

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202522 FEBRUARY 18, 2025

IHCP advises providers of a software update for certain blood glucose receivers on the PDSL

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.

On **Jan. 28, 2025**, Dexcom Products [announced](#) a software update for some G6 touchscreen receivers where an alarm/alert may be missed or delayed. Missed/delayed alerts could lead to lack of awareness of severe hypoglycemia or hyperglycemia and inappropriate treatment decisions.



The source of the issue has been identified and will require a software update to solve it. The part number, stock keeping units (SKUs) and National Drug Code (NDC)/unique device identification (UDI) numbers for the affected receivers are listed in Table 1.

Table 1 – Impacted Dexcom G6 touchscreen receiver information

Part number	SKUs	NDC/UDI
MT24078	■ STK-OE-001	08627001601
	■ STK-OM-001	
	■ STK-OR-001	
	■ STR-OM-001	
	■ STR-OR-001	

Note: Continuous glucose monitoring (CGM) glucose values and glucose trend information continue to be displayed on the receiver.

For members actively using the affected Dexcom G6 receiver, it is recommended they complete the following actions related to an important software update:

1. Navigate to the [Dexcom G6 Receiver Medical Device Correction Notification](#) webpage at dexcom.com on your internet browser using your smartphone, tablet or computer.
2. Read the information provided on the webpage and any recommended actions regarding a software update for your receiver to permanently resolve this issue.

In addition, 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 at 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.

