



FULFILL

Fulfil Portal User Guide

A STEP-BY-STEP GUIDE FOR DME PROVIDERS

Questions?

Email dmeprovidersupport@synapsehealth.com

DME Provide Line for Order Assistance: 888.801.9449 opt 2

March 2025

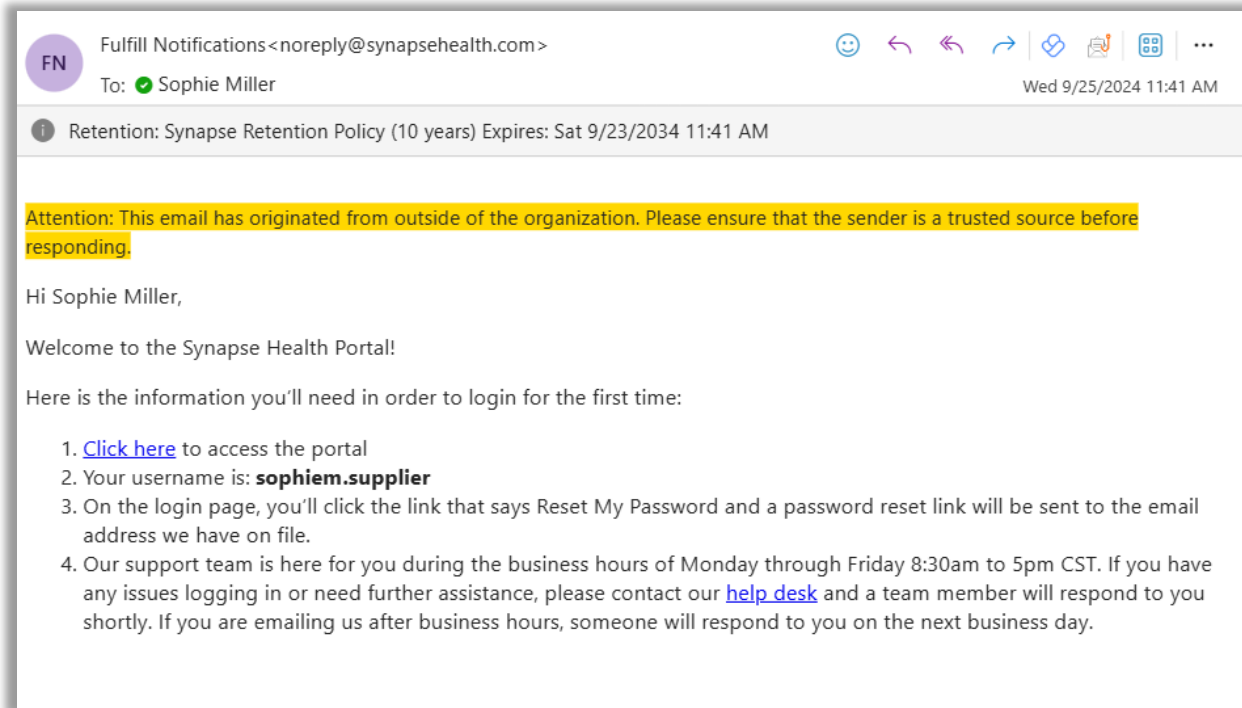
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Logging Into Fulfill For The First Time

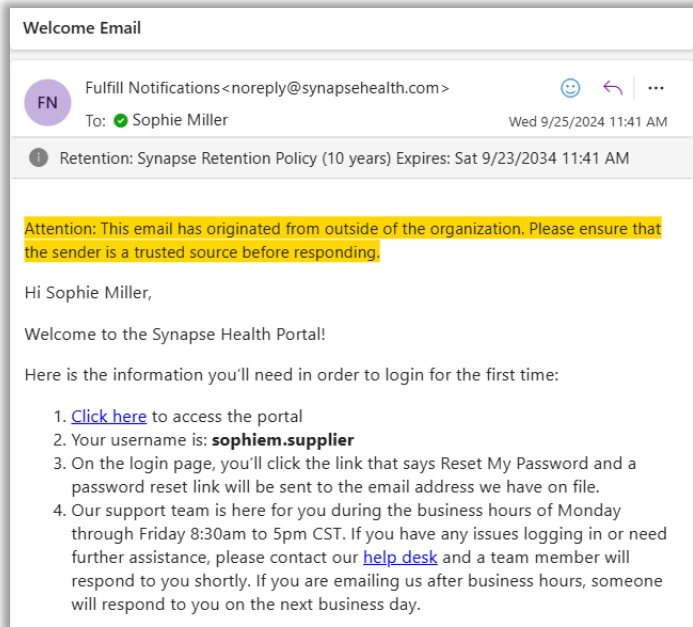
The Vendor Implementation Coordinator will request each DME provider to send names and emails of any users who need access to the Fulfill Portal. Once the user accounts have been created, a Welcome Email will be sent to user.



