



Drug FAQs for Members

FREQUENTLY ASKED QUESTIONS

Levetiracetam Oral Solution Recall

Recording Script for Voice Message Alert December 24, 2019

For All Regions EXCEPT Hawaii

Hi, I'm a pharmacist with Kaiser Permanente Pharmacy Operations calling with an important message about a medication recall which may affect you.

The recalled medication is levetiracetam 100 mg/mL oral solution by Lannett Pharmaceuticals. This medication is also known as Kepra solution.

If you are receiving this call and you are still taking levetiracetam solution, do not stop taking your medication. Please return your medication to the pharmacy that normally fills your prescriptions and the pharmacy will exchange your medication for a bottle of levetiracetam that is not affected by this recall at no charge.

The manufacturer, Lannett Pharmaceuticals recalled two specific lots or batches of this medication. If your medication is in the manufacturer's original container, you may be able to tell whether you have the recalled batches. Check the side of the manufacturer's original container for the lot number and expiration date. If you have lot 2190A or you have lot 2191A with the expiration dates of July 2021, then please return your medication to the pharmacy; these are the recalled lots. If you have any other lot, you are not affected by the recall and you do not need to return your medication for an exchange. Only lots 2190A and 2191A have been recalled. If you can't find a lot number listed on your bottle, please return to the pharmacy for an exchange.

Again, it is important that you continue to take your medication; don't stop taking your medication because of this recall. If you have a bottle of the recalled medication, please take it to the pharmacy for an exchange. If you are from the Washington Region (formerly Group Health), you can contact the Washington Region's Pharmacy Drug Recall Information Line at 1-855-414-1511 Monday-Friday 8:30 AM to 5:00 PM.

Thank-you