# PANZYGA PATIENT-LEVEL WITHDRAWAL - CUSTOMER CARE TALK TRACK

# 

**Background Information:** On February 12, 2025, Pfizer Hospital US issued a patient-level withdrawal of PANZYGA® [Immune Globulin Intravenous (human)] - ifas 10% Liquid Preparation]. This withdrawal was issued because of an increased number of reports of hypersensitivity events. Pfizer is a distributor of PANZYGA® in the United States and Octapharma has requested that we initiate this voluntary market withdrawal from Pfizer’s direct customers. Although there have been no reports of serious injury to date, Octapharma has determined that the most prudent course of action is to suspend further administration of this single lot of PANZYGA®.

This withdrawal affects the following products:

|  |  |  |
| --- | --- | --- |
| Product Name | NDC # | Affected Lots |
| PANZYGA® [Immune Globulin Intravenous (human)] –  ifas 10% Liquid Preparation] 300 mL Single-Use Bottle | 00069-1558-01 | L319C8261 |
| PANZYGA® [Immune Globulin Intravenous (human)] –  ifas 10% Liquid Preparation] 300 mL Single-Use Bottle Carton | 00069-1558-02 | L319C8261 |

The affected lot from Pfizer, which was distributed between January 2, 2025 through January 29, 2025.

**Please note:** This product is not carried by the CVS Caremark Mail Service Pharmacies.

# Customer Care Talk Track:

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Action** | **Answer** | | |
| **1** | **I heard that there is an issue with my medicine, PANZYGA® [Immune Globulin Intravenous (human)] –**  **ifas 10% Liquid Preparation]. Can you give me more information?** | Note: Check PeopleSafe to determine if the medication is from Mail or Specialty Pharmacy | If the medication was dispensed from… | Then say… | |
| Mail Order | * Yes, I can. * **Proceed to Q2** | |
| Specialty | While in PeopleSafe, determine the phone number of the dispensing Specialty pharmacy and transfer the call.A: Yes, I can. Please hold while I transfer you to your Specialty Pharmacy. | |
| Customer Care/Specialty Talk Track | | | | | |
| **2** | **Why is there a recall? What is wrong with the product?** |  | On February 12, 2025, Pfizer Hospital US issued a withdrawal of PANZYGA® [Immune Globulin Intravenous (human)] - ifas 10% Liquid Preparation] manufactured by Octapharma and distributed by Pfizer. **This withdrawal was issued because of an increased number of reports of hypersensitivity events.**  For more information, call Octapharma Medical  Information toll-free at 1-888-429-4535, Monday through Friday, 8:00 am to 9:00 pm ET.  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). | | |
| **3** | **May I return the rest of the PANZYGA® [Immune Globulin Intravenous (human)] –**  **ifas 10% Liquid Preparation] that I have?** | Determine if the patient is affected by this recall | First, let’s determine if you are affected by this recall: | | |
| **If the product was dispensed in…** | | **Then say...** |
| Manufacturer’s Package | | * Check the lot number. The lot number is located on the manufacturer’s label on the bottle. * If your drug is not from this affected lot number, it is not affected by this recall.   **Please note:** This product is not carried by the CVS Caremark Mail Service Pharmacies.  **If your drug is from this affected lot number,** CVS Caremark® Specialty Pharmacy will send you replacement product and a postage-paid envelope to return the affected product. If you received any recalled product from your retail pharmacy, please contact the pharmacy that filled your prescription for more information including return instructions.  ***Please note: If the member received recalled product, please submit a damaged bottle reship order and indicate the amount of replacement product to be sent. Please make sure to request call tag.*** |
| **4** | **Should I stop using my PANZYGA® [Immune Globulin Intravenous (human)] –**  **ifas 10% Liquid Preparation]?** |  | If the medication was dispensed from… | | Then say… |
| Mail Order | | Please hold while I transfer you to one of our Clinical Counseling Clinicians. |
| Specialty | | Please hold while I transfer you to your Specialty Pharmacy. |
| **5** | **Will I receive credit for the product I return?** |  | Your insurance will be credited for any affected product returned to us. We will replace the affected product with unaffected product. You will not be charged any additional copayments. | | |

Additional Information:

A close-up of a document

AI-generated content may be incorrect.

A document with text and a blue text

AI-generated content may be incorrect.