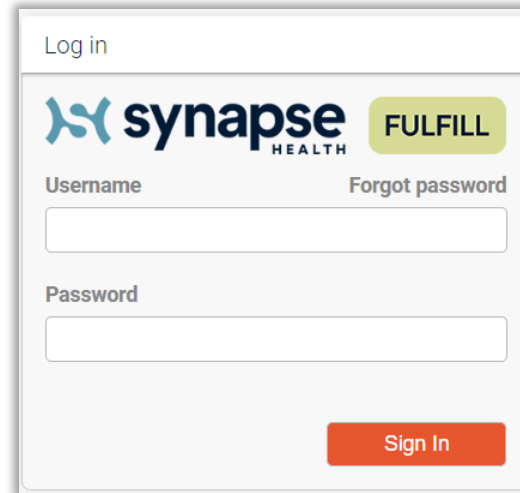
*For additional user requests after go-live, contact the network management coordinator assigned.



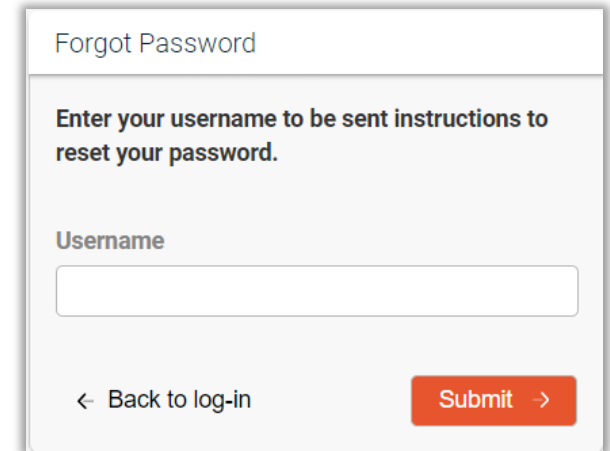
Logging Into Fulfill For The First Time



1. Select the **Click Here** link in the welcome email or use URL fulfill.synapsehealth.com

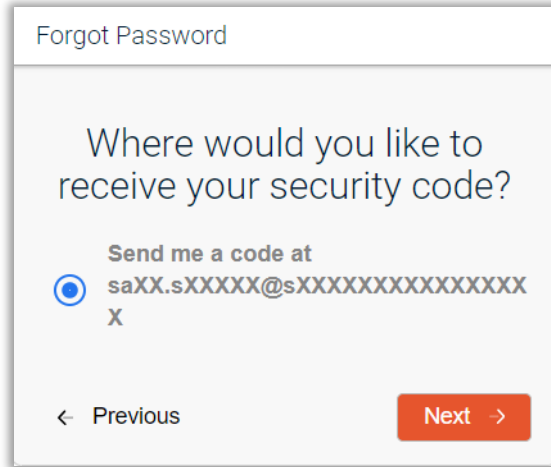


2. Select **Forgot Password**.



3. Enter username found in welcome email.

Logging Into Fulfill For The First Time



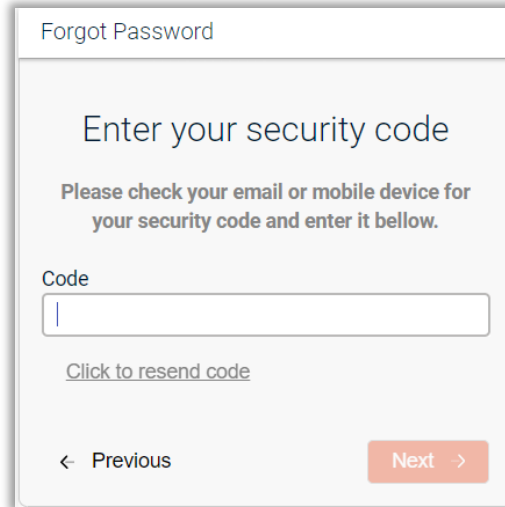
Forgot Password

Where would you like to receive your security code?

