



## EXACTECH RECALL ASSISTANCE PROGRAMS

Exactech is committed to supporting both patients and customers affected by the recently announced recall of some of our knee and ankle implant polyethylene inserts, and hip polyethylene liners due to a packaging non-conformity. We understand the significant administrative burden the recall imposes on our customers and the additional time and effort patients may expend to ensure their implant is performing as expected. To that end, we are announcing the following programs:



### PATIENT REIMBURSEMENT PROGRAM

We will reimburse patients whose implants are included in the recall for certain out-of-pocket expenses related to visiting their surgeon. These expenses might include copays, deductibles, and reasonable travel expenses associated with seeing the surgeon who performed their primary surgery.

When a patient undergoes a revision surgery due to issues associated with the recall, we will help patients cover many of their unreimbursed expenses.



Reimbursement will be managed by Broadspire, a third-party administrator engaged by Exactech. **Patients will call Broadspire to file a claim and obtain reimbursement at 888-912-0403.**



### SURGEON ADMINISTRATIVE ASSISTANCE PROGRAM

We recognize the significant administrative burden that managing the recall may impose on physician practices, including analyzing and organizing patient records to identify those patients included in the recall; drafting and sending correspondence to those patients; scheduling follow-up visits; transmitting records to Broadspire as needed, and numerous other tasks.

Exactech has worked with a leading law firm and healthcare valuation firm to establish an independent fair market value for these recall-related tasks so that Exactech can ethically and compliantly reimburse physician practices for these administrative tasks, which are otherwise not reimbursable by a third-party payor and would not have otherwise been incurred by physician practices.

**Practices are encouraged to contact Exactech directly at 800-392-2832 to begin this process.**




## PATIENT HOTLINE AND WEBSITE


In the interest of reducing the time spent by physician practices answering routine questions from patients regarding the recall, Exactech has established both a website and telephone hotline to provide patients with answers. The hotline currently features a pre-recorded message of frequently asked questions, as well as the ability to request a call back from an HCP to answer additional questions.

**Website: [exac.com/medical-professionals/recall-information](http://exac.com/medical-professionals/recall-information)**

**Hotline: 888.892.5635**

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