

May 20, 2024

Dear Valued Insurance Provider,

We are writing to provide you with an update regarding the supply of Kangaroo™ ePump and Kangaroo™ Joey enteral feeding bag sets.

Cardinal Health, the manufacturer of the Kangaroo brand feeding bags, is currently experiencing global supply chain challenges that are affecting their Kangaroo™ ePump and Kangaroo™ Joey enteral feeding products. Consequently, there have been intermittent backorders on their products, which will continue throughout the Summer of 2024. This will continue to result in an inconsistent inventory of the feeding bags, with the possibility of no inventory for periods of time. To read the full notice from Cardinal Health, please visit <https://aveannamedicalsolutions.info/051724>.

Cardinal Health anticipates backorders for the following items and has provided anticipated recovery dates as indicated below:

Item Code	Item Code Description	Anticipated Backorder Recovery
772055	Kangaroo™ ePump 500 mL Pump Set	Sep-24
773656	Kangaroo™ ePump 1000 mL Pump Set	Sep-24
674668	Kangaroo™ ePump 500 mL Feed Set with 500 mL flush bag	June-24
773662	Kangaroo™ ePump 1000 mL Feed Set with 1000 mL flush bag	June -24
762055	Kangaroo™ Joey 500 mL Pump Set	Nov-24
763656	Kangaroo™ Joey 1000 mL Pump Set	July-24
763662	Kangaroo™ Joey 1000 mL Pump Set with flush bag	July-24

We will be sending a written communication to your members, notifying them of this backorder. To ensure continuity of care, Aveanna Healthcare Medical Solutions ("AHMS") will be working with McKesson, our third-party distributor, to ship available alternatives where possible. As a result, due to these manufacturer backorders affecting ePump 500 mL bags, Joey 1000 mL bags, and ePump 1000 mL bags, your member may receive Joey 500mL bags in their upcoming order.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-255-8360 (TTY: 711).

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While this serves as a temporary solution, we anticipate additional backorders may further challenge the available inventory of all Joey and E-Pump bags. The available alternative is the Moog Infinity pump. We firmly believe in the sustained availability of Infinity pump feeding bag sets. To avoid extended disruption of care, Aveanna Healthcare Medical Solutions is recommending the transition of members from Kangaroo pumps, and corresponding feeding bag sets, to the Infinity feeding pump and bag sets, where possible. We believe this conversion will minimize additional impacts on a member's upcoming orders.

If the Infinity feeding pump and bag sets are declined and there is no available inventory of Kangaroo™ ePump and Kangaroo™ Joey feeding bags, members will need to use a gravity bag for feeds.

For additional support from Cardinal Health's Customer Service, please call (800) 964-5227.

Thank you for your continued partnership with Aveanna Healthcare Medical Solutions.

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