

**Table of Contents:****New In This Issue**→ [Pharmacy Formulary Update – Blood Glucose Meters and Test Strips](#)**Pharmacy Formulary Update – Blood Glucose Meters and Test Strips*****Information for Medicare and Marketplace providers***

In April 2026, the U.S. Food and Drug Administration (FDA) issued a Class I recall (most serious) for all TRUE METRIX blood glucose meters due to a software flaw displaying an "E-5" error, which may indicate extremely high glucose (>600 mg/dL) or a test strip error, leading to dangerous treatment delays or incorrect insulin dosing. Users should contact their provider for an alternative meter and not rely on the affected device. To ensure Molina Healthcare of Ohio, Inc. members have an option in case they do not want to continue using TRUE METRIX meters and test strips, Molina has added Accu-Chek glucometers and test strips to the formulary so members have other options for testing their blood sugar levels.

For more information on Trividia TRUE METRIX please visit: [fda.gov/medical-devices/medical-device-recalls-and-early-alerts/blood-glucose-monitor-recall-trividia-health-issues-correction-true-metrix-blood-glucose-monitoring](https://www.fda.gov/medical-devices/medical-device-recalls-and-early-alerts/blood-glucose-monitor-recall-trividia-health-issues-correction-true-metrix-blood-glucose-monitoring).

**New Preferred Products**

Roche Accu-Chek GUIDE<sup>®</sup> and Accu-Chek GUIDE ME<sup>®</sup> blood glucose meters and corresponding test strips will be preferred formulary options.

Contact Roche toll-free at (800) 657-7613.

Contact Trividia toll free at (888) 835-2723.

You may also call the FDA consumer inquiry line toll-free at (888) INFO-FDA ((888) 463-6332) or visit [fda.gov](https://www.fda.gov).

**Questions and Quick Links**

Provider Services: (855) 322-4079 Mon. – Fri.  
Medicaid 7 a.m. to 8 p.m., MyCare Ohio 8 a.m. to 8 p.m.,  
Medicare and Marketplace 8 a.m. to 5 p.m.

Email: [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)

Provider Website: [MolinaHealthcare.com/OhioProviders](https://www.MolinaHealthcare.com/OhioProviders)