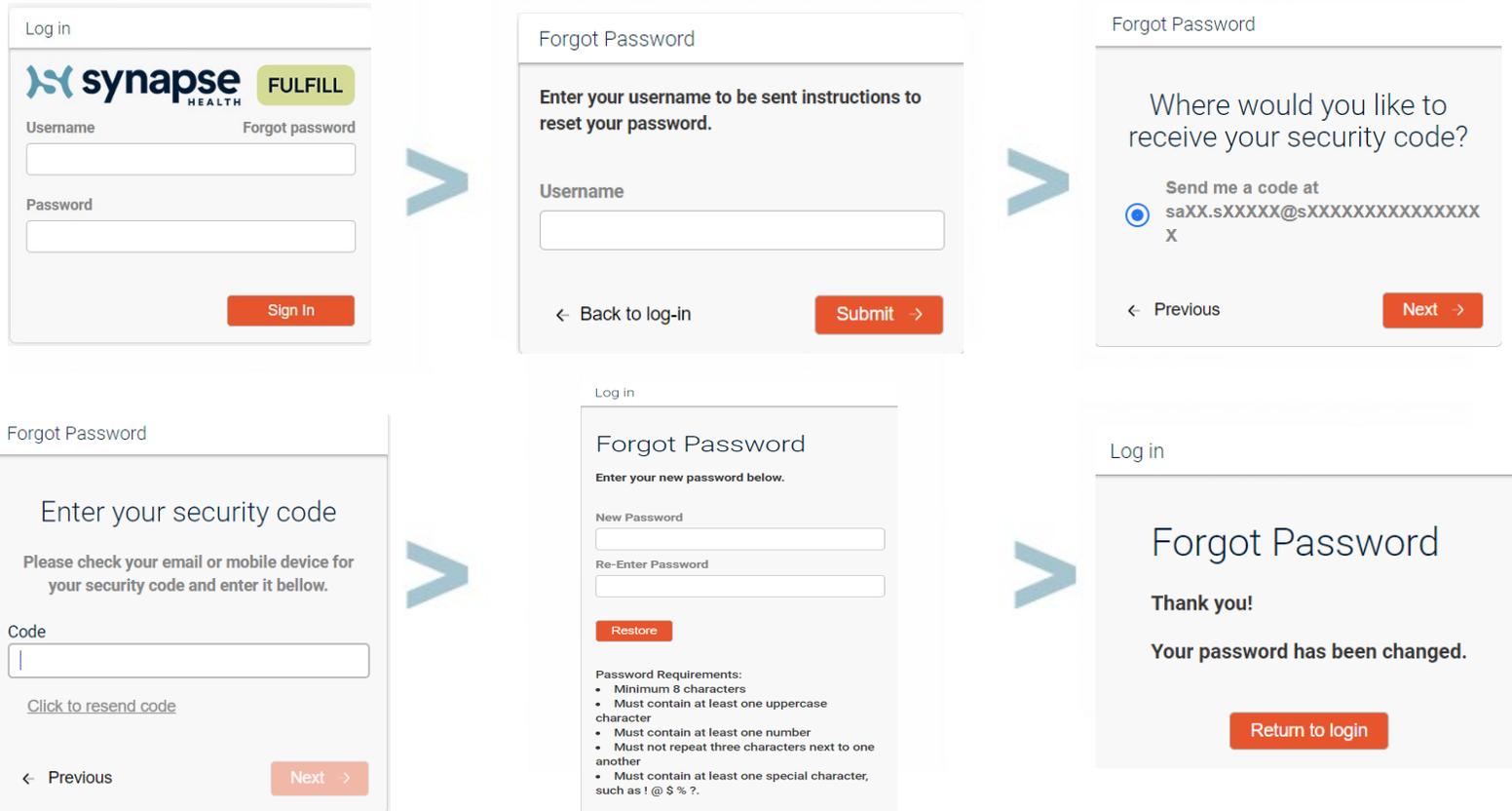
1. [Click here](#) to access the portal
2. Your username is: **angela.supplier**
3. On the login page, you'll click the link that says Reset My Password and a password reset link will be sent to the email address we have on file.
4. Our support team is here for you during the business hours of Monday through Friday 8:30am to 5pm CST. If you have any issues logging in or need further assistance, please contact our [help desk](#) and a team member will respond to you shortly. If you are emailing us after business hours, someone will respond to you on the next business day.

Let's get you logged in! In your welcome email, click on the link labeled "Click here." User will navigate to log-in page via fulfill.synapsehealth.com to begin the login flow.

