



Frequently Asked Questions

Q: Why should we refer coflex® device patients to coflexConnect?

A: Once enrolled in **coflexConnect**, your patients will receive personalized support from a dedicated Care Coordinator. Additionally, your patients will receive education and informational resources both before and after surgery. If they desire, they also have the opportunity to connect with a **coflex** Patient Ambassador who can provide a peer perspective.

Q: Do you provide medical advice to patients?

A: No, Care Coordinators provide educational information about the **coflex** device and emotional support to patients who have been prescribed the **coflex** device. Should the patient have a medical question, they will be referred to their clinical team.

Q: How often do Care Coordinators speak with enrolled patients?

A: The frequency and cadence of ongoing outreach will vary from patient to patient, depending on the amount of educational and emotional support desired by the patient.

Q: Will the Care Coordinators discuss financial information with patients?

A: No financial information will be discussed with patients.

Q: What support does Surgalign offer our office?

A: Surgalign's Clinical Specialist (CS) team offers reimbursement and coding support directly to your offices. The CS team is able to offer guidance related to patient and procedure authorization by presenting your office with educational tools to streamline the patient coverage access process.

Q: Can Care Coordinators provide case-specific benefits verification and appeals support to patients?

A: No, Care Coordinators do not provide case-specific management and support through the benefits verification and appeals processes. However, Coordinators can provide the patient with general information, education, tips, and strategies for understanding and navigating the process.

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