Send me a code at
saXX.sXXXXX@sXXXXXXXXXXXXXXXXXXXXX

< Previous Next >

4. Send security code.



Forgot Password

Enter your security code

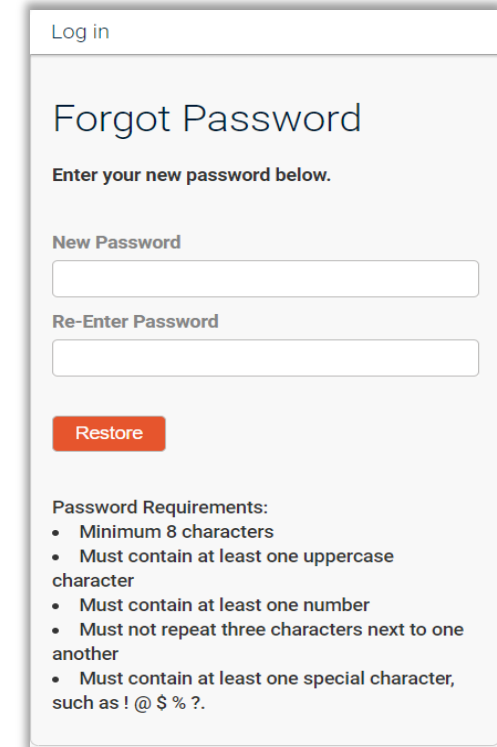
Please check your email or mobile device for your security code and enter it below.

Code

[Click to resend code](#)

< Previous Next >

5. Check email for security code and enter code in the **forgot password** window.



Log in

Forgot Password

Enter your new password below.

New Password

Re-Enter Password

Restore

Password Requirements:

- Minimum 8 characters
- Must contain at least one uppercase character
- Must contain at least one number
- Must not repeat three characters next to one another
- Must contain at least one special character, such as ! @ \$ % ? .

6. Enter a new password.

7. Return to login page and use new password to log in.

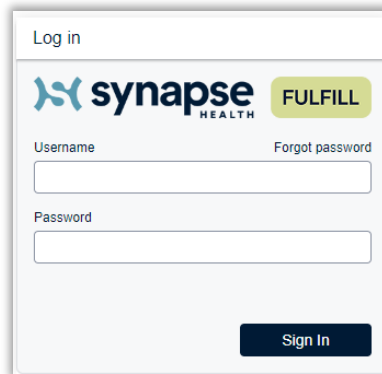
Note: Users should follow their organizations email and security policies when setting up their accounts.



Logging Into Fulfill: Multi-Factor Authentication (MFA)

Steps for optimal login flow with MFA once a user has reset their password.

1. Navigate to login page via URL: fulfill.synapsehealth.com
2. Input Fulfill username and password and click **Sign In**.
3. Select method to send security code and select **Next**.
4. Collect security code from selected source, input code in the **Code** field and click **Next**.
5. Log in is complete!



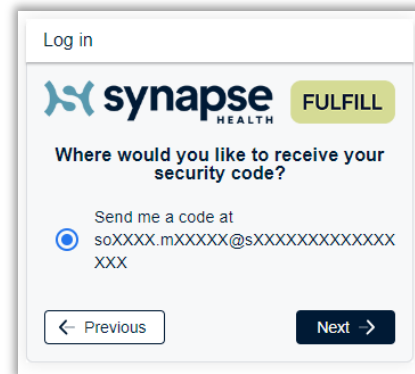
Log in

synapse HEALTH **FULFILL**

Username Forgot password

Password

Sign In



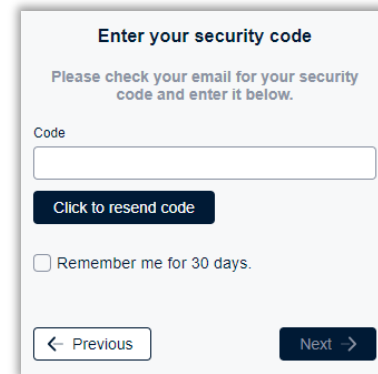
Log in

synapse HEALTH **FULFILL**

Where would you like to receive your security code?

Send me a code at
 soXXXX.mXXXXX@sXXXXXXXXXXXXXXX
XXX

Previous **Next**



Enter your security code

Please check your email for your security code and enter it below.

Code

Click to resend code

Remember me for 30 days.

Previous **Next**

New Order Notifications

Users who have requested to receive order email notifications will receive an email from Synapse Health Notifications (noreply@synapsehealth.com) when a new order is assigned to the DME provider.

SN Synapse Health Notifications
Normal: Order SO-8A4F6B05 Requires Acceptance (Delivery) Wed 3:44 PM
Attention: This email has originated from outside of the organization. Plea...

After opening the email notification, utilize the hyperlink **Click Here** at the top of the email to be brought to the Fulfill dashboard with that specific order pulled up.

[Click Here](#) to view additional order details.

Delivery #SO-8A4F6B05
Normal

Patient

Demographic Information

FACILITY:
ZIP CODE: 46227
REQDATE: 9/25/2024
REQTIME:

Clinical Information

THIS PATIENT HAS BEEN DIAGNOSED WITH AN INFECTIOUS DISEASE: NO

Assigned Vendor

Bonbons (Sub)



New Order View

Once order is opened, users can view order details and select **Accept** or **Reject** option.

