



1425 Union Meeting Road, U23S  
Blue Bell, PA 19422

<Addressee>  
<Street Address>  
<City, State ZIP+4>  
  
<Date>

## Everything you need to know about the recent Philips CPAP recall

Dear <Name>,

You've purchased a Continuous Positive Airway Pressure (CPAP) or Bi-level Positive Airway Pressure (BiPAP) machine or related supplies. And you bought it within the past three years.

### **The recall**

Philips Respironics has recalled some sleep and respiratory care machines. They learned about an issue in the foam used to lower sound in some of their machines. This foam could break down into small pieces. Or it could give off certain chemicals. These machines were recalled in June 2021.

### **How this may impact you**

We want to ensure you are aware of the recent Philips Respironics recall. If you have a Philips machine, we encourage you to find out if your device is included in this recall. You can learn more about what you need to do. Just visit [Philips.com/SRC-update](https://philips.com/SRC-update). Or you can call **1-877-907-7508**.

You may be currently using a machine that has been recalled. If so, we urge you to talk to your health care provider. They will help you with alternative treatments.

### **We're here to help**

If you have any questions about the recall, contact Philips Respironics. You can call their number listed above. If you need further assistance or have questions about your benefits, please call our Member Services. You can reach them at **1-877-542-3862 (TTY: 711)**.

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89.38.301.1-DE (10/21)