For assistance, send an email to:
dmeprovidersupport@synapsehealth.com



Logging into Fulfill First-Time User Reset Password



1. User navigates to log-in page via URL above.
2. User selects "Forgot Password."
3. User inputs username.
4. User is asked how they would like to receive security code. Options given are email or mobile device.
5. User collects security code from selected source.
6. User inputs security code.
7. User inputs new password.
8. User returns to log-in page to complete log-in with newly created password.

Logging into Fulfill Multi-Factor Authentication (MFA)

01 User navigates to log-in page via URL above.

02 User inputs their username and password.

03 User is asked how they would like to receive security code.

04 User collects security code from selected source.

05 User inputs security code.

06 Log-in is complete!

fulfill.synapsehealth.com

These are the steps of optimal log-in flow with multi-factor authentication (MFA) once the user has created their password.

Options given are email or mobile device.

The screenshot displays three sequential steps of the login process:

- Step 02: Sign In** - A form with fields for 'Username' and 'Password', a 'Sign In' button, and a 'Forgot Password?' link.
- Step 03: Where would you like to receive your security code?** - A form with a heading, a sub-heading, and two radio button options: 'Send me a code at [email address]' (selected) and 'Send me a code at [phone number]'. It includes 'Previous' and 'Next' navigation buttons.
- Step 05: Enter your security code** - A form with a heading, a sub-heading, a 'Code' input field, a 'Click to resend code' link, and 'Previous' and 'Next' navigation buttons.

Email Order Notification

→ [Click Here](#) to view additional order details.

DELIVERY #SO-92AB613E

Patient

Demographic Information

FACILITY:
ZIP CODE: 21085
REQDATE: 1/30/2024
REQTIME:

Clinical Information

THIS PATIENT HAS BEEN DIAGNOSED WITH AN INFECTIOUS DISEASE: NO

When an order has been sent to your organization, be on the look out for a "Requires Acceptance" email to accept or reject an order. Ideally your team will be able to accept all orders received from Synapse Health & fulfill for the member/s.

Options to view order:

1. Click on the "Click Here" link in the email.
2. Log-in to Fulfill to view your order in "Pending Acceptance" order state.

Did You Know? By design, email notifications have limited information regarding the order. You can also see the products request beyond what's shown here.

View Your Orders

Priority	ID	Patient Name	Type	Referral	Status	Schedule Date	City	State	Zip Code
Urgent	SO-073167B0	Sato Alina	 		Pending Acceptance		Los Angeles	CA	90001
Normal	SO-2C33464F	Test Test			Pending Acceptance	03/28/2024	Brooklyn	NY	11201
Urgent	SO-B97F7426	Sato Alina			Pending Acceptance	04/01/2024	Los Angeles	CA	90001
Normal	SO-567CFEE5	Islam Mamaev			Pending Acceptance	04/12/2024	Achilles	VA	23001
Low	SO-5892DF32	Sato Alina	  		Pending Acceptance	04/17/2024	Los Angeles	CA	90001

Congrats on getting your account set up. View all orders that have been sent to you from Synapse Health on the main Order screen.

Tip: Call our DME Provider Line for Order Assistance at 888.801.9449.



View Order Details

Pending Acceptance

Access Code:
Order ID: **SO-D3A142EF**

Patient Information

Jane Tester Height:
DOB: **02/01/1960** Weight:

Delivery Address

Street Address: **100 Locust St** State: **IL**
City: **Evanston** Zip Code: **60201**

Documents

Quick Access! When you log into Fulfill to view your order, *click directly on the order ID* and it will populate the order. Review details & determine if you can adhere to the request.

Priority	ID	Type	Status
Normal	SO-D3A142EF	📄	Pending Acceptance
Normal	SO-654E81AF	📄	Pending Acceptance
Normal	SO-9536A31A	📄	Pending Acceptance
Normal	SO-C78D5CE5	📄	Pending Acceptance

Yes: Click "Accept" to accept the order.

No: Reject the order by clicking "Reject," and add a reason why you do not want to accept the order.

Tip: Ideally you will Accept or Reject the Order within 2 Hours of Receiving. For STAT orders, please accept within 1 hour.



Reject an Order

When selecting "Reject Order", you will be asked to verify you want to reject the order.

If yes, then please provide a note for why you are unable to fill the order. Then click "+Add."

The order status will update to show "DME rejected."
Synapse Health will review the order & take next steps.

