Drug Recall Notice for TRUE METRIX Blood Glucose Meters

On April 28, 2026, Trividia Health recalled all True Metrix, True Metrix Air, True Metrix Go and True Metrix Pro blood glucose meters, including cobranded products. TRUE METRIX blood sugar meters are being recalled because the error message "E-5" can mean either very high blood sugar or a problem with the test strip. Because the instructions are unclear, users might not know which problem they are having. This could lead to getting the wrong treatment or waiting too long to get help, which can be very dangerous.

Please carefully review the impacted product and talk to your doctor about it right away.

What this means to you:

- To date, the company has received several reports of adverse events due to this recall.
- It is important that you do not stop using your blood glucose testing meter.
- Talk to your doctor or healthcare professional about your options. You can switch to another method of testing your blood glucose (blood sugar) that is not part of the recall.
- To check your product, look at the label. Try to match the product and company name. If it is not on the product, contact the pharmacy where you filled your blood glucose testing meter.
- Please refer to the FDA website for the most current news to this drug recall at Trividia Health Correction for TRUE METRIX Blood Glucose Monitoring Systems | FDA.
- For any other questions about the recall, contact the company. You can call 1-888-943-2387 Monday — Friday, 8 a.m. — 8 p.m., Eastern time or visit https://truemetrixmeters.expertinquiry.comExternal Link Disclaimer to sign up to be contacted, or visit www.trividiahealth.com/E-5productnoticeExternal Link Disclaimer for more information
- Patients can report adverse reactions or quality problems experienced with the use of these products to the FDA's MedWatch Adverse Event Reporting Program online, by phone or by fax.
    - **Online:** Submit the report.
        - Select "Form FDA 3500 - Voluntary Reporting."
    - **Phone or fax:** Download the form.
        - Complete and submit "Form FDA 3500 - Voluntary Reporting" by phone at 1-800-FDA-1088 (332-1088) or by fax to 1-800-FDA-0178 (332-0178).

If you have questions about this product or the recall, please talk to your doctor or pharmacist.
You may also call the number on the back of your Humana member ID card.

For 24-hour service, you can sign into MyHumana, your personal, secure online account on Humana.com, to search for other medicine that your plan covers.