



FIDELIS CARE

PO Box 31370  
Tampa, FL 33631-3370

February 25, 2026

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## URGENT DRUG RECALL/SAFETY NOTICE

### ALERT DETAILS

A prescription that was recently filled for TRUE METRIX BLOOD GLUCOSE MTR may be part of a recall or a safety alert. Patients may have the right to get an updated fill if the current one is affected.

Please follow the steps below.

- Check the label to see if it matches the drug name and company below.
- Please call the pharmacy that filled the prescription if the drug matches. They can share what to do next.

Alert Date: Feb. 6, 2026

Affected Drug: TRUE METRIX BLOOD GLUCOSE MTR

Company: TRIVIDIA HEALTH

Reason: Some TRUE METRIX blood glucose meters may show an E-5 error code. This can happen when blood sugar is very high or if there is a test strip error. Please visit [www.trividiahealth.com](http://www.trividiahealth.com) for updated instructions. If you feel unwell or have symptoms of high blood sugar, seek medical care right away.

More information on the alert can be found at [express-scripts.com/notices/recall](http://express-scripts.com/notices/recall). Patients can also call 1.888.INFO.FDA (1.888.463.6332) (TTY 711) or visit [www.fda.gov/medwatch](http://www.fda.gov/medwatch).

The drug alert letter can also be found at

<https://www.fideliscarenj.com/members/medicaid/nj-familycare/pharmacy-services.html>.

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If additional help is needed, please call your doctor or the FDA number listed above.

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**Express Scripts is the company that manages your prescription plan.**

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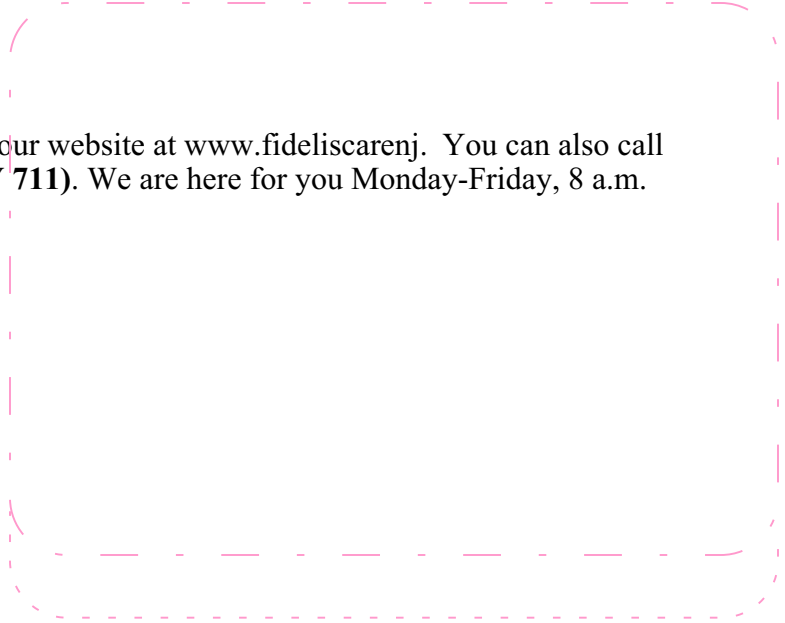
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If you have questions about this letter, please visit our website at [www.fideliscarenj.com](http://www.fideliscarenj.com). You can also call Member Services for help at **1.888.453.2534 (TTY 711)**. We are here for you Monday-Friday, 8 a.m. to 6 p.m. EST. We are glad to help.

Sincerely,

Fidelis Care



Proof

## Discrimination Is Against the Law

**Fidelis Care** complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). **Fidelis Care** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

### Fidelis Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages.

If you need these services, contact Member Services at **1-888-453-2534** (TTY: **711**).

If you believe that **Fidelis Care** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

1557 Coordinator  
PO Box 31384, Tampa, FL 33631  
Phone: **1-855-577-8234** (TTY: **711**)  
Fax: **1-866-388-1769**  
Email: **SM\_Section1557Coord@centene.com**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our **1557 Coordinator** is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at **<https://www.hhs.gov/ocr/complaints/index.html>**

This notice is available at Fidelis Care website: **<https://www.fideliscarenj.com/notice-of-non-discrimination.html>**

## La Discriminación Es un Delito

**Fidelis Care** cumple con las leyes Federales de derechos civiles vigentes y no discrimina por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad ni sexo (incluido el embarazo, la orientación sexual y la identidad de género). **Fidelis Care** no excluye a las personas ni las trata de manera diferente por su raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

### Fidelis Care:

- Proporciona asistencia y servicios gratuitos a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los que se indican a continuación:
  - Intérpretes de lengua de señas calificados
  - Información escrita en otros formatos (letra grande de imprenta, audio, formatos electrónicos accesibles y otros formatos)
- Proporciona servicios lingüísticos a personas cuya lengua materna no es el inglés, como los siguientes:
  - Intérpretes calificados
  - Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con Servicios para Miembros al **1-888-453-2534** (TTY: **711**).

