



Aetna Better Health® of California  
 10260 Meanley Dr.  
 San Diego, CA 92131

## Notice: Philips Respironics Recall for DME Providers

On **June 14, 2021**, Philips issued a voluntary recall for several of its Continuous Positive Airway Pressure (CPAP), BiLevel Positive Airway Pressure (BiLevel PAP) and Mechanical Ventilator devices. Philips Respironics identified there is risk the PE-SUR sound abatement foam may degrade into particles which may enter the device's air pathway and be ingested or inhaled by the user, and the foam may off-gas certain chemicals. The foam degradation may be exacerbated by use of unapproved cleaning methods, such as ozone, and high heat and high humidity environments may also contribute to foam degradation. The Manufacturer Recall recommends the following:

- **For patients using Bi-Level PAP and CPAP devices:** Discontinue use of affected units and consult with physicians to determine the benefits of continuing therapy and potential risks.
- **For patients using life-sustaining mechanical ventilator devices:** DO NOT discontinue or alter prescribed therapy, without consulting physicians to determine appropriate next steps.

Our priority is to ensure Members compliant with their prescribed therapy and avoid potential health risks with using dangerous equipment. Philips Respironics has established a registration process that allows patients, users, or caregivers to look up their device's serial number and initiate a claim if their unit is affected. Please refer Members to view the recall information and register their device, use the following link:

[www.usa.philips.com/healthcare/e/sleep/communications/src-update](http://www.usa.philips.com/healthcare/e/sleep/communications/src-update).

Members may also call Philips Respironics at **1-877-907-7508** with questions. We highly recommend that devices be registered to appropriately identify all recalled units and so that impacted patients, users and caregivers receive the most up to date information from Philips Respironics.

To learn more about the recall, refer to the website below:

[www.usa.philips.com/healthcare](http://www.usa.philips.com/healthcare)

Aetna Better Health of California will continue to monitor this situation closely and give additional guidance as more details are made available from Philips Respironics about the recall.

**Aetna Better Health® of California**

(CA/EFW/22/21/SS)

July 27, 2021

**A QUICK REMINDER:**

HAS YOUR OFFICE RELOCATED OR CHANGED A FAX OR PHONE NUMBER LATELY?

DO YOU OFFER TELEHEALTH SERVICES?

WOULD YOU PREFER TO RECEIVE THESE NOTICES VIA EMAIL RATHER THAN VIA FAX?

**FOR QUESTIONS CALL THE PROVIDER EXPERIENCE TEAM AT:**

Toll Free: **1-855-772-9076**

Fax: **1-844-886-8349**

**CaliforniaProviderRelationsDepartment@aetna.com**

**THIS PROVIDER UPDATE HAS BEEN SENT TO:**

**PROVIDER TYPE(S):**

- IPA/Medical Groups
- Primary Care Providers
- Specialist Providers
- Hospitals
- Ancillary
- SNF
- DME
- Home Health
- Other

**LINE OF BUSINESS:**

- Aetna Medi-Cal Managed Care**

**COUNTIES:**

- Sacramento
- San Diego