

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202699 JUNE 11, 2026

Providers advised about unauthorized third-party distribution of selected lots of Dexcom G7 sensors

The Indiana Health Coverage Programs (IHCP) is advising providers about an urgent medical notification for two lots of Dexcom G7 sensors that are part of the Preferred Diabetes Supply List (PDSL).

In May 2026, Dexcom [announced](#) that two lots of Dexcom G7 sensors, originally designated as scrap and intended for destruction, were stolen during the destruction process, then sold by third parties. This product was distributed in the United States by Pharmsource, LLC, which is not an authorized Dexcom distributor, and sold to some independent pharmacies and durable medical equipment (DME) distributors within the U.S. Products purchased from authorized Dexcom distributors and wholesalers are not affected.

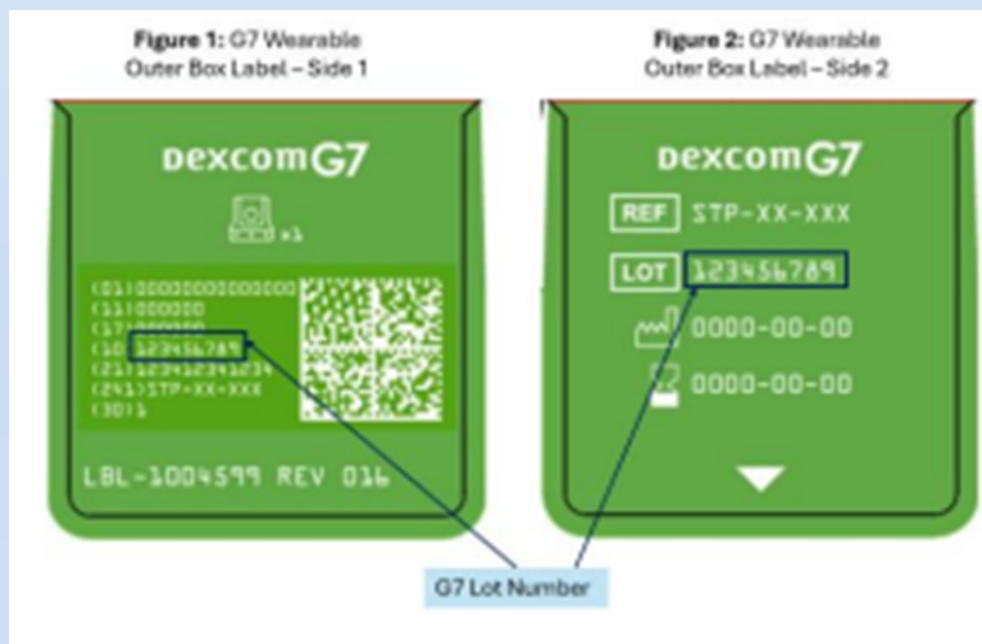


This urgent medical notification applies **only** to DexcomG7 sensors from the following lots:

- 1725204004
- 1725069002

See Figures 1 and 2 for instructions on how to find the Dexcom G7 sensor lot number on the outer box of the sensor.

Figures 1 and 2: How to Find G7 lot number



Risk to health associated with stolen product

The G7 sensors were in the destruction process when they were stolen. The following issues may occur with these sensors:

- **Lot 1725204004:** G7 sensors that are not properly sterilized have an increased risk of skin infection.
- **Lot 1725069002:** G7 sensors from a lot with an elevated internal testing failure rate have an increased risk of having no sensor readings available or experiencing sensor inaccuracy that includes the potential for missed detection of a hyperglycemic event or incorrect treatment decisions that can result in patient injury, including medical intervention to prevent permanent injury or impairment.

Additionally, due to the unknown storage and handling conditions these sensors may have undergone during the distribution, these sensors may present additional risks.

Required Actions

Dexcom is asking patients and healthcare providers to take the following required actions:

- **For patients:**

1. If available, check the lot number listed on your G7 sensor outer box (see Figures 1 and 2) and compare with the lot numbers listed in this bulletin. If the lot number on your G7 box is one of the two listed in this bulletin, the device is affected. If affected, skip to step 3 to document your affected serial numbers.
 2. Determine if your current or unused sensor is affected based on sensor serial number by visiting dexcom.com/theft-check and entering your serial number into the serial number look-up. You will need to locate your sensor serial number to determine if your sensor is affected. See dexcom.com/faqs/how-to-find-dexcom-g7-serial-number for instructions.
 3. If you have affected products, immediately discontinue use and dispose of them. Please contact Dexcom Technical Support at 844-478-1600 to request a no-cost replacement.
- Important: Please keep a record of your affected device serial number for traceability purposes. This is required to confirm your no-cost replacement. Reference the link in step 2 for instructions.*
4. Replace the affected sensor with an unaffected sensor for glucose monitoring.
 5. If you do not have an unaffected G7 sensor that replaces an affected device, use a blood glucose meter for treatment decisions until you receive a replacement sensor.
 6. Check the U.S.-authorized Dexcom distributor list, located on the [Doing Business With Dexcom: Suppliers and Authorized Distributors](https://dexcom.com/doing-business-with-dexcom-suppliers-and-authorized-distributors) webpage at dexcom.com. Dexcom's authorized distributors and wholesalers provide Dexcom G7 sensors to the largest pharmacy retailers and medical distributors in the United States. Pharmacy retailers and medical distributors that receive Dexcom product from authorized Dexcom distributors and wholesalers are not affected.
 7. Contact your healthcare provider if you have symptoms of infection or inflammation — redness, swelling or pain — at the insertion site.



■ For healthcare providers:

1. Inform your patients of this issue. Please instruct your patients to visit dexcom.com/theft-check to confirm if their sensors are affected.
2. Provide this urgent medical notification to patients to help spread awareness of this issue.
3. The affected lots listed in this bulletin have not been distributed as sample products provided to healthcare providers. No action is needed regarding any sample products, as these are out of scope for this urgent medical notification.

For more information

If you need assistance related to this issue or notification, please call Dexcom Technical Support at 844-478-1600. Technical Support is available 24 hours a day, seven days a week, to assist you.

QUESTIONS

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

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