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Dear Medicare Beneficiaries,

I hope this letter finds you well. I am writing to inform you of an important change regarding my practice effective January 1, 2025. As your orthopaedic surgeon at OrthoArizona, I wanted to personally notify you that I will no longer be contracted with Medicare or Medicare Advantage/Supplement plans moving forward. By opting out of Medicare, this means that Medicare and Medicare Advantage plans will no longer pay for the services that you receive from me and instead a separate private contract will need to be established.

While this change may raise some concerns, I want to reassure you that I remain committed to providing exceptional care to all my patients. Therefore, I have decided to provide my consultation services at no cost to you for new and follow-up visits at my clinic. You are also welcome to continue using your Medicare insurance within OrthoArizona for all other related services such as X-rays, durable medical equipment, injections, advanced imaging (MRI or CT), and physical therapy during your follow-up visits with me. In addition, if surgery is recommended during our visit, Medicare will also continue to cover your hospital or surgery center fees, anesthesia services, and implant costs associated with surgery.

I will continue to accept all other commercial insurance plans, so if you have commercial insurance, there will be no change for you in terms of coverage.

I believe this transition will significantly benefit our patient care experience. By focusing on fewer administrative burdens associated with Medicare, I anticipate being able to spend more time with each patient, reduce wait times for consultations and surgeries, and provide more timely and comprehensive care. To support this, I am expanding my staff to offer enhanced concierge-level services, greater responsiveness to your questions and concerns both before and after surgery, and improved scheduling efficiency for appointments.

I understand that change can be challenging, and I am dedicated to making this transition as smooth as possible for you. I also understand that this change may not work for everyone and you may choose to call our office at 480-860-1322 to be placed with another physician. Please reach out to our office with any other questions or to schedule your next appointment.

Thank you for entrusting me with your orthopaedic care. I look forward to continuing to serve you and the Medicare community in this new model.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Russo", is written over a light blue circular watermark.

Matthew Russo, MD, FAAOS