Tip: Rejecting an order means you cannot meet part, or all the requirements needed to fill an order (time constraint, type of item needed, back order). Reach out to the Synapse Health Fulfill Team for help by calling the DME Provider Line at 888.801.9449

Pending Acceptance ✕

Access Code:
Order ID: SO-D3A142EF

✓ Accept ✕ Reject

Patient Information

Jane Tester Height:
DOB: 02/01/1960 Weight:

Delivery Address

Street Address: 100 Locust St State: IL
City: Evanston Zip Code: 60201

Documents

Reject Reason ✕

Type here...

+ Add Note

Add a Note

To add a note, scroll to the bottom of the order page:

1. Click on the "Add Note" button
2. In the pop up, enter note text
3. Click "Send Note"

Tip: You can add notes to all order statuses and a chat with be sent to our Fulfill Team. Synapse Health will be able to communicate back to your order note.

Delivery Instructions

Delivery instructions not provided for this order.

Notes

No notes available.

Send Note

Notes:

Sara Sortal (Admin) (10/31/2023 03:17 PM) GENERAL COMMENT
Put in set-up link to zoom and time and date here - Synapse

Technician User (Technician) (10/31/2023 09:59 AM)
Confirm facemask XYZ 123 TECHNICIAN NOTE

System User (System) (10/31/2023 08:20 AM) PRODUCT NOTE
CPAP Device (E0601): Pressure cm/H2O: 13

Tracking Information/Shipments Only

For these orders that you will be mailing, your organization will need to add tracking information to the Fulfill order for **SUBCONTRACTED ORDERS ONLY**:

- Login and view the order details.
- **Add a note** that includes the carrier and tracking information provided once the order is “accepted” & has been shipped.

Pending Order

Access Code: **GUBYEA**

Order ID: **SO-9DD5F3DF**

✓ Mark Complete



Schedule Date: **02/07/2024**

Patient Information

Complete Order



Are you sure you want to mark this order complete? Please upload needed documentation at this time.

Yes

No

Proof of Delivery & Shipping Confirmations

For all subcontracted and SaaS orders, your organization will need to confirm shipment completion by marking the order complete directly on the Fulfill portal. Our Delivery Portal is only for the completion orders delivered via walk in, in person delivery or shipment/virtual set-up.

- **Login** to the Fulfill Portal and view the order details.
- **Add a note** to relay order details to Synapse Health. Once the order is “accepted” & has been completed with the member, you will mark Complete on the order.

Tip: Once you have proof of delivery, scroll down to “Documents” section to upload your document or picture. If Synapse Health has any questions regarding the order, they’ll contact you.

Pending Order ✓ Mark Complete ✕

Access Code: **GUBYEA**
Order ID: **SO-9DD5F3DF** Schedule Date: **02/07/2024**

Patient Information

Jane Tester Height: **0**
DOB: **01/01/2000** Weight: **0**

Delivery Address

Street Address: **22 Test Way** State: **IL**
City: **Glenview** Zip Code: **60025**

Documents

 Upload file
Supported formats: .txt, .pdf, .jpeg, .jpg, .tiff, .tif

There are no documents attached to this order.

Product Information

Product	HCPCS	Qty	Units	Notes
Full Face Mask Cushion - 1 per mo	A7031	1	ea	
Water Chamber - 1 per 6 mo	A7046	1	ea	
Headgear - 1 per 6 mo	A7035	1	ea	



Product Returns Process

- Returns occur within 14 days of delivery to the member
- Synapse Health will issue authorization & a pickup ticket (order) to you as the subcontractor through the Fulfill Portal
- Once product/s are received, within 5 business days you will notify Synapse Health of receipt & status on the condition of the product/s received.
 - Unused & in the Original Packaging (resale condition)

If product dispensed to a Patient is **returned to you** as the Subcontracted DME Provider for any reason, you will promptly inform Synapse Health of the return and provide any information you may have related to the return to assist Synapse Health in processing the rejection or return. The returned products will be credited pursuant to the expected division of reimbursement set forth in Exhibit C within your executed contract.

Product Returns Process

- Returned products due to your error, shall be returned to you at your expense. You will not receive any restocking or other charges from Synapse Health. Errors you organization is directly responsible for shall be limited in definition to:
 - The Merchandise delivered was defective.
 - Incorrect order quantity (over-shipment)
 - Unapproved substitution based on Supplier order record sent.
 - Duplicate order sent with no underlying duplicate Supplier order.
 - Product delivery date was delayed over five (5) business days from contiguous forty-eight (48) states, ten (10) business days outside contiguous forty-eight (48) states, and due to circumstances within your control.

