

Meet your new medical equipment provider



As a UnitedHealthcare® member, you will now get your equipment and supplies through Synapse Health

Synapse Health is working with UnitedHealthcare to build a better medical equipment process

Your doctor, insurance plan and equipment provider are now connected through Synapse Health. We connect equipment providers across the country, on one system along with your health plan.

What this means for you

- Fewer delays and better follow-through on your care.
- Less hassle, we handle paperwork and approvals so you don't have to.
- Faster service. We make sure you get your equipment quickly and safely.
- Real support. If you need help, you can call us to talk to a real person.

Next steps for you

- Create an account on our Patient Portal
- Complete the intake documents
- We connect with your current equipment supplier or our network across the country
- Your order is delivered—if you need help call us!

We support all of your equipment needs

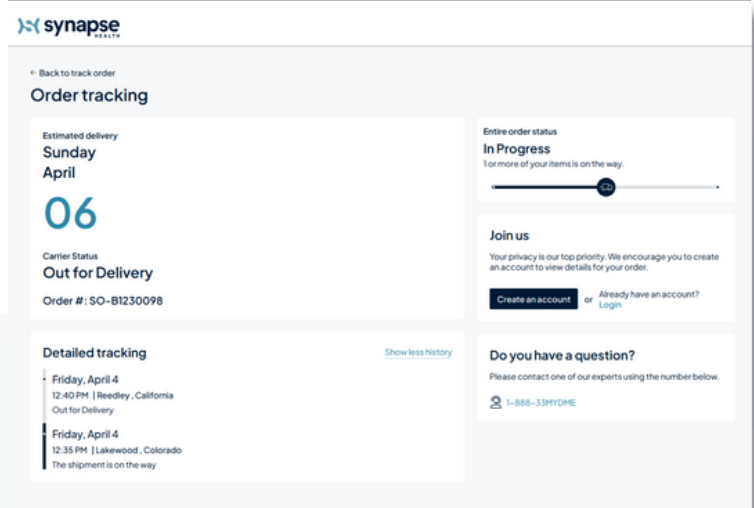
We know change can be hard, especially when it comes to your health. But we're here to help every step of the way with all of your medical equipment.

Have questions?

1.888.33.MYDME

synapsehealth.com/welcome/patients

Visit the patient portal at getmydme.com



Get your medical equipment quickly and with support



A simpler, faster way to get your home medical equipment as a UnitedHealthcare® member

Use the Synapse Health Patient Portal to manage all of your medical equipment needs

Within the Patient Portal you can:

- Create an account or login to the portal
- Submit paperwork required by your health insurance
- View the status of your medical equipment order
- Pay bills and check history
- Get support for your equipment

➔ Access the portal at getmydme.com

The screenshot shows the 'Patient Portal' login interface. It includes a header with the Synapse Health logo, a sub-header 'Patient Portal', and a prompt to 'Login to view a detailed version of your account.' Below this are input fields for 'Username' and 'Password', a 'Remember me' checkbox, and a 'Forgot password?' link. There are two main buttons: 'Login' and 'Create an account'. Below these is a section for 'Enter your Order No. and track as guest', which includes an 'Order No.' input field and a 'Track order as guest' button.

Synapse Health is here to help:

- We work with your doctor, health insurance company, and trusted equipment providers to review required paperwork and move approvals forward.
- You'll get updates when your equipment is on the way—or if we need anything else.
- If you have questions or need help, you can call us, text us, or talk to a real person.



Be sure to opt-in to email and SMS (text) to get proactive notifications about your orders

The screenshot shows the 'Order tracking' page. It features a 'Back to track order' link, the 'Order tracking' title, and a progress bar indicating 'Estimated delivery Sunday April 06'. Below this, it shows 'Carrier Status Out for Delivery' and 'Order #: SO-B1230098'. A 'Detailed tracking' section lists two delivery attempts: 'Friday, April 4 12:40 PM | Reedley, California Out for Delivery' and 'Friday, April 4 12:35 PM | Lakewood, Colorado The shipment is on the way'. There are links for 'Show less history' and 'Join us'. The 'Join us' section includes a privacy statement and buttons for 'Create an account' and 'Login'. A 'Do you have a question?' section provides a contact number: '1-888-33MYDME'.