

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	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	outpatientsuccessleaders@synapsehealth.com
		Live chat* (bottom right corner)

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

Synapse Health Fulfill & Delivery Portal Support

	Phone	Email/Online
General order fulfillment & delivery support	1.888.801.9449	Enter order level Note in Connect Portal. If no response within 24 hours, email coo@synapsehealth.com
Sleep Program	1.888.368.5002	sleep.program@synapsehealth.com
Resupply	1.888.651.2156	resupplyoperations@synapsehealth.com
Diabetes/CGM	1.888.33.MYDME	diabeticpod@synapsehealth.com
Unresolved issues		
Fulfillment	1.888.801.9449	dmeprovidersupport@synapsehealth.com
DME Qualifications	1.888.33.MYDME	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