Returned products due to your error, shall be returned to you at your expense. You will not receive any restocking or other charges from Synapse Health. Errors you organization is directly responsible for shall be limited in definition to.



Delivery Portal Workflow

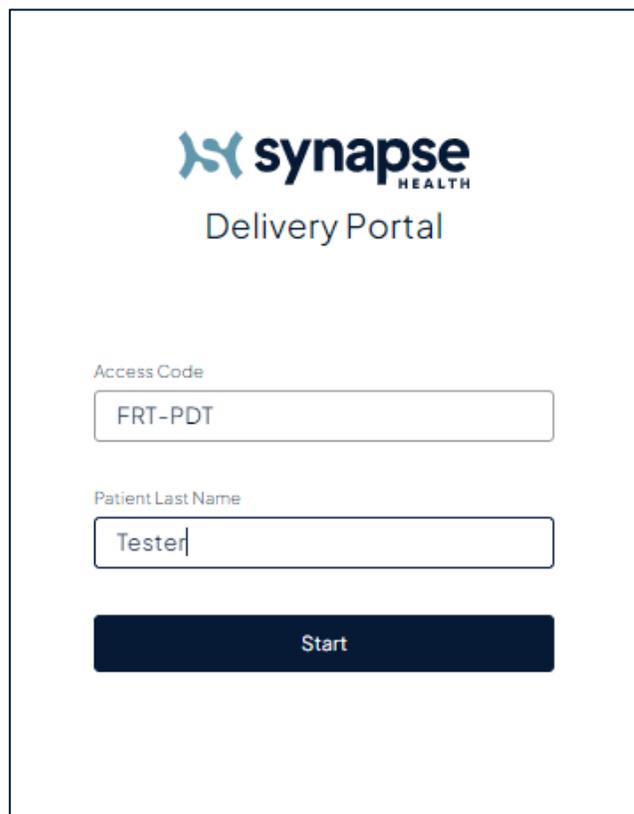
The delivery portal is only utilized by organizations delivering DMEPOS on behalf of Synapse Health as a subcontracted partner.

1. In-Person Delivery
2. Member Walk-In
3. Virtual Set-Up for Sleep Program Members

Delivery Portal

For a seamless delivery or walk in experience, you can complete your order electronically while onsite with the patient for your subcontracted orders. In the Delivery Portal, enter the order Access Code and Patient Last Name. This information is inside the "View Order" page on the Fulfill Portal.

Share this link with your delivery and/or storefront personnel & bookmark it on your smart devices:
<https://deliver.synapsehealth.com>