Si considera que **Fidelis Care** no le proporcionó estos servicios o lo discriminó de otra manera por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género), puede presentar una queja ante la siguiente entidad:

1557 Coordinator  
PO Box 31384, Tampa, FL 33631  
Teléfono: **1-855-577-8234** (TTY: **711**)  
Fax: **1-866-388-1769**  
Correo Electrónico: **SM\_Section1557Coord@centene.com**

Puede presentar una queja en persona, por correo, fax o correo electrónico. Si necesita ayuda para presentar una queja, nuestro **Coordinador 1557** está disponible para ayudarlo.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights del U.S. Department of Health and Human Services de manera electrónica a través del Portal para Reclamos de la Office for Civil Rights, disponible en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, por correo o por teléfono a la siguiente dirección:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 1-800-537-7697** (TDD)

Los formularios de reclamo están disponibles en **<https://www.hhs.gov/ocr/complaints/index.html>**

Esta notificación está disponible en el sitio web de Fidelis Care:

**<https://www.fideliscarenj.com/notice-of-non-discrimination.html>**

If English is not your first language, we can translate for you. Fidelis Care offers no cost language assistance, auxiliary aids and services, larger font materials, oral translation, and other alternative formats. For assistance call **1-888-453-2534** (TTY: **711**), Monday through Friday, from 8 a.m. to 6 p.m.

Si el español es su idioma principal, podemos traducir para usted. Fidelis Care ofrece asistencia lingüística gratuita, ayudas y servicios auxiliares, materiales con la letra más grande, traducción oral y otros formatos alternativos. Para obtener asistencia, llame al **1-888-453-2534** (TTY: **711**) de lunes a viernes, de 8 a.m. a 6 p.m.

如果中文是您的母語，我們可以為您翻譯。Fidelis Care 提供免費的語言協助、輔助工具和服務、大字體印刷資料、口譯和其他替代格式。如需協助，請撥打 **1-888-453-2534** (TTY **711**)，週一至週五上午 8 點至下午 6 點。

한국어가 모국어인 경우 당사가 번역해 드릴 수 있습니다. Fidelis Care는 언어 보조, 보조 지원 및 서비스, 큰 글씨 자료, 구두 번역 및 기타 대체 형식을 무료 제공합니다. 지원이 필요한 경우 **1-888-453-2534** (TTY **711**)번으로 월요일~금요일, 오전 8시~오후 6시까지 전화해 주십시오.

Se o português for a sua língua materna, podemos traduzir para si. A Fidelis Care oferece assistência, apoios auxiliares e serviços, materiais com tipos de letra de maior dimensão, tradução oral e outros formatos alternativos no seu idioma e sem custos. Para obter assistência, ligue para o número **1-888-453-2534** (TTY: **711**), de segunda-feira a sexta-feira, das 08:00 às 18:00.



જો ગુજરાતી તમારી પ્રથમ (માતૃ) ભાષા હોય, તો અમે તમારા માટે અનુવાદ કરી શકીએ છીએ. Fidelis Care કોઈ પણ ખર્ચ વિનાની ભાષા સંબંધી સહાયતા, સહાયક સહાય અને સેવાઓ, વધુ મોટા ફોન્ટની સામગ્રીઓ, મૌખિક અનુવાદ અને અન્ય વૈકલ્પિક ફોર્મેટ ઓફર કરે છે. સહાયતા માટે, સોમવારથી શુક્રવાર, સવારે 8 વાગ્યાથી સાંજે 6 વાગ્યા સુધીમાં, **1-888-453-2534** (TTY: **711**) પર કોલ કરો.

Jeśli język polski jest Twoim językiem ojczystym, możemy zapewnić Ci tłumaczenie. Firma Fidelis Care oferuje bezpłatne wsparcie językowe, dodatkowe pomoce i usługi, materiały z większą czcionką, tłumaczenia ustne oraz inne alternatywne formaty. Aby uzyskać pomoc, zadzwoń pod numer **1-888-453-2534** (TTY: **711**), telefon czynny od poniedziałku do piątku w godzinach od 8:00 do 18:00.

