

Pharmacy Formulary Update – Blood Glucose Meters & Test Strips

In April 2026, the 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 our members have an option in case they do not want to use the True Metrix any more, we are adding ACCU-CHEK glucometers and test strips to formulary so members have other options for testing their blood sugar levels.

For more information on Trividia TRUE METRIX please visit: <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® and Accu-Chek GUIDE ME® blood glucose meters and corresponding test strips will be preferred formulary options.

CONTACT INFORMATION:

Roche toll-free at 1-800-657-7613
Trividia toll free at 1-888-835-2723

You may also call the U.S. Food and Drug Administration (FDA) consumer inquiry line toll-free at 1-888-INFO-FDA (1-888-463-6332) or visit www.fda.gov.