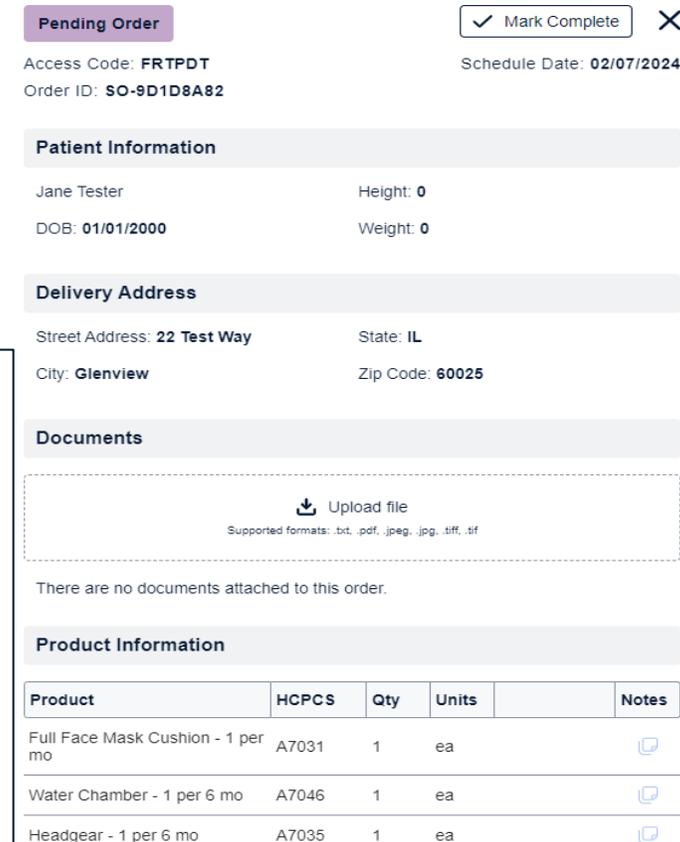
 **synapse**
HEALTH

Delivery Portal

Access Code
FRT-PDT

Patient Last Name
Tester

Start



Pending Order ✓ Mark Complete ✕

Access Code: **FRTPDT** Schedule Date: **02/07/2024**
Order ID: **SO-9D1D8A82**

Patient Information

Jane Tester Height: **0**
DOB: **01/01/2000** Weight: **0**

Delivery Address

Street Address: **22 Test Way** State: **IL**
City: **Glenview** Zip Code: **60025**

Documents

Upload file
Supported formats: .txt, .pdf, .jpeg, .jpg, .tiff, .tif

There are no documents attached to this order.

Product Information

Product	HCPCS	Qty	Units	Notes
Full Face Mask Cushion - 1 per mo	A7031	1	ea	
Water Chamber - 1 per 6 mo	A7046	1	ea	
Headgear - 1 per 6 mo	A7035	1	ea	

Delivery Portal

You will see the items the patient will need to receive along with the ability to access the order notes containing any additional order information.

You will want to be sure to capture the serial # of any device applicable and review notes for not only the information you'll need but for documenting information for Synapse Health such as a patient Pin #, Device Manufacturer and/or Model information.

Tip: Notes could include Mask details, settings and other valuable information for the member.

The screenshot displays the Synapse Health Delivery Portal interface. At the top, the Synapse Health logo is on the left, and a phone icon with the number (888) 801-9449 and a 'Leave Order' button with a right-pointing arrow are on the right. Below the header is a progress bar with four steps: 1. Order Details (highlighted), 2. Document Preview, 3. Sign Document, and 4. Review. The main content area is titled 'Order Details' and features a light green background. It includes a 'Notes' button in the top right corner. The order information is as follows: Order Number: SO-9D1D8A82; Patient: Tester, Jane; Address: 22 Test Way, Glenview, IL 60025; Contact: Jane Tester, (333) 333-3333. Below this is the 'Order Products' section, which lists four items with input fields for Serial/Lot No., Manufacturer, and Model No., and a quantity field set to 1. The items are: CPAP Device (E0601), Heated Humidifier - 1 per 5 yrs, Full Face Mask Cushion - 1 per mo, and Water Chamber - 1 per 6 mo.

synapse
HEALTH

(888) 801-9449 Leave Order ↗

1 Order Details — 2 Document Preview — 3 Sign Document — 4 Review

Order Details

Order Details Notes

Order Number: SO-9D1D8A82

Patient: Tester, Jane

Address: 22 Test Way, Glenview, IL 60025

Contact: Jane Tester
(333) 333-3333

Order Products

	Serial/Lot No.	Manufacturer	Model No.	PIN No.	Qty: 1
CPAP Device (E0601)	<input type="text"/>				
Heated Humidifier - 1 per 5 yrs	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Full Face Mask Cushion - 1 per mo					<input type="text"/>
Water Chamber - 1 per 6 mo					<input type="text"/>

Notes

Order Products

	Serial/Lot No.	Manufacturer	Model No.	PIN No.	Qty:	
CPAP Device (E0601)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="checkbox"/>
Heated Humidifier - 1 per 5 yrs	<input type="text"/>	<input type="text"/>	<input type="text"/>		Qty: 1	<input type="checkbox"/>
Full Face Mask Cushion - 1 per mo					Qty: 1	<input type="checkbox"/>
Water Chamber - 1 per 6 mo					Qty: 1	<input type="checkbox"/>

Note

CPAP Device (E0601): Pressure cm/H20:12

Tip: You will want to be sure to capture the serial #, manufacturer, model # and patient pin # during order completion in the designated product level fields where applicable. Order notes for products will also be found at the line-item level.

synapse HEALTH

(888) 801-9449 Leave Order

1 Order Details 2 Document Preview 3 Sign Document 4 Review

Order Details

Order Details Notes

Order Number: SO-9DID6A82

Patient: Tester, Jane

Address: 22 Test Way, Glenview, IL 60025

Contact: Jane Tester
(333) 333-3333

Order Notes

No notes available

+ Create Note

Order Products

Order notes

Synapse Health: (11/08/2023 01:51 PM)
<https://viemed.zoom.us/j/863658?pwd=zWDyNZQan70JmDJoFm> Passcode: 694013

Synapse Health: (11/08/2023 01:51 PM)
Confirm facemask MODEL/SIZE

Synapse Health: (11/08/2023 01:51 PM)
CPAP Device (E0601): Pressure cm/H20: 12

+ Add Note



Delivery Portal

After documentation has been completed and you click on Next, you will be taking to a final page to review the order Information.

