

Working with ConforMIS



At ConforMIS, we believe that optimizing implant fit and performance requires a patient-specific approach. With the guidance of high resolution imaging data we create patient-specific implants and instrumentation designed to achieve precise anatomic fit, preserve bone and cartilage, minimize surgical trauma, and simplify surgical technique.

a smarter approach

The *Working with ConforMIS* brochure will help make your experience with the ConforMIS process smooth and simple. It contains instructions on how to place and track an order and guides you to other resources we have available to support your practice.

Welcome to the ConforMIS approach.

Need help?

Call us at 781.345.9001 (option 3)

The Process: Image-to-Implant

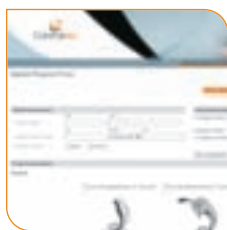
Every step has a touch point. We're always here if you need us. Take a look at what it takes to become patient-specific.

4 steps to patient-specific



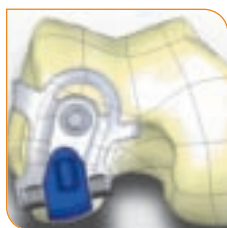
1 Send patient for a ConforMIS imaging study

Once a decision has been made to move forward with one of our patient-specific implants, the patient needs to be sent for CT imaging with a request for a ConforMIS protocol scan. There are over 1,000 validated imaging centers across the country. If you have a preferred imaging center that has not been validated, our Imaging Services group will ensure they are set up with the ConforMIS protocol for the first patient.



2 Submit an implant request

You or your surgeon will need to complete an Implant Request Form to let us know that a patient will be scanned and which implant system you are ordering. The IRF can be submitted online at orders.conformis.com.



3 Schedule surgery

ConforMIS implant designers take patient imaging data and begin designing implants and instrumentation. This typically takes 5 weeks for an iUni or iDuo and 6 weeks for an iTotal from the time we receive the scan and IRF. You can check the anticipated delivery date and notify us of a scheduled surgery at orders.conformis.com or by calling customer service.



4 Implant delivered

The patient's implant will be delivered to the hospital or ambulatory surgical center where the surgery is to take place. It is important to make sure you have notified us of any changes to the surgery location or surgical date.

Implant Management: It's Simple

We are committed to working with you in the way that works best for your office. For offices with paper-based systems, we can provide Implant Request Forms for fax or email submission.

Mouse on over

For the best ordering experience, we offer a secure online website to submit and track your implant requests: orders.conformis.com. As soon as your office schedules the first implantation, customer service will work with you to establish an account. You and your staff will be able to order, confirm, and track the progress of your individual implants and instrumentation at any time, just by logging on.

Login screen

Your account can be set up by contacting ConforMIS customer service at 781.345.9001 (option 3), when you place your first order. Once you log in, you will be able to submit future IRFs and manage all of your orders.

Note: Please contact your ConforMIS Sales Representative if you have not received your login information.

Implant request form: surgeon information

The online implant request form has been designed to make ordering simple.

1. Select the appropriate physician and surgery site
2. Check and update missing information (as needed)



Implant request form: patient information

1. Fill in patient information
2. Enter in the scan and/or surgery date (if applicable)

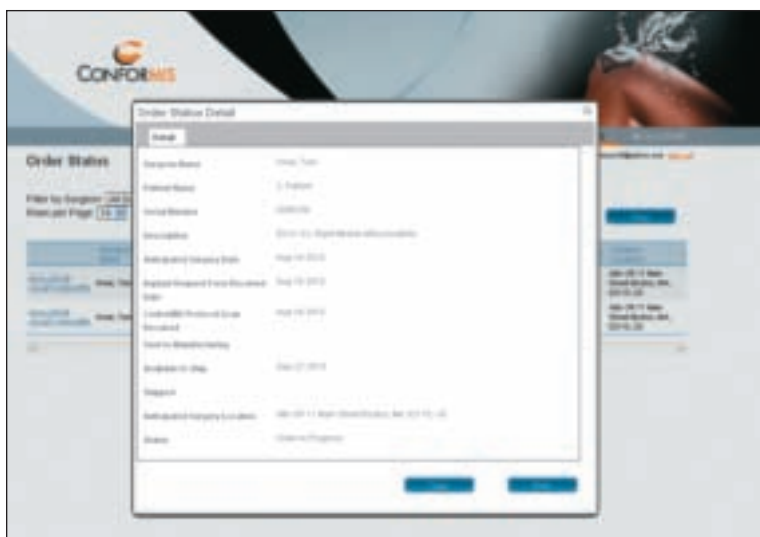
Note: All surgery dates are tentative until receipt of scans.