The screenshot shows a modal window titled "Pending Acceptance" with a close button (X) in the top right corner. The window displays the following information:

- Access Code:** (blank)
- Schedule Date:** 09/20/2024
- Order ID:** SO-CC2F12EC

Below this information are two buttons: a green "Accept" button with a checkmark icon and a red "Reject" button with an X icon.

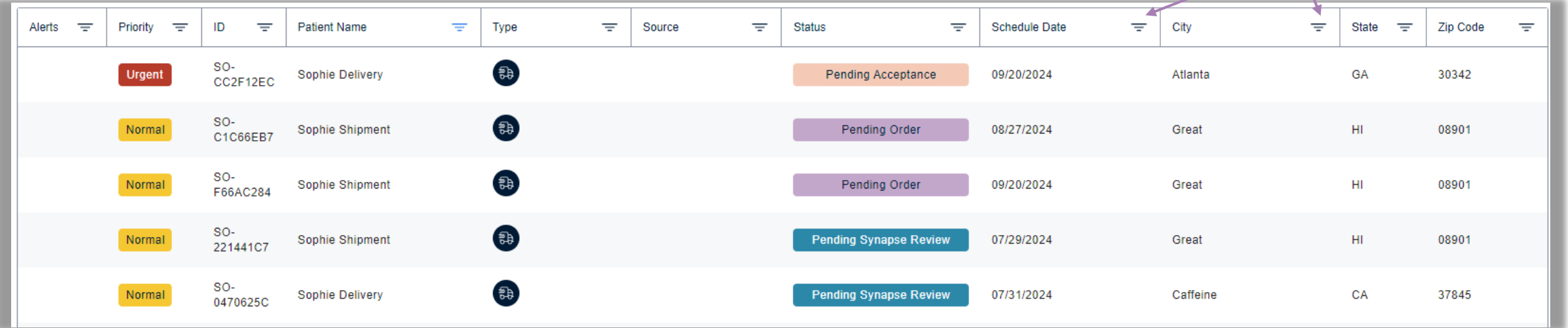
Underneath the buttons is a section titled "Patient Information" containing the following details:

- Name:** Sophie Delivery
- DOB:** 04/16/1997
- Contact Phone:** (789)456-1233
- Height:** (blank)
- Weight:** (blank)
- Patient ID:** 10000027

The background of the slide features a decorative graphic of overlapping circles and organic shapes in shades of blue and teal.

View Orders: Fulfill Dashboard

From the dashboard, users can view orders*. Each column has a filter option to view more specific information in each column category. To quickly find specific column category details, select the .



Alerts	Priority	ID	Patient Name	Type	Source	Status	Schedule Date	City	State	Zip Code
	Urgent	SO-CC2F12EC	Sophie Delivery			Pending Acceptance	09/20/2024	Atlanta	GA	30342
	Normal	SO-C1C66EB7	Sophie Shipment			Pending Order	08/27/2024	Great	HI	08901
	Normal	SO-F66AC284	Sophie Shipment			Pending Order	09/20/2024	Great	HI	08901
	Normal	SO-221441C7	Sophie Shipment			Pending Synapse Review	07/29/2024	Great	HI	08901
	Normal	SO-0470625C	Sophie Delivery			Pending Synapse Review	07/31/2024	Caffeine	CA	37845

*Note: Test patients shown for training purposes.



Dashboard Column Filter Customization

As users review orders, they can apply any frequently used filters. Select **Save Filter** at the top right of page.

Input a name and/or description, then click **Save**.

The screenshot shows a dashboard with a table of orders. The table has columns for Alerts, Priority, ID, Patient Name, Type, Source, Status, Schedule Date, City, State, and Zip Code. A 'Save filter set' dialog box is open over the table, with the following fields:

- Name: Finalized Orders
- Description: Status Complete
- Buttons: Cancel, Save

Alerts	Priority	ID	Patient Name	Type	Source	Status	Schedule Date	City	State	Zip Code
	Normal	SO-00FD8342	Rylee Hill		Referral	Completed		Sandy	UT	84094
	Normal	SO-01A83E99	Lana White		Referral	Completed		New Castle	IN	47362
	Normal	SO-02BB1AC8	Bianca Washington		Referral	Completed		Knoxville	TN	37915
	Normal	SO-02D38001	Lake Sartor					Miami Beach	FL	33141
	Normal	SO-0742CFC8	Stephanie Jonesdia					MIAMI	FL	33187
	Normal	SO-07A60D87	Amanda Harmsen					Puyallup	WA	98371
	Normal	SO-0903F621	Sara Kelly					ELBRIDGE	NY	13060
	Normal	SO-0C413837	Socorro Ramirez					Tacoma	WA	98409
	Normal	SO-0E36A6F1	Isabella Henry					Altoona	WI	54720
	Normal	SO-10BD3A9E	Roy Radford		Referral	Completed		Maryville	TN	37801

Note: Test patients shown for training purposes.

