

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

Delivery portal (confirmation & delivery):

deliver.synapsehealth.com

Synapse Health Connect Portal

For updates or questions on orders please use the 'order level' chat located on your Connect Order Dashboard or call 1.888.33.MYDME.

Phone

General order entry support

1.888.33.MYDME

Faxed-order status requests

1.888.33.MYDME

Portal access or training requests

1.888.33.MYDME

Unresolved issues

N/A

*Live chat hours: Monday - Friday 8:00 AM - 6:00 PM ET

Email/Online

Live chat* (bottom right corner)

mydme@synapsehealth.com

dmeprovidersupport@synapsehealth.com

outpatientsuccessleaders@synapsehealth.com

Live chat* (bottom right corner)

Synapse Health Fulfill & Delivery Portal Support

Phone

General order fulfillment, delivery & technical support

1.888.801.9449

Sleep Program

1.888.368.5002

Resupply

1.888.651.2156

Diabetes/CGM

1.888.33.MYDME

Unresolved issues

Fulfillment

1.888.801.9449

DME Qualifications

1.888.33.MYDME

Email/Online

Please reach out via the Fulfill portal.

sleep.program@synapsehealth.com

resupplyoperations@synapsehealth.com

diabeticpod@synapsehealth.com

dmeprovidersupport@synapsehealth.com

qualifications@synapsehealth.com

Additional Support Contacts

Clinical programs & quality mgmt

clinical.synapse@synapsehealth.com

Contracting

contracting@synapsehealth.com

Credentialing

credentialing@synapsehealth.com

Hospital mgmt

hospitalsuccess@synapsehealth.com

Compliance

compliance@synapsehealth.com

Integrity Line

synapseintegrityline.com

Implementation

implementationteam@synapsehealth.com

Member transitions

member.transitionleadership@synapse.com

Network support

dmeprovidersupport@synapsehealth.com

Outpatient mgmt

outpatientsuccess@synapsehealth.com

Missing vendor statements/ payments & reconciliation

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