

March 4, 2026



PROVIDER ALERT

To: Health Plan of San Joaquin/Mountain Valley Health Plan
("Health Plan") Practitioners, Facilities, and Hospitals
From: Health Plan
Type: Informational/Educational
Subject: FDA Medical Device Recall Alert – Trividia Health Issues Correction
for TRUE METRIX Blood Glucose Monitoring Systems
Business: Medi-Cal Managed Care

On February 17, 2026, the Food and Drug Administration (FDA) released a recall announcement on **Trividia Health Issues Correction for TRUE METRIX Blood Glucose Monitoring Systems**.

This is for informational purposes only. You may or may not have prescribed the medical device. Please disregard if you have not been affected by this recall.

For the complete details regarding this recall announcement, please visit the following web link: https://www.fda.gov/medical-devices/medical-device-recalls-and-early-alerts/early-alert-trividia-health-issues-correction-true-metrix-blood-glucose-monitoring-systems?utm_medium=email&utm_source=govdelivery

Devices affected:

- **TRUE METRIX Self-Monitoring Blood Glucose System**
- **TRUE METRIX AIR Self-Monitoring Blood Glucose System**
- **TRUE METRIX GO Self-Monitoring Blood Glucose System**
- **TRUE METRIX PRO Professional Monitoring Blood Glucose System**

Full List of Affected Product: https://www.fda.gov/medical-devices/medical-device-recalls-and-early-alerts/early-alert-trividia-health-issues-correction-true-metrix-blood-glucose-monitoring-systems?utm_medium=email&utm_source=govdelivery

The FDA is currently reviewing information about this potentially high-risk device issue and will keep the public informed as significant new information becomes available.

Contact Information

Health Care Professionals and patients 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. Distributors, pharmacists,

DME providers, and mail order/eCommerce providers in the U.S. with quality problems or questions about this issue should contact Trividia Health at trividia0126CS@trividiahealth.com or 1-800-588-1685.

Additional Resources

Firm Press Release External Link Disclaimer [02/06/2026]

https://www.trividiahealth.com/wp-content/uploads/2026/02/FINAL-TMX-product-notice-Press-Release-2-6-26_.pdf

Firm-Issued Medical Device Correction Letter External Link Disclaimer [02/06/2026]

https://www.trividiahealth.com/wp-content/uploads/2026/02/FINAL-Trividia_TMX-Product-Notice-and-Response-2-6-2026.pdf

Firm List of Impacted Products External Link Disclaimer [02/06/2026]

https://www.trividiahealth.com/wp-content/uploads/2026/01/List-of-Impacted-Productsv2_020426_For-Review-Only.pdf

Firm Medical Device Web Page External Link Disclaimer

<https://www.trividiahealth.com/e-5productnotice/>

If you have any further questions, please contact your Provider Services Representative, or call our Customer Service Department at 1-888-936-PLAN (7526). You may also visit <https://www.hpsj.com/alerts/> for online access to the documents shared. The most recent information about Health Plan and our services is always available on our website WWW.HPSJ-MVHP.ORG.