

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202680 MAY 19, 2026

IHCP advises providers of TRUE METRIX blood glucose label correction

The Indiana Health Coverage Programs (IHCP) is advising providers of a labeling correction for TRUE METRIX blood glucose monitoring systems that are part of the Preferred Diabetes Supply List (PDSL).

On Feb. 6, 2026, Trividia Health initiated [a labeling correction](#) for TRUE METRIX, TRUE METRIX AIR, and TRUE METRIX GO self-monitoring and TRUE METRIX PRO professional-grade blood glucose monitoring systems. This labeling correction impacts the *Owner's Booklet/System Instructions for Use* included with the meter at purchase and the online labeling and help guides on the [Trividia Health website](#). The meter, test strips and control solution are not impacted.



The correction involves the E-5 error code in the “Messages” section of the *Owner's Booklet/System Instructions for Use*. 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 or death, especially for users with very high blood glucose levels

Message to people currently managing their diabetes with TRUE METRIX, TRUE METRIX AIR or TRUE METRIX GO branded blood glucose meters:

Delayed recognition of extremely low or extremely high blood glucose levels could increase the risk of serious health complications or delays in treatment.

What people with diabetes should do

People with diabetes should consider transitioning to an alternative method of testing their blood glucose (blood sugar). If that is not possible, they should continue using their TRUE METRIX meter, but if they receive an E-5 error code and are experiencing symptoms of high glucose, they **must seek medical attention immediately**. See the updated instructions in Figures [1](#) and [2](#).

Figure 1 - Updated E-5 Instructions for TRUE METRIX, TRUE METRIX AIR and TRUE METRIX GO



Display	Reason	Action
	Very high blood glucose result (higher than 600 mg/dL), or Test Strip Error	<p>WARNING!! Retest with a new test strip. If the error persists and you have symptoms such as fatigue, excess urination, thirst or blurry vision, seek medical attention immediately.</p> <p>If you are not experiencing symptoms, retest with a new test strip. If the error persists, call 1-800-803-6025, Monday - Friday, 8AM-8PM EST for assistance.</p>

Figure 2 - Updated E-5 Instructions for TRUE METRIX PRO

Display	Reason	Action
	Very high blood glucose result (higher than 600 mg/dL), or Test Strip Error	<p>WARNING!! Retest with a new test strip. If the error persists and the patient has symptoms such as fatigue, excess urination, thirst or blurry vision, seek medical attention immediately.</p> <p>If the patient has no symptoms, retest with a new test strip. If the error persists, call 1-800-803-6025, Monday - Friday, 8AM-8PM EST-for assistance.</p>

People with diabetes who rely on intensive insulin therapy, sulfonylureas or glucose monitoring due to frequent hypo- or hyperglycemia events are at highest risk and should consider transitioning to an alternative testing method until the updated TRUE METRIX meter becomes available. People with diabetes that have questions or concerns as to whether TRUE METRIX is appropriate for them, based on an understanding of their individual risk factors, should discuss with their healthcare provider or pharmacist.

Contact Trividia Health’s Customer Support Department to be provided with a TRUENESS® Blood Glucose Monitoring System (meter and test strips) at no charge:

- Call toll-free **888-943-2387** Monday-Friday, 8 a.m.-8 p.m. Eastern Time (excluding holidays).
- Visit the [TRUE METRIX® Blood Glucose Monitoring Systems Product Correction Program](#) webpage to sign up to be contacted.

Products are not to be returned, and in accordance with the information noted above, Trividia Health will notify users of the product upgrade in the near future.

For more information

The PDSL can be found on the Optum Rx Indiana Medicaid website, accessible from the [Pharmacy Services](#) webpage at in.gov/medicaid/providers. Pharmacy providers should refer to the [Pharmacy Services](#) provider reference module for current guidance regarding fee-for-service (FFS) claims for PDSL products. Durable medical equipment (DME) providers must continue to use the claim submission processes outlined in the [Durable and Home Medical Equipment and Supplies](#) provider reference module.

Please direct PDSL-related questions about FFS members to the Optum Rx Clinical and Technical Help Desk by calling toll-free 855-577-6317. Questions about managed care benefits and claims should be directed to the managed care entity (MCE) with which the member is enrolled.

QUESTIONS

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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