El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

MEMORANDUM

TO: Valued Providers

FROM: El Paso Health

DATE: 07/28/2021

RE: URGENT: TX Guidance in Response to Phillips Recall of Respiratory Devices

On June 14, 2021, Philips Respironics initiated a voluntary recall notification for specific models of continuous positive airway pressure (CPAP), bilevel positive airway pressure (BPAP), and mechanical ventilator devices to ensure patient safety.

The recall is to address potential health risks related to the polyester-based polyurethane (PE-PUR) sound abatement foam used in certain devices.

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. To view the recall information and register a device, use the following link: https://www.usa.philips.com/healthcare/e/sleep/communications/src-update

If you need any further information or support concerning this recall/issue, please contact the recall support hotline or visit the website: 1-877-907-7508 www.philips.com/src-update

El Paso Health prior authorization requests for the replacement of a purchased respiratory device may also be processed with documentation used to support the medical necessity of the previous purchase. *Please include a notification comment on the prior authorization the request is a result of a recall.*

Please contact our Provider Relations Department at 915-532-3778 for any questions regarding this information.