



CANADIAN SOCIETY FOR AESTHETIC
PLASTIC SURGERY
SOCIÉTÉ CANADIENNE DE CHIRURGIE
PLASTIQUE ESTHÉTIQUE



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March 2, 2020

Dear CSAPS Members,

RE: Allergan BIOCELL® Replacement Warranty Program

Over the last three months, I have had many discussions with Allergan Canada and Allergan International about the Biocell Replacement Warranty Program. Prior to initiating these discussions, I contacted many plastic surgeons in Canada to see what concerns they had with the warranty program.

I have had discussions at many levels with Allergan. This included Mr. George Saltzberg (Director of Sales, Plastic Surgery and Regenerative Medicine, Canada), Ms. Tracey Ramsey (Canadian Vice President and Country Manager) and Dr. Jason Hammer (Global Lead Plastics & Regenerative Medicine, Allergan Medical Affairs). This communication was done through letters and multiple teleconferences.

Unfortunately, despite many attempts by myself and the Allergan representatives mentioned above, we were not able to find funding to offset all of the time, money and effort that all of our members have experienced to educate patients about the Biocell situation. We all appreciate the increased workload on our staff and surgeons, however the legal view from Allergan states that providing any compensation could be misconstrued as an “incentive” to surgeons to provide surgical intervention for their Biocell patients. I have opposed this opinion, but at this time, this is Allergan’s decision.


On a positive note, I am pleased to let our membership know that Allergan has made some significant changes to the Biocell Warranty Program. These include:

- There is no longer an expiry date on the **BIOCELL® Replacement Warranty program**.
- The **BIOCELL® Replacement Warranty program** form now has a space to enter a lot number in cases where the serial number is not available.

- The wording contained in the Physician and Patient attestation portion of the **BIOCELL[®] Replacement Warranty program** has been completely changed and is far more physician and patient friendly.
- There are now options on the **BIOCELL[®] Replacement Warranty program** form to indicate the situations whereby the explants will *not* be returned to Allergan.
- For surgeries after May 28, 2019 and prior to September 1, 2019 Allergan will provide a cheque to the patient for \$1,200 per implant (\$2,400 for bilateral surgeries). These are for cases that patients paid for the implants prior to the **BIOCELL[®] Replacement Warranty program** being introduced.
- The **BIOCELL[®] Replacement Warranty program** will continue to provide smooth Inspira[®] implants for asymptomatic patients that choose to replace their Biocell implants for personal reasons (i.e. patient does not have BIA-ALCL)

I understand Allergan has been rolling out these changes and wanted our members (that have not yet been contacted by their Allergan representative) to be aware of these positive changes.

Best regards,



Scott Barr
President, CSAPS 2020