

Provider Bulletin

Molina Healthcare of Washington, Inc.

May 22, 2026

Important Notice: Pharmacy Formulary Update – Blood Glucose Meters & Test Strips

Molina Healthcare of Washington, Inc. is providing an important update regarding Blood Glucose Meters and Test Strips. In April 2026, The U.S. Food and Drug Administration (FDA) has issued a Class I recall (most serious type) for all TRUE METRIX® blood glucose meters due to a software issue.

ISSUE SUMMARY

Affected devices may display an “E-5” error code, which may indicate extremely high blood glucose levels (>600 mg/dL) or a test strip malfunction.

This may lead to **delayed or inaccurate interpretation of glucose results**, potentially resulting in inappropriate treatment decisions. To ensure continued access to safe and reliable blood glucose monitoring, Molina Healthcare has added the following as **preferred formulary alternatives**:

- **Accu-Chek GUIDE® Blood Glucose Meter**
- **Accu-Chek GUIDE ME® Blood Glucose Meter**
- Corresponding **Accu-Chek test strips**

REQUIRED PROVIDER ACTION

Providers should identify patients currently using TRUE METRIX® devices, evaluate the clinical appropriateness of transitioning those patients to an alternative option, prescribe a preferred formulary alternative when appropriate, and educate patients on the proper use of replacement devices to ensure safe and effective blood glucose monitoring.

MEMBER INSTRUCTIONS

Providers should advise patients to contact their healthcare provider to discuss alternative testing options, avoid relying on devices that display persistent error messages, and follow all manufacturers and FDA guidance related to the safe use of blood glucose monitoring equipment.

ADDITIONAL INFORMATION

FDA Recall Details: <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>

CONTACT INFORMATION

- **Roche (Accu-Chek):** 1-800-657-7613
- **Trividia (TRUE METRIX):** 1-888-835-2723
- **FDA Consumer Line:** 1-888-INFO-FDA (1-888-463-6332)

Please distribute this information to appropriate staff within your organization.

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