

Edgepark Medical Supplies® Ordering Tips

Edgepark Overview:

Edgepark Medical Supplies® is the leading national distributor of disposable medical supplies and medical devices to patients in their homes. We have more than 1,000 managed care contracts and inventory more than 25,000 products for our patients' needs. Orders are shipped to 99% of the U.S. population within 1 - 2 business days ground after insurance verification from our seven fully stocked distribution centers. Our extensive insurance coverage allows us to maximize the insurance benefits of patients, thereby saving them money. We will check the specific coverage of every order so patients can be confident as to what their benefits are for each product being ordered.

Synapse supply ordering tips:

To Order: Fax completed forms provided from the link below to **330-963-6172** or call **800-321-0591**. Please make sure to reference the item numbers or ask for 'Synapse' supplies. Exact spelling of the word 'Synapse' is necessary to find it in the Edgepark ordering system.

[http://www.synapsebiomedical.com/images/NeuRx%20DPS\(r\)%20Prescription%20Form%20v5z.pdf](http://www.synapsebiomedical.com/images/NeuRx%20DPS(r)%20Prescription%20Form%20v5z.pdf)

Required before shipment: Script (or confirmation that doctor will sign for supplies), patient contact to discuss their benefits, collection of out of pocket responsibility, Advanced Beneficiary Notice (ABN) for Medicare patients

For Insurance: The supplies for Synapse are potentially covered by insurance! Edgepark will check each individual insurance benefit for the patient and communicate those benefits directly before shipping. Please make sure to provide the best contact information and return voice messages left from Edgepark.

For Medicaid: Edgepark's ability to provide for Medicaid patients will vary by state. This will be communicated at the time of the order. Please refer to www.synapsebiomedical.com for additional providers if Edgepark is unable to service.

For Medicare: Medicare does not cover the supplies for Synapse and Edgepark is required to obtain an Advanced Beneficiary Notice (ABN) for the supplies before they can be provided. The ABN is sent by mail directly to the patient and it will need to be read, signed, and returned via mail or fax to the fax number provided on the ABN. Please account for the time necessary to process this when ordering.

Home Health and Medicare: If the patient is under home health and has Medicare, Edgepark will need an ABN before shipping any supplies. Patients must consult their individual home health agency to see if they will be helping provide the Synapse supplies.

Please note: The Synapse batteries cannot be shipped via air due to Federal Law. Please place orders to account for processing, ABN return, and shipping times.

To Order, Fax completed order forms provided on the link below to 330-963-6172 or call 800-321-0591
[http://www.synapsebiomedical.com/images/NeuRx%20DPS\(r\)%20Prescription%20Form%20v5z.pdf](http://www.synapsebiomedical.com/images/NeuRx%20DPS(r)%20Prescription%20Form%20v5z.pdf)