To access up to 5 saved custom filters, click **Advanced Filters**.

Advanced Filters

Patient ID Product Category

Filter sets

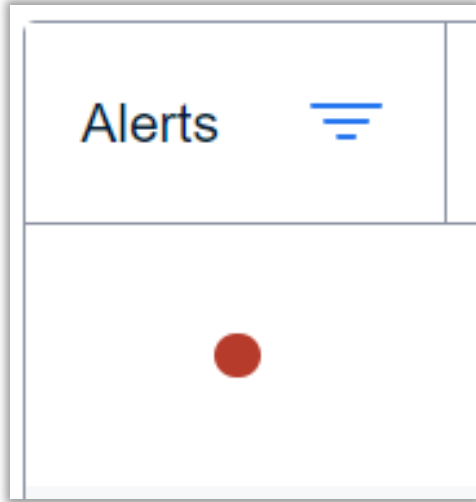
Finalized Orders
Status Complete

Filters are user-specific and persist even after user logs out, enabling consistent, efficient order management.

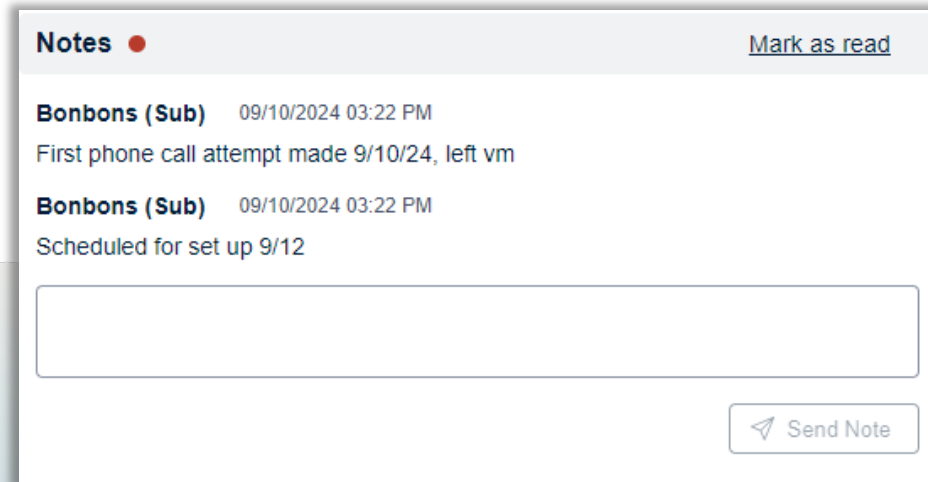


Dashboard Columns

Dashboard Columns: Alerts and Notes



1. The first left column, **Alerts** as identified with a red dot, indicates that a note or message has been added by the Synapse Health team.
2. Once the order has been clicked, the page will automatically direct to the bottom, where the **Notes** section is located.
3. In the **Notes** section of an order, users can **Send A Note** or message to Synapse Health. This action will automatically mark the note as read and remove the red dot from the order.
4. Users can also clear the alert by clicking **Mark As Read**.



Use the notes section of an order to:

- Track scheduling attempts.
- Message Synapse Health.
- Develop a paper trail.

For any emergent question, always reach out to the DME Provider Line (888-801-9449 opt 2).

Dashboard Columns: Priority Levels



Priority levels indicate how soon an order needs to be delivered to the patient.

Low

Low Priority: Order already delivered.

- Supply closets, etc.

Normal

Normal Priority: Delivery next day or later.

High

High Priority: Same day delivery.

Urgent

Urgent Priority: 2-hour delivery.

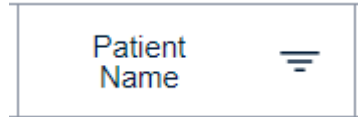
- Hospital discharges/ STAT orders.



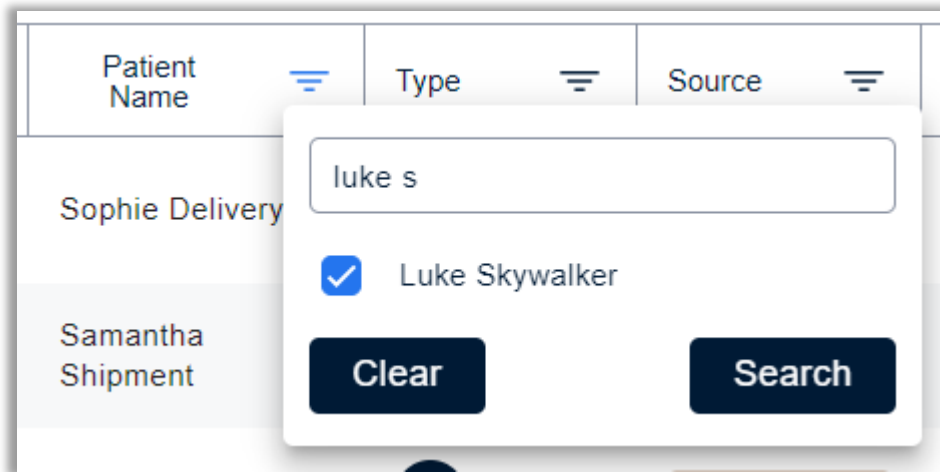
Dashboard Columns: Order ID & Patient Name



