

Important Drug Safety Notice

TO ALL PARTICIPATING PHARMACIES

Circular Letter MC26-011-CG
May 1st, 2026

FDA announced that, alerting consumers and health care providers of risks involved with the use of **TRUE METRIX Blood Glucose Monitoring Systems by Trividia Health**. Trividia Health has issued a recall that affects all TRUE METRIX, TRUE METRIX AIR, and TRUE METRIX GO Self-Monitoring Blood Glucose Systems and TRUE METRIX PRO Professional Monitoring Blood Glucose System, including cobranded products sold under store or distribution partner names (collectively referred to as TRUE METRIX in this communication).

RECOMMENDATIONS

- 1. Recommendations for Patients using TRUE METRIX Meters and their Caregivers**
 - a. All TRUE METRIX users should seek 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.
 - i. Users should consult with their health care provider or pharmacist to discuss options for transitioning to an alternative glucose monitoring system.
 - ii. It is especially important for users at highest risk, such as those who rely on intensive insulin therapy, sulfonylureas, or who have frequent hyper- or hypoglycemic events, to transition to an alternative glucose monitoring system.
 - iii. Users who continue to use a TRUE METRIX device prior to switching to an alternative method should be aware that an E-5 Error Code may mean that they are having a very high glucose (>600 mg/dL) event or that they have a test strip error, in which case their blood glucose may be normal or may be dangerously low or high. Any user receiving an E-5 Error Code while experiencing symptoms of low or high blood glucose should immediately contact their health care provider for help in determining appropriate treatment options.
 - b. Be aware that delayed recognition of extremely low or high blood glucose levels could increase the risk of serious health complications or delays in treatment.

- c. Report any problems or complications with your TRUE METRIX Meter to the FDA and to Trividia Health.

2. Recommendations for Health Care Providers

- a. Immediately notify patients who use affected devices and their caregivers of the updated recommendations for patients using TRUE METRIX meters and assist them in identifying and transitioning to alternative methods of testing their blood glucose.
 - b. For facilities with multiple patients, post this communication in areas where the products are stored within your facility to notify personnel of the updated recommendations.
 - c. Report any problems or complications your patients experience with TRUE METRIX Meters to the FDA and to Trividia Health.
- 3.** Review your inventory to identify existence of recalled products.
- 4.** Expect patients to visit your pharmacy to deliver recalled products and prepare your pharmacy staff on how to handle the situation.

Cordially,

MC-Rx Pharmacy Services Department

Risks of Using TRUE METRIX Blood Glucose Monitoring Systems by Trividia Health: FDA Safety Communication

Date Issued: April 28, 2026

The U.S. Food and Drug Administration (FDA) is alerting consumers and health care providers of risks involved with the use of **TRUE METRIX Blood Glucose Monitoring Systems by Trividia Health**. Trividia Health has issued a recall that affects all TRUE METRIX, TRUE METRIX AIR, and TRUE METRIX GO Self-Monitoring Blood Glucose Systems and TRUE METRIX PRO Professional Monitoring Blood Glucose System, including cobranded products sold under store or distribution partner names (collectively referred to as TRUE METRIX in this communication).

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. It is especially important for those users at highest risk, including those who are on intensive insulin therapy, sulfonylureas, or who have frequent hyper- and hypo-glycemic events, to transition to an alternative glucose monitoring system. Users continuing to use their TRUE METRIX device until they can access an alternative method to test blood glucose should follow the Recommendations for Patients below, including the instructions for what to do if they receive an E-5 Error Code.

The TRUE METRIX recall is for an issue with the software design of the E-5 Error Code and the instructions for the user in the “Messages” section of the Owner’s Booklets/System Instructions for Use and the online labeling and help guides. The TRUE METRIX meters display the same E-5 Error Code for two different types of issues: 1) a very high blood glucose event (> 600 mg/dL), and/or 2) when there is a test strip error. If a user receives an E-5 Error Code when they are having a very high glucose event, they may not seek appropriate treatment if they think it is a test strip error or they may delay appropriate treatment as they try to determine what the error means. Alternatively, if a user assumes the E-5 Error Code is due to a very high blood glucose event, but they actually have low or normal blood glucose, they may improperly treat themselves for high blood glucose when they actually have low or normal blood glucose. Either a delay in treatment or improper treatment may result in serious adverse health consequences, such as dehydration, altered mental status, loss of consciousness, or death, especially for users with very high or very low blood glucose levels. As of January 16, 2026, Trividia Health has reported 114 serious injuries and one death associated with this issue.

