

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: Is Stryker communicating to patients impacted by this recall regarding the Broadspire partnership?

A: Stryker is communicating directly with surgeons who have the appropriate patient contact information. Stryker has created a sample patient letter to assist surgeons with patient communications. This sample letter can be found here stryker.com/ModularNeckStems or provided by your sales representative. Please advise patients to contact 1-888-317-0200 (US & Canada only) or visit www.aboutstryker.com/ModularNeckStems for additional information.

Q: What should I tell my patients about Stryker's partnership with Broadspire?

A: To proactively manage the claims process, Stryker has partnered with a leading third-party claims administrator to work directly with patients to manage reimbursement of medical costs and address out-of-pocket costs relating to this recall.

Q: What should patients do if they have already been working with Stryker directly on a claim?

A: A third-party claims administrator will be reaching out to all patients that have been working directly with Stryker on a claim. Patients can also choose to reach out to the Stryker Patient Care Line at 1-888-317-0200 (US & Canada only).

Q: Should I submit my patient's bills directly to Broadspire? Should my hospital submit their bills directly to Broadspire?

A: Uninsured patient bills should be submitted directly to Broadspire. Insured patient bills, and those covered by Medicare or Medicaid, should be submitted to the patient's insurance company. Any co-pays and deductibles should be submitted to Broadspire.

Q: What should patients do that have already been revised but have not submitted a claim?

A: Call the Stryker Patient Care Line at 1-888-317-0200 (US & Canada only).

Q: What costs will Stryker be 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.

The Stryker Patient Care Line is available from 8am – 9pm EST, Monday through Saturday and can be reached by calling 1-888-317-0200 (US & Canada only).