Order ID: The unique order identifier which starts with "SO-". Order ID can be found in order notification email, on the dashboard and within the order.



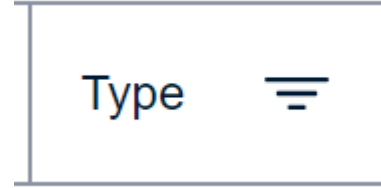
Patient Name: Indicates patient name on the order.



Tip: To quickly find an order, use the **Filter** option to paste order ID or patient name:

1. Use search box to type.
2. Click checkbox to select correct item.
3. Click search to refresh dashboard displaying specific order or name.

Dashboard Columns: Order Type



Delivery Truck: Indicates a threshold delivery OR a drop-ship delivery order.



Pickup Box: Indicates an order that needs to be picked up.



Service Wrench: Indicates an order that needs to receive service.

Note: An order with items that require pickup, or servicing will be sent as a new order notification via email and must be accepted or rejected, just as you would with a standard order.

Dashboard Columns: Source



Transitions

Transitions Orders:

- Orders for existing patients of the DME provider who have been transitioned over to Synapse Health.
- Synapse Health is now DME provider of record for that patient.

Referral

Referral Orders:

- Orders sent to subcontracted DME provider with the expectation that the DME provider accepts and processes order as the DME provider of record.
- DME provider assumes responsibility of patient support, delivery of order and invoicing to contracted health plan.
- DME provider must ensure order is marked as completed as soon as order is accepted.

Note: If the column 'Source' is blank, the order is a standard subcontracted order where Synapse Health is the DME provider of record.



Dashboard Columns: Order Status



Order status indicates what stage of processing an order is in.

Pending Acceptance

Pending Acceptance: New order is pending DME provider acceptance or rejection.

- *Urgent* orders: Must be accepted or rejected within 1 hour of order notification.
- *Normal* orders: Must be accepted or rejected within 2 hours of order notification.

Pending Order

Pending Order: DME provider has accepted the order, delivery has not yet been completed.

Pending Synapse Review

Pending Synapse Review: No action needed by DME provider as Synapse Health is confirming delivery along with patient satisfaction.

Completed

Completed: Order has been completed, no action needed by DME provider or Synapse Health.

Cancelled

Cancelled: Order has been cancelled for various possible reasons.

Dashboard Columns: Schedule Date, City, State, Zip Code

Schedule Date	☰	City	☰	State	☰	Zip Code	☰
---------------	---	------	---	-------	---	----------	---

- Scheduled date: Date the order was sent to DME Provider*
- City: Delivery address city
- State: Delivery address state
- Zip Code: Delivery address zip code

Note: In the case of a hospital discharge, the hospital's address may be listed instead of the patient address.

*Low priority orders, indicating already dispensed, will have a schedule date reflecting the original date of delivery.



Order Level View

Viewing An Order

1. To search and review a specific order, users can:
 - Click anywhere on the row of a specific order from the dashboard.
 - Select **Click Here** from an email order notification.
2. Order will appear on the right side of the screen.
3. Carefully and thoroughly review patient information, delivery address, order associated documents, products, delivery instructions and notes.

Pending Acceptance ✕

Access Code: Schedule Date: 09/20/2024
Order ID: SO-CC2F12EC

✓ Accept ✕ Reject

Patient Information

Sophie Delivery Height:
DOB: 04/16/1997 Weight:
Contact Phone: (789)456-1233 Patient ID: 10000027

Delivery Address

Street Address: 5665 Peachtree State: GA
Dunwoody Rd Zip Code: 30342
City: Atlanta

Documents

📎 Upload file
Supported formats: .txt, .pdf, .jpeg, .jpg, .tiff, .tif

There are no documents attached to this order.

Product Information

Product	HCPCS	Qty	Units	Notes
Heavy Duty Rollator - 4 Wheeled Walker With Seat Generic_Heavy_Duty_Rollato...	E0149	1	ea	

Delivery Instructions

Delivery instructions not provided for this order.