Se l'italiano è la tua prima lingua, possiamo occuparci della traduzione per te. Fidelis Care offre gratuitamente assistenza linguistica, supporti e servizi ausiliari, materiali con caratteri più grandi, traduzione orale e altri formati alternativi. Per assistenza chiama il numero **1-888-453-2534** (TTY: **711**), dal lunedì al venerdì, dalle 8:00 alle 18:00.

إذا كانت العربية لغتك الأولى، فيمكننا توفير خدمة الترجمة لك. تقدم Fidelis Care خدمات مساعدة لغوية ومساعدات وخدمات إضافية ومواد بخط أكبر وترجمة شفوية وغيرها من التنسيقات البديلة مجانًا. للحصول على المساعدة، اتصل على الرقم **1-888-453-2534** (TTY: **711**)، من الاثنين إلى الجمعة، من الساعة 8 صباحًا حتى الساعة 6 مساءً.

Kung Tagalog ang pangunahin ninyong wika, puwede kaming magsalin para sa inyo. Nag-aalok ang Fidelis Care ng libreng tulong sa wika, mga karagdagang tulong at serbisyo, mga materyal sa mas malalaking font, pasalitang pagsasalin, at iba pang alternatibong format. Para sa tulong, tumawag sa **1-888-453-2534** (TTY: **711**), Lunes hanggang Biyernes, mula 8 a.m. hanggang 6 p.m.

Если вашим родным языком является русский язык, мы можем выполнить для вас перевод. Fidelis Care предлагает бесплатные услуги языковой поддержки, вспомогательные средства и услуги, включая услуги устного перевода, а также материалы крупным шрифтом и в других альтернативных форматах. Для получения помощи позвоните по номеру **1-888-453-2534** (TTY: **711**) с понедельника по пятницу с 8 a.m. до 6 p.m.

Si Kreyòl Ayisyen se lang matènèl ou, nou kapab tradui pou ou. Fidelis Care ofri asistans lang gratis, èd ak sèvis oksilyè, dokiman ki nan gwo karaktè, tradiksyon oral, ak lòt fòm altènatif yo. Pou jwenn asistans rele **1-888-453-2534** (TTY: **711**), Lendi jiska Vandredi, soti 8 a.m. rive 6 p.m.

अगर हिंदी आपकी पहली भाषा है तो हम आपके लिए अनुवाद कर सकते हैं. Fidelis Care निःशुल्क भाषा सहायता, सहायक साधन और सेवाएं, बड़े फ़ॉन्ट वाली सामग्री, मौखिक अनुवाद और अन्य वैकल्पिक फ़ॉर्मेट प्रदान करता है. सहायता के लिए **1-888-453-2534** (TTY: **711**) पर सोमवार से शुक्रवार, सुबह 8 बजे से शाम 6 बजे तक कॉल करें.

Nếu tiếng Việt là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể phiên dịch cho quý vị. Fidelis Care cung cấp miễn phí hỗ trợ ngôn ngữ, dịch vụ hỗ trợ và trợ giúp phụ trợ, tài liệu phông chữ lớn hơn, phiên dịch và các định dạng thay thế khác. Để được hỗ trợ, hãy gọi số **1-888-453-2534** (TTY: **711**), Thứ Hai đến Thứ Sáu từ 8 a.m. đến 6 p.m.

Si le français est votre langue principale, nous pouvons vous fournir une traduction. Fidelis Care propose une assistance linguistique gratuite, des aides et services auxiliaires, des polices de caractères plus grandes, une traduction orale et d'autres formats. Pour obtenir de l'aide, appelez le **1-888-453-2534** (TTY : **711**), du lundi au vendredi, de 8 h à 18 h.

اگر اردو آپ کی مادری زبان ہے، تو ہم آپ کے لیے ترجمہ کر سکتے ہیں۔ Fidelis Care مفت میں زبان کی معاونت، اضافی امداد اور خدمات، بڑے فونٹ کے مواد، زبانی ترجمہ، اور دیگر متبادل فارمیٹس فراہم کرتا ہے۔ مدد کے لیے **1-888-453-2534** (TTY: 711) پر کال کریں، پیر تا جمعہ، صبح 8 بجے سے شام 6 بجے تک۔

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