

Patient Claims & Reimbursement FAQs

Q: Why is Stryker partnering with Broadspire?

A: Stryker is partnering with Broadspire Services, Inc., a leading third-party claims administrator to manage requests for reimbursement of medical costs relating to the voluntary recall of the Rejuvenate and ABG II modular-neck hip stems.

Q: When does Stryker's partnership with Broadspire become effective?

A: Stryker is currently partnering with Broadspire.

Q: What costs are Stryker covering regarding this voluntary recall?

A: Stryker will be reimbursing patients for testing, treatment, revision surgery, if necessary, and other costs relating to this voluntary recall.

Q: If Stryker is covering costs associated with this situation, why am I being advised to submit my costs through my insurance company?

A: Stryker is working with insurance companies to cover costs that have been paid on behalf of impacted patients.

Q: Where should patients go to find more information?

A: Stryker has established the Stryker Patient Care line at 1-888-317-0200 and web resources at www.AboutStryker.com/ModularNeckStems.

Q: Do I need an attorney before I call the Stryker Patient Care Line?

A: No. You do not need an attorney to contact the Stryker Patient Care Line.

Q: Do I forfeit my legal rights if I call the Stryker Patient Care Line and initiate a claim?

A: No. You do not forfeit the right to pursue legal action by contacting the Stryker Patient Care Line or initiating a claim for reimbursement.

Q: By signing the Medical Authorization form and providing it to Broadspire, am I forfeiting my right to pursue legal action?

A: No. You do not forfeit the right to pursue legal action by signing the Medical Authorization Form and providing it to Broadspire.

Q: Do I forfeit my legal rights if I accept reimbursement?

A: No. You do not forfeit your rights to pursue legal action against Stryker if you accept reimbursement and you will not be asked to provide any waivers.

Q: If I am represented by an attorney, can I still call the Stryker Patient Care Line?

A: Yes. However, Stryker will seek permission from your attorney to communicate with you directly or will process the claim through your attorney.

Q: Will Stryker reimburse for costs associated with additional patient testing?

A: Yes, Stryker will reimburse for costs associated with patient testing.

Q: My surgeon has advised that I receive a mars MRI as part of the testing process. Where can I find a local center that performs mars MRI scans?

A: Ask your surgeon or contact the Stryker Patient Care Line at 1-888-317-0200.

Patient Follow-Up FAQs (continued):

Q: Who should I contact to file a claim regarding my Rejuvenate or ABG II Modular Neck hip stem?

A: Patients should contact the Stryker Patient Care Line at 1-888-317-0200.

Q: How should I submit any out-of-pocket expenses?

A: Submit any out-of-pocket expenses and documentation to the claims representative for review for eligibility and payment. Reimbursement for the eligible expenses will be issued by the claims representative.

Q: How will charges be submitted to my insurer?

A: Charges will be submitted directly to your insurer by your surgeon as per the normal process.

Q: I have already been working with Stryker regarding my claim. Should I continue to work with my contact at Stryker?

A: A third-party claims administrator will be in contact with each patient that has previously submitted a claim with Stryker. Moving forward, all communication regarding claims will come directly from a Broadspire representative.

Q: What time is the Stryker Patient Care Line available to take calls?

A: The Stryker Patient Care Line is available 8am – 9pm EST, Monday through Saturday