Notes

Bonbons (Sub) 09/25/2024 03:11 PM
Test

Bonbons (Sub) 09/25/2024 03:54 PM
Test Test

📧 Send Note



Accepting or Rejecting an Order

Order ID: SO-82C5E8D4 Pending Acceptance

Order Details Normal

Patient Name: User Automation

Patient ID: 10002667

DOB: 05/08/1990

Schedule Date: 03/04/2025

Height: 6

Weight: 200

Contact: (111)222-3333



Order ID: SO-82C5E8D4 Pending Order

Order Details Normal

Patient Name: User Automation

Patient ID: 10002667

DOB: 05/08/1990

Schedule Date: 03/04/2025

Height: 6

Access Code: YXTWZN

Weight: 200

Contact: (111)222-3333

- **Urgent** orders: Must be accepted or rejected within 1 hour of order notification.
- **Normal** orders: Must be accepted or rejected within 2 hours of order notification.

DME provider will select the accept or reject button within the order advising Synapse Health on whether they are able to accept the order.



✓ **Accept**



Order status changes to **Pending order** and access code is generated.



✗ **Reject**



Order disappears from dashboard and will be pushed to another DME provider.



Completing an Order

- **Threshold deliveries and walk-ins:** Synapse Delivery Portal.
 - See Delivery Portal User Guide for more information.
 - User can click **Access code** hyperlink to be routed to Delivery portal.
 - If unable to use the Delivery portal: Upload the signed delivery packet and ticket into Fulfill and click **Mark Complete**.
- **Shipments:** Once the DME provider has added tracking information, mark the order as complete as Synapse Health will monitor tracking & confirm delivery with patient.
- **Referral orders:** DME provider is provider of record and should **Mark Complete** upon accepting order.
- **Service and pick-up orders:** Utilize Synapse Delivery Portal.
 - DME providers who are not utilizing the Delivery Portal can add a note and upload the service/pickup ticket to Fulfill.

Pending Order ✓ Mark Complete ✕

Access Code: **AKMEWN** Schedule Date: **09/20/2024**
Order ID: **SO-CC2F12EC**

Complete Order ✕

Are you sure you want to mark this order complete? Please upload needed documentation at this time.

Pending Synapse Review ✕

Access Code: **AKMEWN** Schedule Date: **09/20/2024**
Order ID: **SO-CC2F12EC**

Reviewing Order Product Information

Prior to accepting an order, a DME provider should review all product information to identify that all products listed are able to be fulfilled in the quantities specified.

Product Information Columns:

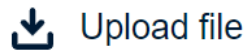
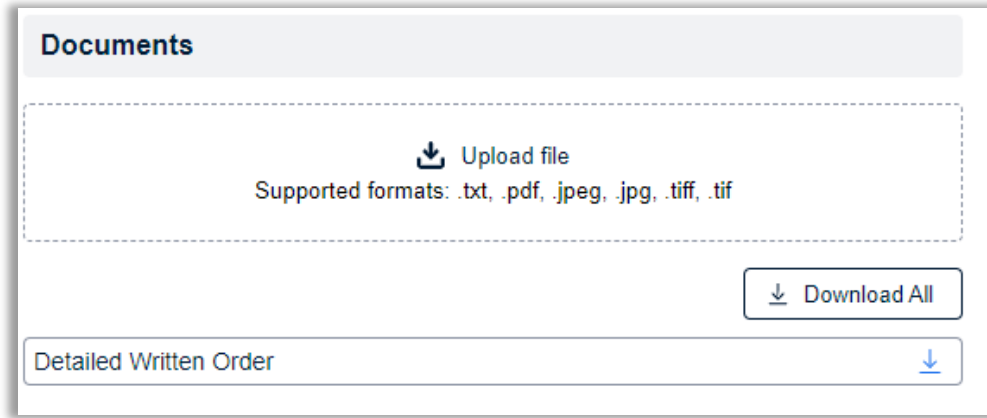
- **Product:** Product details, specifying generic or manufacturer branded along with product ID/ part #.
- **HCPCS:** HCPCS code for the product.
- **Qty:** The quantity of the product needed.
- **Units:** The unit of measure for the product quantity.
 - ea= each
 - ct= carton
 - bx= box
- **Notes:** Highlighted note icon will indicate a product specific note.

Product Information				
Product	HCPCS	Qty	Units	Notes
BOOST GLUCOSE CONTROL, Rich Chocolate, 24 x 8 fl oz cartons, 190 cal <i>NDC_41679_0157_92</i>	B4154	1	ct	
EasyMax Test Strips - Box of 50 - Insulin <i>Oak_Tree_International_704...</i>	A4253	1	bx	
NUTREN 1.5, SpikeRight PLUS 6 x 1000 mL UltraPak bags 1500 cal <i>NDC_98716_0163_54</i>	B4152	1	ea	

Note ✕

Prefers chocolate flavor, if unavailable please substitute with vanilla

Order Level Features: Documents



Upload file

If DME Provider is not utilizing the Delivery Portal for threshold deliveries, users can upload the signed delivery ticket here.



