

Urgent — Medical device recall

Philips Respironics respiratory equipment

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Florida Healthy Kids (FHK) and the Medicare Advantage program for Simply.

Philips Respironics announced a voluntary recall for certain continuous positive airway pressure (CPAP), bilevel positive airway pressure (BiLevel PAP), and mechanical ventilator devices due to two issues related to the polyester-based polyurethane (PE-PUR) sound abatement foam used in these devices.

Upon notice of this recall, Simply and CHA have been working closely with Integrated Home Care Services* (IHCS) and other durable medical equipment (DME) vendors to address the impact on our member population. Our DME providers are making every effort to replace these devices as soon as possible.

Patients need to consult with their physicians on whether to continue using the equipment or not.

Frequently asked questions

Do I need to submit a replacement order to IHCS?

No, IHCS has identified the impacted population and will replace the devices without the need for a new order. IHCS will supply members with an alternate similar device from other manufacturers, primarily, ResMed and 3-B Medical, to fulfill current and future orders.

When will the respiratory equipment be replaced?

Due to a worldwide shortage caused by the recall, we do not have any specific timelines for replacements. Our DME vendors will continue to place orders with other manufacturers, and as they receive these orders, they will effectuate the exchanges.

What do I do if a patient urgently needs a replacement?

If the patient obtained their equipment from IHCS, contact IHCS via email (MGilchrist@ihscorp.com) with the member's name, ID number, and medical condition/concerns that cause the need for an urgent replacement.

* Integrated Home Care Services is an independent company providing in-home care services on behalf of Simply Healthcare Plans, Inc. and Clear Health Alliance.

<https://provider.simplyhealthcareplans.com>

<https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.

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If the patient obtained their equipment from another DME vendor, please reach out to Simply, CHA, or the vendor directly.

Resources

Philips website:

- <https://www.usa.philips.com/healthcare/e/sleep/communications/src-update>

Referral source information:

- <https://bit.ly/recallnotification>

Clinical information for physicians:

- <https://bit.ly/recallclinicalinfo>

Provider Services:

- Medicaid — Simply and CHA: **844-405-4296**
- FHK — Simply: **844-405-4296**
- Medicare Advantage — Simply: **844-405-4297**