The FDA is issuing this communication to raise awareness of the manufacturer’s recall, the FDA’s ongoing evaluation with the manufacturer of the issue, and the FDA’s current recommendations.

Recommendations for Patients using TRUE METRIX Meters and their Caregivers

- All TRUE METRIX users should seek 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.
 - Users should consult with their health care provider or pharmacist to discuss options for transitioning to an alternative glucose monitoring system.
 - It is especially important for users at highest risk, such as those who rely on intensive insulin therapy, sulfonylureas, or who have frequent hyper- or hypo- glycemic events, to transition to an alternative glucose monitoring system.
 - Users who continue to use a TRUE METRIX device prior to switching to an alternative method should be aware that an E-5 Error Code may mean that they are having a very high glucose (>600 mg/dL) event or that they have a test strip error, in which case their blood glucose may be normal or may be dangerously low or high. Any user receiving an E-5 Error Code while experiencing symptoms of low or high blood glucose should immediately contact their health care provider for help in determining appropriate treatment options.
- Be aware that delayed recognition of extremely low or high blood glucose levels could increase the risk of serious health complications or delays in treatment.
- Report any problems or complications with your TRUE METRIX Meter to the FDA and to Trividia Health.

Recommendations for Health Care Providers

- Immediately notify patients who use affected devices and their caregivers of the updated recommendations for patients using TRUE METRIX meters and assist them in identifying and transitioning to alternative methods of testing their blood glucose.
- For facilities with multiple patients, post this communication in areas where the products are stored within your facility to notify personnel of the updated recommendations.
- Report any problems or complications your patients experience with TRUE METRIX Meters to the FDA and to Trividia Health.

Device Description

The TRUE METRIX devices are used for the quantitative measurement of glucose (sugar) in fresh whole blood samples. Affected devices may be branded under store or distributor names. See the full list of affected products.

FDA Actions

The FDA identified the February 2026 recall for TRUE METRIX Blood Glucose Monitoring Systems as a Class I recall, the most serious type of recall.

The FDA will continue working with Trividia Health to help ensure that patients, caregivers, and providers are aware of the issue, evaluate information to better understand the issue, and identify additional mitigation strategies as needed.

The FDA will continue to monitor information about device performance including medical device reports.

The FDA will continue to keep the public informed if significant new information becomes available.

List of Impacted Products			
Item Number	Description	UDI-DI/GTIN	UPC
	US		
	TRUE METRIX		
RE4001-01	Walgreens TRUE METRIX Kit	00311917166896	311917166896
RE4002-01	Leader TRUE METRIX Kit	00096295126600	096295126600
RE4002-40	Leader TRUE METRIX Meter Only	00096295126655	096295126655
RE4007-01SB	CVS TRUE METRIX Kit	00050428275283	050428275283
RE4011-00	GNP TRUE METRIX Meter Only	00087701426520	087701426520
RE4011-01	GNP TRUE METRIX Kit	00087701426254	087701426254
RE4019-01	MEIJER TRUE METRIX Kit	00713733069816	713733069816
RE4023-01	FRED'S TRUE METRIX Kit	00021292007256	021292007256
RE4025-01	DISCOUNT DRUG TRUE METRIX Kit	00093351018992	093351018992
RE4027-01	KINRAY TRUE METRIX Kit	00021292007065	021292007065
RE4031-01	HEB TRUE METRIX Kit	00041220001286	041220001286
RE4051-43	McKesson TRUE METRIX Starter Kit	20612479197231	20612479197231
RE4054-00	SUNMARK TRUE METRIX Meter Only	00010939722447	010939722447
RE4054-01	SUNMARK TRUE METRIX Kit	00010939719447	010939719447
RE4060-01	Signature Care TRUE METRIX Kit	00321130788669	321130788669
RE4061-01	CareOne TRUE METRIX Kit	00041520147745	041520147745
RE4066-01	RITE AID TRUE METRIX Kit	00011822445610	011822445610
RE4078-40	Liberty TRUE METRIX Meter Only	00021292007614	021292007614
RE4081-03	HUMANA TRUE METRIX Starter Kit	00021292014797	021292014797

