



Banner
University Health Plans

Provider Newsbrief – June 30, 2021

Urgent Message: CPAP recall

Voluntary recall for some Philips-Respironics machines

Please be advised Philips-Respironics has issued a voluntary recall for specific Bi-Level Positive Airway Pressure (Bi-Level PAP), Continuous Positive Airway Pressure (CPAP), and mechanical ventilator devices that may be relevant to your patients. To date, Philips has received a limited number of reports of possible patient impact due to foam degradation, and no reports to date regarding patient impact related to chemical emissions. Philips is recommending that customers and patients halt use of ozone-related cleaning products and adhere to their device instructions for use for approved cleaning methods. Not all Philips-Respironics devices have been affected by this recall. Devices made by other companies are not affected by this recall.

Patients may call you if they are unable to contact their Home Medical Equipment supplier or if they have additional medical questions regarding this recall. To learn more about the Philips-Respironics recall notice, you can visit the website listed below (Information for Physicians). If needed, your patients can visit the Philips website (listed below). Patients can also call 1-877-907-7508 (Spanish option available) if they cannot visit the website or do not have internet access.

Your patients should also contact the Home Medical Equipment supplier (also called Durable Medical Equipment [DME] company) that provides them with their CPAP/BiPAP devices or supplies for further assistance. In most situations, patients who have had a CPAP or BiPAP device for five years or longer will be eligible for a new machine. If a patient chooses to receive a new device, you will need to send a prescription for a new CPAP device to their DME supplier. A document with guidelines for common scenarios follows. Patients receiving their equipment from Banner Home Care & Medical Equipment or a Banner Sleep Center may be provided a recall notification letter from those entities.

If you or your patient needs the assistance of a sleep medicine team, please see the attached list of Banner Sleep Programs. You can find information on clinical decision making on the American Academy of Sleep Medicine (AASM) website (see link below). This site also has a sample management algorithm (see link below).

Helpful Links

Information for Providers: <https://www.usa.philips.com/healthcare/e/sleep/communications/src-update/information-for-physicians-and-providers>

Philips Webpage: <https://www.philipssrcupdate.expertinquiry.com/>

AASM Website: <https://aasm.org/clinical-resources/guidance-philips-recall-pap-devices>

Sample Algorithm: <https://j2vjt3dnbra3ps7ll1clb4q2-wpengine.netdna-ssl.com/wp-content/uploads/2021/06/Philips-PAP-recall-SAMPLE-assessment.pdf>

Attachment A: Common Scenarios and Physician Decision Tree

Common Scenarios and Physician decision tree for patients with devices affected by recall

Scenario	New Order Needed	New Sleep Study Needed	Cost to patient	Comments
Impacted device is on rent with the DME Provider	No	No	No	For patients who request a device exchange, prescriber may send a request to the DME provider.
Device is no longer renting; patient owned for 5 or more years. Medicare and other private payers generally replace devices that are 5 years or older with new.	Yes	Payer Specific	Payer Specific	Patient may decide to contact Philips Respironics at (877) 907-7508 to obtain replacement device. If patient requests a new device from a DME provider, it would be considered a new billable item through their insurance.
No DME provider: Patient purchased device privately	Yes	Yes	Payer Specific	Contact Philips Respironics at (877) 907-7508 for replacement details. There will be no cost replacements offered through the manufacturer.
Loaner device provided while awaiting replacement from Philips Respironics	Yes	No	DME & Payer Discretion	Loaner devices may not be offered by all DME providers. Patients should be encouraged to call their DME provider or Philips for further guidance.
Patient would like to purchase a replacement device out of pocket from Banner DME	Yes	No	Yes	Contact Banner DME for any questions or equipment availability

*Company Confidential and Proprietary- Decision matrix is intended as general guidance and may not be applicable for every patient scenario.



Banner®

Sleep Center

- AZ Phoenix Area
 - Banner Sleep Center Mesa
 - 2225 W. Southern Ave. Bldg. 1400 Mesa AZ 85202
 - 480-412-3684
 - Banner Sleep Center Casa Grande
 - 1828 E. Florence Blvd. Bldg. C, Suite 136 Casa Grande AZ 85122
 - 480-412-3684
 - Banner Sleep Center Phoenix
 - 755 E. McDowell Rd. Annex Bldg. Phoenix AZ 85006
 - 480-412-3684
 - Banner Sleep Center Glendale
 - 5757 W. Thunderbird Rd. Ste. E352 Glendale AZ 85306
 - 480-412-3684
 - Banner Sleep Center East Mesa
 - 6644 E. Baywood Ave. Suite 135 Mesa, AZ 85206
 - 480-412-3684
- AZ Tucson
 - Banner University Medical Center Tucson
 - 1501 N Campbell Ave, Tucson, AZ 85724
 - 520-694-2522
- NOCO
 - Banner Sleep Center Loveland
 - 1825 East 18th St. Suite C, Loveland, CO 80538
 - 970-820-4027
 - Banner Sleep Center Greeley
 - 1801 16th St Area C1-B Greeley, CO 80631
 - 970-820-4027
 - Banner Sterling Regional Sleep Center
 - 615 Fairhurst St. Sterling, CO 80751
 - 970-820-4027