Download and view any documents that were uploaded by the Synapse Health staff by selecting the blue arrow to the right of the document listed

If users believe a document (i.e., prescription, DWO, patient demographics, etc.) are missing from an order, please call the DME Provider Line at 888-801-9449 opt 2.





Order Level Features: Tracking

For shipped orders, add tracking information for each shipment.

The screenshot shows a 'Tracking' form with the following fields and options:

- Select Carrier*:** FedEx
- Tracking No.*:** 1234567
- Product Selection*:** All Remaining Products (dropdown menu is open showing 'All Remaining Prod...' with a checkmark, 'BOOST BREEZE, 2-Varie...', and 'BOOST BREEZE, Wild B...')
- Qty*:** Qty
- Add:** Add button

1. Once the carrier, tracking number and product has been selected, click **Add** to list that tracking information for the order.
2. If all order items are being shipped in the same order, select **All Remaining Products** from the product selection drop down.
3. If products will be sent in separate shipments, add separate tracking numbers and edit items in that shipment.
4. Delete  or edit  tracking information after it's been added by clicking the respective icon.

Carrier	Tracking No.	Product	Qty	Actions
FedEx	7894562	BOOST BREEZE, 2-Variety Case 24 x 8 fl oz...	1	 
FedEx	78954631	BOOST BREEZE, Wild Berry 24 x 8 fl oz carton,...	1	 

Order Level Features: Notes

Notes can be utilized to track scheduling attempts, view/add notes or questions, and to chat with Synapse Health.

1. Click into the text box and type a message or note.
2. Click **Send Note** button to post the message or note.
3. Once a response has been provided by the Synapse team, an alert will be added to the order.

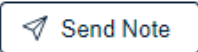
Refer to page 12 for more information on note alerts.

Notes

Synapse Health 08/22/2024 12:28 PM
[0002_Bonbons (Sub)] Delivery preferred in person.

Bonbons (Sub) 08/22/2024 02:17 PM
Missing prescription

Synapse Health 08/22/2024 02:19 PM
[0002_Bonbons (Sub)] Added Rx. Sorry about that!

 Send Note



Product Returns

Product Returns: Process

- Return eligible if unused, unopened and in resale condition.
- Returns are only accepted within 14 days of delivery date to the patient.
- Synapse Health will issue authorization and a pickup ticket (order) through Fulfill to DME provider, which must be accepted within 2 hours.
- DME provider **must** use Delivery portal for returns as this provides proof of pick up.
 - For drop-ship order returns, the DME provider must submit return tracking details through Fulfill portal within 7 business days.
 - Once the returned product(s) are received, DME provider must complete pick-up ticket through Delivery portal.
- In the event a previously dispensed product is returned to the DME Provider for any reason and return was not initiated by Synapse Health, the DME provider is required to promptly inform Synapse Health. The DME Provider is responsible for providing any information related to the return to assist Synapse Health in processing the rejection or return.
- The returned products will be credited pursuant to the expected division of reimbursement set forth in Exhibit C within the executed contract.



Product Returns: Compensation

- Returned products due to DME provider error, shall be returned to DME provider at DME providers' expense. DME provider will not receive any restocking or other charges from Synapse Health. Errors the DME provider is directly responsible for, shall be limited in definition to:
 - The merchandise delivered was defective.
 - Incorrect order quantity (e.g., over-shipment).
 - Unapproved substitution based on DME provider order record sent.
 - Duplicate order sent with no underlying duplicate DME Provider order .
 - Product delivery date was delayed over five (5) business days from contiguous forty-eight (48) states, ten (10) business days outside contiguous forty-eight (48) states, due to circumstances within your control.



Have A Question? Need Help?

The Synapse Health operations team is available to provide support along the way!

Order Related Issues or Questions:

- Email: fulfillmentdispatchteam@synapsehealth.com
- DME Provider Line: 888.801.9449 opt 2
 - This line routes directly to the Customer Connect Center where the DME provider will be directed to the Synapse Health team during business hours 8am–8pm Eastern.
 - After hours, this line will route to an on-call employee.

User Access or General Supplier Questions*:

- Email: dmeprovidersupport@synapsehealth.com



Member Complaints Feedback

If the DME provider receives any patient complaints, please forward to Synapse Health Compliance Hotline within 24 hours of receipt.

Toll Free: 1.833.609.5224

To report a concern online: www.synapsehealth.ethicspoint.com