List of Impacted Products

Item Number	Description	UDI-DI/GTIN	UPC
RE4087-01	Wegmans TRUE METRIX Kit	00077890394113	077890394113
RE4089-00	HEALTHMART TRUE METRIX Meter Only	00052569138557	052569138557
RE4089-01	HEALTHMART TRUE METRIX Kit	00052569138526	052569138526
RE4095-40	ARRIVA TRUE METRIX Meter Only	00021292007041	021292007041
RE4097-01	HealthyAccents TRUE METRIX Kit	00725439988933	725439988933
RE4098-01	Shopko TRUE METRIX Kit	00021292008901	021292008901
RE4099-40	Henry Schein TRUE METRIX Kit	00021292014902	021292014902
RE4099-45	Henry Schein TRUE METRIX Meter Only	00021292008697	021292008697
RE4202-43	Millennium Pharmay Services TRUE METRIX Kit	00021292007454	021292007454
RE4203-01	Kroger TRUE METRIX Kit	00041260016028	041260016028
RE4209-01	TOPCARE TRUE METRIX Kit	00036800234529	036800234529
RE4211-01	Foster and Thrive TRUE METRIX Kit	00010939958693	010939958693
RE4H01-00	TRUE METRIX Meter Only	00021292006082	021292006082
RE4H01-01	TRUE METRIX Kit	00021292006051	021292006051
RE4H01-04	TRUE METRIX Starter Kit	00021292008895	021292008895
RE4H01-40	TRUE METRIX NFRS Meter Only	00021292006068	021292006068
RE4H01-43	TRUE METRIX NFRS Starter Kit	00021292006075	021292006075
RE4H01-51	TRUE METRIX Kit	00021292014940	021292014940
TRUE METRIX PRO			
RE4H01P-40	TRUE METRIX PRO Meter Only	00021292006099	021292006099
RE4H01P-43	TRUE METRIX PRO Starter Kit	00021292006105	021292006105
RE4212P-00	PROCURE TRUE METRIX PRO Meter Only	10840330705681	N/A
RE4099P-40	Henry Schein TRUE METRIX PRO Meter Only	00021292014919	021292014919
RE4099P-43	Henry Schein TRUE METRIX PRO Kit	00021292008673	021292008673
RE4051P-00	McKESSON TRUE METRIX PRO Meter Only	20612479197217	612479197213
RE4068P-01	Moore Medical TRUE METRIX PRO Meter Only	00607415261097	607415261097
TRUE METRIX AIR			
REA4001-01	Walgreens TRUE METRIX AIR Kit	00311917173894	311917173894
REA4002-01	Leader TRUE METRIX AIR Kit	00096295129267	096295129267
REA4007-01	CVS TRUE METRIX AIR Kit	00050428354766	050428354766
REA4011-01	GNP TRUE METRIX AIR Kit	00087701427398	087701427398

