

Unused SPRAVATO[®] Returns Program – New Returns Processor FAQ for HCP/office staff



When is this change happening?

Starting July 1, 2025, any new and unused SPRAVATO[®] returns for this program must go through Inmar and their online portal.



I have a return in progress with the old processor, Sedgwick. What do I need to do?

Sedgwick is no longer processing any product returns in 2026. Please initiate a new return process with Inmar.



What can be returned through this program?

Unused or partially used SPRAVATO[®] sprayers and blisters that are not expired can be returned. All patient information must be removed prior to making a return. Fully used SPRAVATO[®] devices should be disposed of as medical waste according to local, state, and federal regulations for controlled substances.



Where do I go to make a return? Do I still call in to make a return?

To make a return, you can login to the new return processor portal (<https://hrm.healthcare.inmar.com/landing>). First-time users will need to make an account. You no longer need to call in to make a return.



How can I get training on using the online portal?

Training and guidance on using the online portal can be found on the website at the following link (<https://www.spravatohcp.com/faq/>).



Where do I get my return label?

When the return is initiated, the online portal will generate a return label.



What is the Unused SPRAVATO[®] Returns form? Do I need to send an Unused SPRAVATO[®] Returns form with my return? Where is this form located?

The Unused SPRAVATO[®] Returns form is the new packing slip. This form must be uploaded to the online portal and a copy must be included in your return box. The form is located at the following link (<https://www.spravatohcp.com/faq/>).



Is there credit available through this program?

There is no change in credit eligibility with the new return processor. Returns through this program are not eligible for credit.

For additional information, please refer to ([spravatohcp.com/faq](https://www.spravatohcp.com/faq/)).