



June 25, 2021

AETNA BETTER HEALTH® OF VIRGINIA

Notice on Philips Respironics Recall for DME Providers

On **June 17, 2021**, a recall notice was posted regarding CPAP, BiPAP, and ventilators from Philips Respironics. Please select [here](#) to see their official recall. This recall will apply to all Aetna Better Health of Virginia members.

Durable Medical Equipment (DME) providers will need to submit a service authorization request for replacement of patient-owned or rented CPAP, BiPAP, and ventilators that are affected by the Phillips Respironics Recall to Aetna Better Health. Those requests can be submitted using one of the following options:

- Our provider portal, Availity, through our [website](#)
- Fax: **1-866-669-2454**
- Phone: **1-800-279-1878**

Please note:

1. A *Certificate of Medical Necessity (CMN)* will not be required at the time of service to authorize these equipment replacements. This will allow for a streamline process to get new CPAP, BiPAP, and ventilators out to Aetna Better Health members in need. However, the DME provider must attest that the member is actively using the device and that the device is patient-owned, meaning previously purchased by Aetna Better Health, Virginia Medicaid, or another managed care plan.
2. A *CMN* must be completed and be placed in the member's file within 60 days of receipt of the new device. This is needed prior to renewing an agreement for the rental. Case Management will receive a referral for follow up of patient owned equipment.
3. If it is determined that Philips Respironics will reimburse the funds towards recalled devices, those funds will need to be returned to Aetna Better Health. Aetna Better Health will post additional instructions on how to return funds if this is the case.

Aetna Better Health and Virginia Medicaid will continue to monitor this situation closely and give additional guidance as more details are made available from Philips Respironics about the recall.