# Steqeyma 90 mg/mL CONSUMER LEVEL RECALL - CUSTOMER CARE TALK TRACK

**Background Information:** On August 4, 2025, Celltrion USA issued a consumer-level recall of Steqeyma 90 mg/mL. This recall was issued due to a mis-assembly with a different color plunger rod.

**This recall affects:**

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| --- |
| **Product:** Steqeyma 90 mg/mL  **NDC:** 72606-0028-01  **Lot Number/ Exp. Date:** 4N2P07S51 exp. 11/30/2027 |

**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**” \*\*

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| --- | --- | --- | --- | --- | --- |
| **Q#** | **Question** | **Action** | **Answer** | | |
| **1** | **I heard that there is recall with my medicine, Steqeyma 90 mg/mL. 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 Clinical Care Service/Specialty Pharmacy Talk Track** | | | | | |
| **2** | **Why is there a recall? What is wrong with the product?** |  | On August 4, 2025, Celltrion USA issued a consumer-level recall of Steqeyma 90 mg/mL. **This recall was issued due to a mis-assembly with a different color plunger rod.**  For more information, call Celltrion USA at 201-241-0038. 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 Steqeyma 90 mg/mL 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 on the packaging, above the barcode. * If your product is not from this affected lot number, it is not affected by this recall.   **If your product is from this affected lot number,** CVS Caremark® Mail Service Pharmacy/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 Steqeyma 90 mg/mL?** |  | **If the medication was dispensed from…** | | **Then say…** |
| Mail Order | | **Customer Care:**  Please hold while I transfer you to one of our Clinical Counseling Clinicians.  **Clinical Care Service:**  You should not use Steqeyma 90 mg/mL that is affected by this recall. Please call your doctor right away for advice if you might be using affected product. **Your doctor knows your medical history and can tell you what to do next. If you need a prescription for a different product, please contact your doctor.** |
| Specialty | | **Customer Care:**  Please hold while I transfer you to your Specialty Pharmacy.  **Clinical Care Service:**  You should not use Steqeyma 90 mg/mL that is affected by this recall. Please call your doctor right away for advice if you might be using affected product. **Your doctor knows your medical history and can tell you what to do next. If you need a prescription for a different product, please contact your doctor.** |
| **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. | | |

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