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Provider update

Voluntary recall of Philips Respironics CPAP machine, BiPAP machine, and ventilators

On June 14, 2021, Philips Respironics* issued a voluntary recall on specific brands of their continuous positive airway pressure (CPAP) machines, bilevel positive airway pressure (BiPAP) machines, and ventilators. 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**

Members may also call Philips Respironics at **877-907-7508** with questions. We highly recommend 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.

* Phillips Respironics is an independent company providing medical devices on behalf of Amerigroup.

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

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