Sent on behalf of Brenda R. Lever, Director, Provider Network Management, Blue Cross Complete of Michigan

---

On June 14, 2021, Philips Respironics issued a recall notification for certain CPAP, BiLevel PAP and mechanical ventilators manufactured before April 26, 2021 due to potential health risks. Philips indicated the recall was issued out of an abundance of caution and based on potential health risks related to sound abatement foam used in specific Philips devices.

Providers who issued patients one of these machines should have received a letter from Philips containing login credentials for a registration website. Providers who did not yet receive this letter should call Phillips at **1-877-907-7508**. After registration, Philips is expected to notify providers with additional information as it becomes available. Providers can also initiate the registration process by visiting **philipssrcupdate.expertinquiry.com**.*

All affected devices are to be managed through the Philips recall process described above. Providers must process requests through the Philips claims process and support center directly.

Requests and claims for repair and/or replacement of devices under recall should **not** be sent to Northwood, Inc., Blue Cross Complete's statewide network and third-party administrator for most durable medical equipment and prosthetic & orthotic covered services. For more information and instructions on this recall, visit **philips.com**.*

If you have questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

*Our website is **mibluecrosscomplete.com**. While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.