



Frequently Asked Questions

Q: What is **coflexConnect**?

A: **coflexConnect** is a guided patient experience intended for patients who have been diagnosed with lumbar spinal stenosis (LSS). Upon opting in for the program, patients receive one-on-one, personalized support from a Care Coordinator who guides the patient through each step from diagnosis to finding the best treatment option for them.

This support includes disease and treatment-specific education, informational resources, assistance with locating a **coflex**[®] trained surgeon, overview of the benefits verification process, connection to a patient ambassador for peer support, and post-surgical follow-up.

Q: How do patients gain access to **coflexConnect**?

A: They opt in either by a.) registering online at www.coflexsolution.com/coflexConnect, b.) calling 888-813-2036, or c.) completing a **coflexConnect** fax enrollment form through their clinic.

Q: How do patients learn about **coflexConnect**?

A: Patients learn about **coflexConnect** at www.coflexsolution.com or introduction by their surgeon or his/her practice staff.

Q: How does the new **coflexConnect** program differ from the original **coflexConnect**?

A: The new program includes patients who have been diagnosed with LSS and the original program focused on patients who had already decided to receive the **coflex** device.

Patients now enroll themselves in the program whereas the clinic staff enrolled patients in the original program.

The original program required a Business Associate Agreement (BAA) between the clinic and MCRA (a third-party patient access support company). The new program does not require an agreement nor does it involve MCRA.

Q: Why have we made these changes in **coflexConnect**?

A: We made changes in order to reach more LSS patients who may benefit from **coflex** earlier in their treatment journey. The goal is to provide more patients with access to surgeons who are able to educate them about the complete array of treatment options for the condition and recommend **coflex** where appropriate.

Q: Are MCRA's benefits verification services still available to customers?

A: No. We are no longer working with MCRA, but our **coflex** Clinical Specialists should be contacted to educate your surgeon's offices on best practices.

Q: When will the new **coflexConnect** be available for patients?

A: It is available now. Patients can opt-in at www.coflexsolution.com/coflexConnect or by calling 888-813-2036.

www.coflexsolution.com/coflexconnect