

# 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.

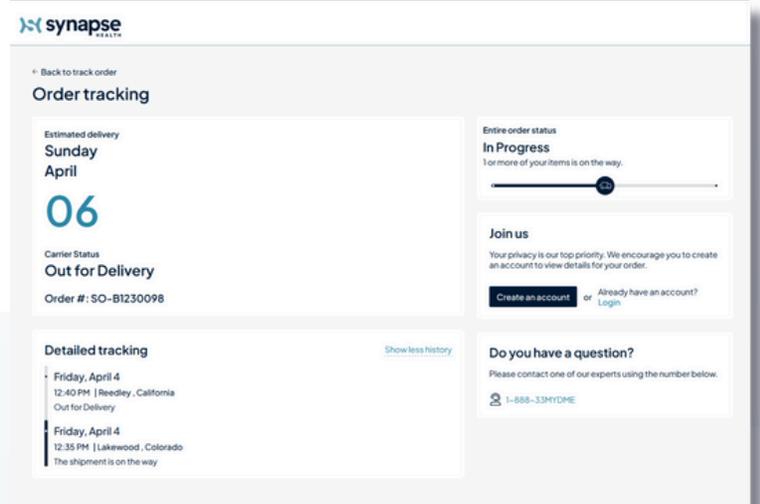
## We support all of your equipment needs

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.

### Get started today:

[synapsehealth.com/welcome/uhc-patients](https://synapsehealth.com/welcome/uhc-patients)

### Visit the patient portal at [getmydme.com](https://getmydme.com)



The screenshot shows the Synapse Health patient portal interface. At the top, there is a navigation bar with the Synapse Health logo and a "Back to track order" link. The main heading is "Order tracking". Below this, there are two main sections: "Estimated delivery" and "Detailed tracking".

**Estimated delivery:** Sunday April 06. Carrier Status: Out for Delivery. Order #: SO-B1230098.

**Detailed tracking:** Shows two delivery events:
 

- Friday, April 4, 12:40 PM | Redley, California | Out for Delivery
- Friday, April 4, 12:35 PM | Lakewood, Colorado | The shipment is on the way

On the right side, there is a "Join us" section with a progress indicator showing "In Progress" (1 or more of your items is on the way) and a "Join us" button. Below that is a "Do you have a question?" section with a "1-888-33MYDME" contact number.

# The Patient Portal

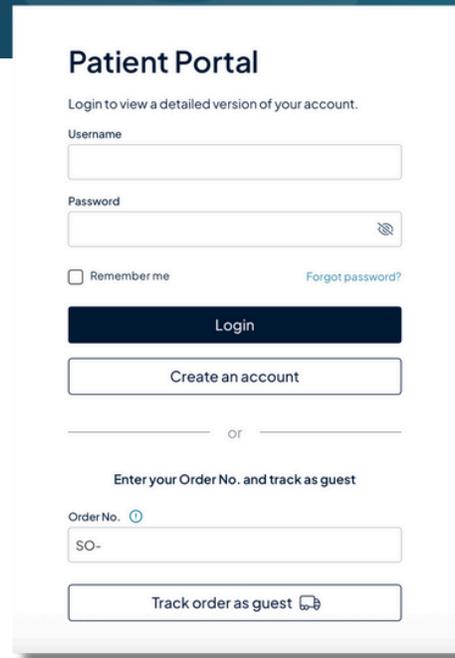
A fast, easier way to manage your equipment and supply needs

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
- Order resupply

 [Access the portal at getmydme.com](https://getmydme.com)



## 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

