

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202581 JUNE 10, 2025

IHCP advises providers about Dexcom G6 and G7 touchscreen receiver issue

The Indiana Health Coverage Programs (IHCP) is advising providers about an intention to conduct a field correction for blood glucose receivers that are part of the Preferred Diabetes Supplies List (PDSL) program.

In **May 2025**, Dexcom Products [announced](#) a field correction of some G6 and G7 touchscreen receivers where alarms/alerts do not function as designed, due to speaker malfunction. In such instances, the alarm/alert may not provide audio output when an audio prompt would be expected. Missed alerts could lead to lack of awareness of severe hypoglycemia or hyperglycemia and inappropriate treatment decisions.



The part number, stock keeping units (SKUs) and part descriptions for the affected receivers are listed in Table 1.

Table 1: Impacted Dexcom G6 and G7 touchscreen receiver Information

Part number	SKUs	Part description
MT27408-1	■ STK-FE-001	Dexcom G6 receiver
	■ STK-FM-001	
	■ STK-FR-001	
MT26403-0	■ STK-AT-011	Dexcom G7 receiver
	■ STK-AT-012	
	■ STK-AT-013	

An impacted receiver will still provide an alert through vibration and visual prompts. Other receiver and system functions, including accuracy, are not impacted.

For members actively using the affected Dexcom G6 or G7 receivers, it is recommended that they test the speaker's function by doing the following:

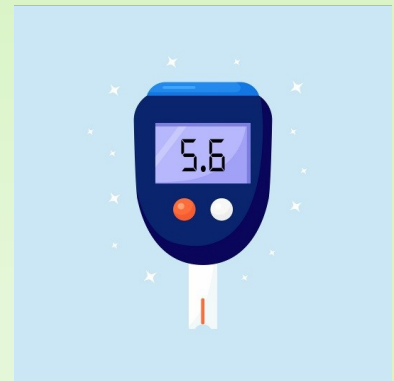
1. Test the speaker's function when charging your receiver. When you are charging, a prompt will invite you to test the speaker's function.
2. Electively test the receiver's speaker at any point through the menu: Menu>Information>Receiver>Speaker>Test.
 - Elective testing is recommended after configuration changes and updates.
3. If the speaker test is **not** successful, contact Dexcom technical support for troubleshooting and assessment of whether the receiver should be replaced. Use your phone app, watch app or blood glucose meter until the receiver issue is resolved.
4. If the speaker test **is** successful, continue to test the speaker's function each time you charge your receiver.

Members may call Dexcom technical support at 844-478-1600 for assistance. Technical support is available 24 hours a day, seven days a week.

For more information

The PDSL can be found on the Optum Rx Indiana Medicaid website, accessible from the [Pharmacy Services](#) page at in.gov/medicaid/providers. Pharmacy providers should refer to the [Pharmacy Services](#) provider reference module for current guidance regarding fee-for-service (FFS) claims for PDSL products. Durable medical equipment (DME) providers must continue to use the claim submission processes outlined in the [Durable and Home Medical Equipment and Supplies](#) provider reference module.

Please direct PDSL-related questions about FFS members to the Optum Rx Clinical and Technical Help Desk by calling toll-free 855-577-6317. Questions about managed care benefits and claims should be directed to the managed care entity (MCE) with which the member is enrolled.



QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from the [IHCP Bulletins](#) page of the IHCP provider website at in.gov/medicaid/providers.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope or sign up from the [IHCP provider website](#) at in.gov/medicaid/providers.