3. Select the implant details



Order status

Check the status of all your orders.



Order detail

View detailed information about your order in one screen and print out a copy for your records.

Additional Support

We understand that there is more to a surgery and a patient's satisfaction than just an implant. Whether it's obtaining reimbursement or helping the patient get back to their normal lifestyle, we want to help make it as easy as possible.

Patient ID Card

If your patients are interested in a Patient ID card, we provide customized cards upon request at www.conformis.com/patientid. Patients can also get there by going to the patient section of our website and selecting "Patient ID Card" from the navigation menu.



Reimbursement

We've put together a reimbursement support system with applicable billing and coding options, model prior authorization letters, and a hotline to help you get appropriate payment for your services.

Please ask for the ConforMIS reimbursement guide from your sales representative or download a copy from the Surgeon Resource Center at www.conformis.com/SRC. A PDF of the reimbursement guide, implant request form, and scan prescription form are available for download in the Administrative Resources section of the SRC.

Reimbursement
hotline:

800.471.9387 ext. 310 • Reimbursement@conformis.com

Frequently Asked Questions

Have the ConforMIS iUni®, iDuo® and iTotal® received FDA clearance?

Yes. Please contact your sales representative if you need a copy of the FDA clearance letter.

Why does a CT scan of the knee have to be done before we can order the implant?

All of our implants are entirely *patient-specific*. As part of the patient selection and diagnostic process, the scans provide clinical information and are used to design the implants and instrumentation. ConforMIS requires a ConforMIS protocol CT scan which can be performed at over 1,000 validated imaging centers. In addition to being an important diagnostic for the surgeon, this image series provides anatomic information which ConforMIS uses to design the patient-specific implant and instruments.

Our patient just recently had a CT scan which did not use the ConforMIS protocol. Will insurance cover a new exam using the ConforMIS protocol and how do we secure such coverage?

Since the surgeon is electing this surgical treatment for the patient and the scan provides important diagnostic information for the treatment, the additional imaging study is likely to be covered. However, the surgeon may need to provide a letter justifying the diagnostic need for the study and insurance providers may differ on their policies.

Why does it take 6 weeks to develop a ConforMIS implant?

The iUni and iDuo take 5 weeks to develop, and the iTotal takes 7 weeks. Implant development begins once an Implant Request Form is received. From that point forward, the CT imaging data is converted into a digital image of that patient's knee. The patient-specific implants and instrumentation are designed to fit the patient's unique anatomy. Once the designs are complete, they are sent to manufacturing for final production of all the components.

What CPT code should be used to describe the implant procedure?

Coding will vary depending on what is done and the surgical technique as determined and described by the surgeon. When billing for any surgery, you should consult your reimbursement guidelines. Generally, coding should avoid reference to brand names and focus on the actual procedure performed. For further information or assistance, please contact ConforMIS reimbursement at **800.471.9387 ext. 310** or email: reimbursement@conformis.com.

When will I know when the implant is ready?

The iUni and iDuo take 5 weeks to design and manufacture, and for iTotal that process takes up to 6 weeks. Upon receipt of a patient's CT imaging data and an Implant Request Form, ConforMIS begins developing the patient-specific implant. You can check the status of an order at any time at orders.conformis.com.

When will I know that the implant has shipped to the hospital?

You can track the status of your order with your ConforMIS sales representative, customer service, or on orders.conformis.com.

When will I know when ConforMIS receives a scan?

Upon receipt of a patient's CT imaging data, ConforMIS will send a notification to the surgeon's practice. Your order can also be tracked on orders.conformis.com.

Who should I speak with for further help?

Your ConforMIS sales representative can help with many of your questions. For questions regarding reimbursement, please call **800.471.9387 ext. 310**. For all other inquiries please contact customer service at **781.345.9001 (option 3)**.

For help call us at 781.345.9001 (option 3)



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