# Dapsone Gel 7.5% CLASS II - Retail Level Recall - CUSTOMER CARE TALK TRACK

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**Background Information:** NCQA made an update to their standard requesting communication be sent to members and prescribers affected by any recall classified as a Class II by the FDA except for wholesale level recalls. Communication is being sent to members and prescribers of NCQA delegated clients to inform them of the limited recall. **The distributor is not requiring any action on the part of consumers for these recalls.**

**This recall affects:**

|  |  |  |
| --- | --- | --- |
| **Product** | **NDC Number** | **Lot Number/Exp. Date** |
| Dapsone Gel 7.5%,  60g Airless Pump Pack | 72578-0094-02 | T400513 Exp. 02/2026  T400807 Exp. 03/2026 T401152 Exp. 06/2026 T401303 Exp. 07/2026 T401304 Exp. 07/2026 T401399 Exp. 07/2026 T401696 Exp. 08/2026 |
| Dapsone Gel 7.5%,  90g Airless Pump Pack | 72578-0094-03 | T400514 Exp. 02/2026 T400808 Exp. 03/2026 |

# Customer Care Talk Track:

\*\* Please ensure to disposition all recall calls to code “**1116**” \*\*

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| **Q#** | **Question** | **Answer** |
| **1** | **Why did I receive a recall notice?** | Our records indicate that you may have recently received a prescription for a product affected by a limited recall from your retail pharmacy.  For more information, call the distributor listed on the letter or visit their website. You may also call the United States Food and Drug Administration (FDA) toll-free at 1‑888‑INFO-FDA (1‑888-463-6332) or visit [www.fda.gov](http://www.fda.gov). |
| **2** | **May I return the rest of the recalled product that I have?** | The distributor is not requiring any action on the part of consumers for these recalls. |
| **3** | **Should I stop using the recalled product?** | Please contact your prescriber with any questions or concerns about this recall or your use of the product. |

Additional Information:

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