List of Impacted Products

Item Number	Description	UDI-DI/GTIN	UPC
REA4019-01	Meijer TRUE METRIX AIR Kit	00708820685659	708820685659
REA4020-01	Publix TRUE METRIX AIR Kit	00041415072787	041415072787
REA4025-01	Discount Drug Mart TRUE METRIX AIR Kit	00093351022784	093351022784
REA4031-01	HEB TRUE METRIX AIR Kit	00041220009169	041220009169
REA4054-01	Sunmark TRUE METRIX AIR Kit	00010939742445	010939742445
REA4066-01	Rite Aid TRUE METRIX AIR Kit	00011822590051	011822590051
REA4081-01	Centerwell TRUE METRIX AIR Kit	00021292015015	021292015015
REA4081-40	Humana TRUE METRIX AIR Meter Only	00021292007164	021292007164
REA4081-43	Centerwell TRUE METRIX AIR Starter Kit	00021292007584	021292007584
REA4089-01	Healthmart TRUE METRIX AIR Kit	00052569139042	052569139042
REA4094-01	Relion TRUE METRIX AIR Kit	00681131240154	681131240154
REA4094-01RX	Relion TRUE METRIX AIR Kit	00681131403214	681131403214
REA4203-01	Kroger TRUE METRIX AIR Kit	00041260007354	041260007354
REA4211-01	Foster and Thrive TRUE METRIX AIR Kit	00010939958617	010939958617
REA4H01-01	TRUE METRIX AIR Kit	00021292007010	021292007010
REA4H01-40	TRUE METRIX AIR NFRS Meter Only	00021292007447	021292007447
REA4H01-43	TRUE METRIX AIR NFRS Starter Kit	00021292007911	021292007911
TRUE METRIX GO			
RF4001-01BK	Walgreens TRUE METRIX GO Kit	00311917178691	311917178691
RF4007-01	CVS TRUE METRIX GO Kit	00050428560402	050428560402
RF4019-01	Meijer TRUE METRIX GO Kit	00708820721098	708820721098
RF4023-01	Fred's Pharmacy TRUE METRIX GO Kit	00021292009335	021292009335
RF4031-01	HEB TRUE METRIX GO Kit	00041220136131	041220136131
RF4048-01	Hyvee TRUE METRIX GO Kit	00075450843576	075450843576
RF4066-01	Rite Aid TRUE METRIX GO Kit	00011822002783	011822002783
RF4209-01	TopCo TRUE METRIX GO Kit	00036800234567	036800234567
RF4H01-01BK	TRUE METRIX GO Kit	00021292006112	021292006112
RF4H01-40	TRUE METRIX GO NFRS Meter Only	00021292009793	021292009793
INTERNATIONAL			
TRUE METRIX			
RE4i01-00	TRUE METRIX Meter Only (mg/dL)	N/A	5420040810158

List of Impacted Products

Item Number	Description	UDI-DI/GTIN	UPC
RE4i01-01	TRUE METRIX Kit (mg/dL)	N/A	5420040810134
RE4i01-02	TRUE METRIX Kit (mg/dL)	N/A	5420040807721
RE4i03-02	TRUE METRIX Starter Kit (mg/dL)	N/A	021292009137
RE4i03-11	TRUE METRIX Kit (mmol/L)	N/A	021292013929
RE4i05-00	Farmacia Benavides TRUE METRIX Meter Only (Mexico - mg/dL)	N/A	0021292013042
RE4i07-00	Farmacia del Ahorro TRUE METRIX Meter Only (Mexico - mg/dL)	N/A	7502276850936
RE4i23-00	TRUE METRIX Meter Only (Mexico - mg/dL)	00021292010133	021292010133
RE4i29-11	TRUE METRIX Meter Only (Jamaica - mmol/L)	N/A	021292014636
RE4i61-02	TRUE METRIX Kit (mg/dL)	N/A	021292006402
RE4i61-02THI	TRUE METRIX Kit (mg/dL)	N/A	021292013431
RE4i82-11	TRUE METRIX Kit (United Kingdom - mmol/L)	00021292012205	021292012205
RE4i82-12	TRUE METRIX Starter Kit (United Kingdom - mmol/L)	00021292009977	021292009977
TRUE METRIX AIR			
REA4i03-01	TRUE METRIX AIR Kit (mg/dL)	N/A	021292012618
REA4i03-02	TRUE METRIX AIR Starter Kit (mg/dL)	N/A	021292009175
REA4i04-00	Walmart (MediMart) TRUE METRIX AIR Meter Only (Mexico - mg/dL)	00021292012731	0021292012731
REA4i81-11	TRUE METRIX AIR Kit (Australia - mmol/L)	N/A	0021292009854
REA4i82-11	TRUE METRIX AIR Kit (United Kingdom - mmol/L)	00021292012212	021292012212
REA4i82-12	TRUE METRIX AIR Starter Kit (United Kingdom - mmol/L)	00021292009991	021292009991
TRUE METRIX GO			
RF4i29-11BK	TRUE METRIX GO Kit (Jamaica - mmol/L)	N/A	021292014643
RF4i81-11BK	TRUE METRIX GO Kit (Australia - mmol/L)	N/A	0021292009885
RF4i82-11BK	TRUE METRIX GO Kit (United Kingdom - mmol/L)	00021292012229	021292012229
RF4i82-12BK	TRUE METRIX GO Starter Kit (United Kingdom - mmol/L)	00021292009984	021292009984