

Provider Bulletin

Molina Healthcare of California

molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

May 27, 2026

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Pharmacy Formulary Update – Blood Glucose Meters & Test Strips

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Marketplace line of business.

What you need to know:

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 anymore, we are adding ACCU-CHEK glucometers and test strips to formulary so members have other options for testing their blood sugar levels.

Provider Action

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® 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 [fda.gov](https://www.fda.gov).



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

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