



DATE: May 1, 2026

TO: Commonwealth of Kentucky Medicaid Pharmacy Network

FROM: MedImpact Healthcare Systems

Subject: True Metrix Blood Glucose Monitoring Systems Recall

Status: The FDA has published information that Trividia Health has issued a Class 1 recall for the following blood glucose monitoring systems: TRUE METRIX, TRUE METRIX AIR, TRUE METRIX GO and TRUE METRIX PRO. **The FDA recommends all TRUE METRIX users transition to an alternative method of testing their blood glucose (blood sugar), when possible. Users should continue testing their blood glucose and should not stop using their TRUE METRIX meter until they have an alternative method available for testing.**

Trividia contracted with a 3rd party processor to distribute alternative blood glucose testing supplies. Patients can receive a temporary replacement meter with a box of 50 test strips directly to the address provided. Please guide interested patients to contact:

- Customer Support Department toll-free at **1-888-943-2387** Monday-Friday 8AM-8PM EST (excluding holidays) **OR**
- E-mail: Trividia4036@sedwick.com

Trividia Health is correcting the E-5 Error Code in the “Messages” section of the Owner’s Booklets/System Instructions for Use and the online labeling, and help guides. The system displays an E-5 error code for a very high blood glucose event (> 600 mg/dL) or when there is a test strip error. As currently written, the instructions could potentially lead to a delay in treatment if the user does not seek medical attention immediately when they receive an E-5 error code and are experiencing symptoms of high glucose. A delay in treatment may result in serious adverse health consequences, such as dehydration, altered mental status, or death, especially for users with very high blood glucose levels. As of January 16, Trividia Health has reported 114 serious injuries and one death associated with this issue.

Trividia Health is updating the recommended E-5 Error Code actions in the TRUE METRIX device labeling to emphasize that users must seek medical attention immediately if they receive an E-5 error code and are experiencing symptoms of high glucose.



Trividia Health has not provided a list of which specific NDCs are affected. Therefore, below is a list of all TRUE METRIX, TRUE METRIX AIR, TRUE METRIX GO and TRUE METRIX PRO glucose monitoring systems that may be impacted. Patients currently using any of these glucose monitoring systems should be directed to the link below to review the updated E-5 error code instructions.

Product	NDC
True Metrix Air Glucose meter (blood-glucose meter)	11917017389, 56151149002, 56151149102, 56151149403, 87701042739, 56151149401
True Metrix Blood Glucose meter (blood-glucose meter)	08528147401, 21292000605, 56151147002, 87701042625, 11917016689, 50090558400, 50090558401
True Metrix GO (blood-glucose meter)	56151195002

Recommendations for healthcare providers:

- Transition your patients to an alternative method for testing their blood glucose, if possible, until corrected meters become available. Users should continue testing their blood glucose and should not stop using their TRUE METRIX meter until they have an alternative available for testing.
- Immediately inform your patients of this issue. Please instruct your patients to follow the updated E-5 error code instructions in the “Urgent Medical Device Correction” consumer notice or visit www.trividiahealth.com for links to the updated Owner’s Booklets and help resources.
- **The updated instructions are as follows:** If the TRUE METRIX, TRUE METRIX AIR, TRUE METRIX GO, or TRUE METRIX PRO blood glucose monitoring system displays an E-5 error code, it may indicate either a very high blood glucose level (over 600 mg/dL) or a test strip error.
 - Patients should repeat the test using a new strip. If the error continues and the patient experiences symptoms such as fatigue, increased urination, excessive thirst, or blurry vision, they should seek medical care right away.
 - If the patient does not have symptoms, they should retest with a new strip. If the error persists, they should call 1-800-803-6025, Monday–Friday, 8 AM–8 PM EST, for further assistance.
- For multiple patient facilities, immediately post the “URGENT MEDICAL DEVICE CORRECTION” HCP notice, which can be found at www.trividiahealth.com, in areas where the products are stored within your facility to notify personnel of this labeling correction.
- Patients or Healthcare Professionals in the U.S. with adverse reactions, quality problems, or questions about this issue should contact Trividia Health at trividia0126CC@trividiahealth.com or 1-888-835-2723.

Adverse reactions or quality problems experienced with the use of this product may be reported to the FDA's MedWatch Adverse Event Reporting program either online, by regular mail or by fax:

- Complete and submit the report Online: www.fda.gov/medwatch/report.htm



- Regular Mail or Fax: Download form www.fda.gov/MedWatch/getforms.htm or call 1-800-332-1088 to request a reporting form, then complete and return to the address on the pre-addressed form, or submit by fax to 1-800-FDA-0178

For more information, please review the following FDA notification: <https://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts>

Providers are encouraged to reference the Kentucky Medicaid Diabetic Supplies Preferred Drug list found on the MedImpact Provider Portal at: <https://kyportal.medimpact.com/provider-documents/drug-information>.

For any additional information or questions that you may have, please contact the Kentucky MedImpact team at KYMFFS@medimpact.com for Fee for-Service members or at KYMCOPBM@medimpact.com for Managed Care Organization (MCO) members.

KY MCO Contact Information

Program Questions	KYMCOPBM@MedImpact.com
Pharmacy Help Desk	(800) 210-7628 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (844) 336-2676 [8:00AM - 7:00PM EST/ 7 days per week]; Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 023880 / PCN: KYPROD1 / GROUP: KYM01	

KY FFS Contact Information

Program Questions	KYMFFS@MedImpact.com
Pharmacy Help Desk	(877) 403-6034 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (877) 403-6034 [8:00AM - 7:00PM EST/ 7 days per week] Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 026309 / PCN: KYPROD1 / GROUP: KYF01	