

Attention DME providers – Phillips Respironics recall affecting CPAP, BiPAP and ventilators

Please note, this communication applies to Anthem HealthKeepers Plus, Medallion and Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) offered by HealthKeepers, Inc.

Important: Philips Respironics* is instructing any patient using an affected continuous positive airway pressure (CPAP) or bilateral positive airway pressure (BiPAP) device to stop using that machine immediately. Philips Respironics is also instructing patients using an affected ventilator to only continue using these items if they have an inline bacteria filter.

On June 14, 2021, Philips Respironics issued a recall on almost all of their CPAP, BiPAP, and ventilators. Philips Respironics is instructing any patient using an affected CPAP or BiPAP device to stop using that machine immediately. Recall information from Phillips Respironics is available at:

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

For Anthem HealthKeepers Plus members, DME providers will need to submit a service authorization request to replace patient-owned CPAP, BiPAP and ventilators impacted by this recall:

1. DME providers need to submit a replacement service authorization for patient-owned devices through our authorized vendor, AIM® Specialty Health (AIM).*
2. A certificate of medical necessity (CMN) will not be required at the time of service authorization to streamline the process of getting new CPAPs, BiPAPs, and ventilators out to individuals in need. However, the DME provider must attest that the member is actively using the device and that the device is patient-owned (meaning that it was previously purchased by HealthKeepers, Inc. for the Anthem HealthKeepers Plus member).
3. A CMN must be completed and in the member's file within 60 days of receipt of the new device. This is subject to review on post payment audit.
4. For all replacement units that are still within the 10-month DME rental period, a manual override has been put in place by AIM as needed.
5. If it is determined that Philips Respironics will reimburse funds towards recalled devices, those funds must be returned to HealthKeepers, Inc. Providers should follow the overpayment refund process if this is the case.

HealthKeepers, Inc. will continue to monitor this situation closely and give additional guidance as more details are made available from Philips Respironics regarding this recall.

What if I need assistance?

If you have any questions about this communication, call Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem CCC Plus Provider Services at **855-323-4687**.

* Phillips Respironics is an independent company providing medical devices on behalf of HealthKeepers, Inc. AIM Specialty Health® is an independent company providing some utilization review services on behalf of HealthKeepers, Inc.

<https://providers.anthem.com/va>

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