



**SynchroMed® II Implantable Infusion Pump (Models 8637-20 and 8637-40)
Missing Propellant Physician Letter – Enclosure**

Reimbursement Information

The following summarizes Medtronic's warranty and reimbursement policy.

Device Costs: Devices believed to be missing propellant should be returned to Medtronic for analysis. Should Medtronic determine through such analysis that the device is affected by the missing propellant condition, and the patient receives a functionally comparable Medtronic replacement device, Medtronic will provide a full credit on such replacement device in accordance with Medtronic's applicable Supplemental Limited Warranty. Subject to the terms of the Supplemental Limited Warranty, this credit will apply for affected devices explanted during or after the original warranty period of two (2) years. The credit will be issued to the facility that purchases the replacement device to be applied to the patient's bill.

Standard billing procedures for device replacement will be followed. The role of insurance—both public programs such as Medicare and private payers—in the US healthcare system is to provide insured subjects with medical care in circumstances where they require it. Insurance carriers have obligations to their insured to provide coverage consistent with the insurance contract, including payment for medical care where a patient is receiving a new device under a warranty.

Non-reimbursed Patient Expenses: If Medtronic determines by returned product analysis that the device is affected by the missing propellant condition, then in accordance with Medtronic's applicable Supplemental Limited Warranty, Medtronic will reimburse the affected patient up to \$1,000 of reasonable and customary, non-reimbursed expenses incurred in connection with surgical procedures taken to explant the device. We realize patient situations can be unique. Should the patient have expenses beyond this amount, Medtronic Patient Relations will review each situation with the patient on a case-by-case basis.

Patients can contact Medtronic Neuromodulation Patient Services at 1-800-510-6735 should they have questions or concerns and we can work with them based on their situation.