You will want to be sure to capture the serial # at the product level and add the manufacturer, model # and patient pin # for each device in the notes during order completion. Where applicable.

If the information appears correctly, click on Submit to complete the delivery order.

Tip: Feel free to add any additional notes on the order before submitting. These notes can be viewed by Synapse Health.

synapse HEALTH (888) 801-9449 Leave Order

Order Details Document Preview Sign Document **4** Review

Review

Order Details Notes
Order Number: SO-9DID8A82
Patient: Tester, Jane
Address: 22 Test Way, Glenview, IL 60025
Contact: Jane Tester
(333) 333 3333

Signatures:
Recipient 
Technician 

Order Products

Product	Serial/Lot No.	Manufacturer	Model No.	PIN No.	Qty
CPAP Device (ED60I)	23444	Luna	G3	33	Qty: 1 <input type="checkbox"/>
Heated Humidifier - 1 per 5 yrs	23445	Luna	G3		Qty: 1 <input type="checkbox"/>
Full Face Mask Cushion - 1 per mo					Qty: 1 <input type="checkbox"/>
Water Chamber - 1 per 6 mo					Qty: 1 <input type="checkbox"/>
Headgear - 1 per 6 mo					Qty: 1 <input type="checkbox"/>
Disposable Filters - 2 per mo					Qty: 2 <input type="checkbox"/>
Heated Tubing - 1 per 3 mo					Qty: 1 <input type="checkbox"/>
Full Face - 1 every 3 mo					Qty: 1 <input type="checkbox"/>

8 of 8 products

General Information

- Best Practices
- Have a Question?
- Partner Contact Grid

When in doubt, refer to your **DME Provider Handbook** for assistance.

Best Practices

As a Subcontracted & Referral SaaS DME provider, **best practices** are as follows:

- In the event your organization accepts an order and needs to cancel the order or make a request for a change, the vendor must immediately contact the **DME Provider Line at 888.801.9449** to advise that the order number cannot be fulfilled. The Fulfill Team member will log the reason for the cancellation or assist with revision.
- Report emergency closures of a location immediately to 888.801.9449.
- Provide high quality, compassionate care to patients.
- Effectively and respectfully respond to member's/patients' linguistic, cultural, and other unique needs.
- Do not differentiate or discriminate in providing DME services because of race, ethnicity, color, national origin, age, religion, English proficiency, sex, including, sexual orientation & gender identity, health status, source of payment, cost of treatment, participation in a particular Health Plan customer's benefit agreement, mental or physical disability, or genetic information.
- Submit written notice to Synapse Health within thirty (30) calendar days of any changes in your organization.



Best Practices

As a Subcontracted & Referral SaaS DME vendor, **performance standards** for DME Orders & Delivery are as follows:

- **Order Notification Response Time:** The vendor will identify and register the users that will access Fulfill during the Onboard Training process. These users will receive notification of orders, via email, when an order is available for review. Vendors are responsible for ensuring an adequate number of staff are available to monitor email boxes and Fulfill portal for order notifications.
- **Standard Orders:** Vendors are required to access Fulfill and respond by accepting or rejecting the order **within two (2) hours** of the email notification.

Member Complaints Feedback

If you receive any **member complaints**, please forward to Synapse Health Compliance Hotline within 24 hours of receipt.

Toll Free:

1.833.609.5224

To report a concern online:

www.synapsehealth.ethicspoint.com



Have a Question?

- **Fulfill Order Related Fulfillment Issues or Questions:** Call our DME Provider Line at 888.801.9449. This line routes directly to our Customer Connect Center and they will get you directly to the Fulfillment team during business hours 8am-8pm Eastern. **After hours**, this line will route initially to our answering service if selecting same day delivery. You will then be dispatched to an on-call employee. You can also add a **Note** to an order or send an **Email** to fulfill@synapsehealth.com.
- **General Questions:** Reference your **DME Provider Handbook** first, then email your account manager for assistance at dmeprovidernetwork@synapsehealth.com and our team will respond to your inquiry within 1 business day.
- **User Access Assistance:** Email dmeprovidersupport@synapsehealth.com and our team will respond to your inquiry within 1 business day.

