

# NYRx Notice to Providers, Pharmacies, and MCOs: Urgent Medical Device Correction – Omnipod® 5 Pods from Insulet

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March 19, 2026

On March 12, 2026, Insulet, maker of Omnipod issued an [Urgent Medical Device Correction](#) notification to distributors, healthcare providers, and affected customers, recommending that certain affected Omnipod® 5 Pods be removed from distribution or sale and that customers discontinue use immediately. Insulet has identified that certain Pods from specific lots may have a small tear in the internal tubing that delivers insulin. If this occurs, insulin may leak inside the Pod instead of being fully infused in the body as intended.

Affected product includes:

- Omnipod® 5 Pods
- Lot Numbers: Click [here](#) to check if your Pod(s) is affected.
- Unique Device Identifiers (UDI): 10385083000527

This action applies only to specific Omnipod® 5 Pod lots distributed in the United States. **Pods not included in these lots, as well as other Omnipod® products, remain safe to use.**

## What Providers Need to Do

- Prescribers should inform their patients of this issue and instruct them to visit [Check Your Pod Lot](#) or call 1-800-641-2049 to confirm if their Pod(s) is impacted.
- If a patient has a Pod(s) that is impacted, advise them to discontinue use and dispose of the affected product.
- Patients can request a replacement for or return any potentially affected Pod(s) by utilizing live agent chat at [Omnipod | Chat](#) or by calling 1-800-641-2049.

## What Pharmacies Need to Do

- Inform patients of this Urgent Medical Device Correction and advise them to request a replacement Pod(s) by utilizing live agent chat at [Omnipod | Chat](#) or by calling 1-800-641-2049.

- Check your inventory for Pod(s) from affected lots, remove them from inventory, and return them using the normal return process.

## What Managed Care Organizations Need to Do

- Managed Care Organizations (MCOs) should be aware of the issue and prepared to advise Medicaid members and providers on how to identify affected products and obtain replacements.

## Resources

- [NYRx Education & Outreach Website](#)

## Contact Information

### Insulet

Customers in the U.S. with adverse reactions, quality problems, or questions about this recall should contact Product Support at 1-800-641-2049 or by utilizing live agent chat at [Omnipod | Chat](#).

### NYRx Education & Outreach

The NYRx Education & Outreach Call Center is available by phone at 1-833-967-7310 or by email at [NYRxEO@primetherapeutics.com](mailto:NYRxEO@primetherapeutics.com) from 8:00 AM to 5:00 PM ET, Monday through Friday, excluding holidays.