

DME Provider Contact List

For DME providers only—Not for patient use



Phone

DME Provider support:

1.888.801.9449

Patient & prescriber support:

1.888.33.MYDME

Hospital support for discharges:

1.888.368.5004

Fax

Synapse Health:

1.888.690.5329

Hospital discharge support:

1.888.518.4433

Portals to manage orders

Connect portal (place orders): connect.synapsehealth.com

Fulfill portal (order management): fulfill.synapsehealth.com

Deliver portal (confirmation & delivery): deliver.synapsehealth.com

Synapse Health Connect Portal Support

	Phone	Email/Online
General order entry support	1.888.33.MYDME	Live chat* (bottom right corner)
Faxed-order status requests	1.888.33.MYDME	mydme@synapsehealth.com
Portal access or training requests	1.888.33.MYDME	dmeprovidersupport@synapsehealth.com
Unresolved issues	N/A	outpatientsuccess@synapsehealth.com Live chat* (bottom right corner)

Synapse Health Fulfill & Delivery Portal Support

	Phone	Email/Online
General order fulfillment, delivery & technical support	1.888.801.9449	fulfill@synapsehealth.com
Sleep Program	1.888.33.MYDME	sleep.program@synapsehealth.com
Unresolved issues		
• Fulfillment	1.888.801.9449	michael.king@synapsehealth.com
• DME Qualifications	1.888.368.5004	hillary.blumberg@synapsehealth.com

Additional Support Contacts

Clinical programs & quality mgmt	clinical.programs@synapsehealth.com	Implementation	implementationteam@synapsehealth.com
Contracting	contracting@synapsehealth.com	Member transitions	member.transitionleadership@synapse.com
Credentialing	credentialing@synapsehealth.com	Network support	dmeprovidersupport@synapsehealth.com
Hospital mgmt	hospitalsuccess@synapsehealth.com	Outpatient mgmt	outpatientsuccess@synapsehealth.com
Compliance	compliance@synapsehealth.com or 1.866.609.5224	Revenue cycle mgmt & invoices	vendorstatementsconnect@synapsehealth.com

Monday–Friday: 8:00 AM – 8:00 PM ET | Weekends: 8:30 AM – 5:30 PM ET
After-hours support: On-call 24/7 for urgent needs

*Live chat hours for Connect portal: Monday – Friday 8:00 AM – 6:00 PM ET