

August 1, 2011

**REMINDER NOTICE**  
**Please Read Carefully**

**Pharmacy Update: Diabetic Test Strips and Glucometers – Preferred Brands**

Dear HPSM Providers:

This is a reminder to the announcement letter dated July 1, 2011. Effective **July 1, 2011**, Health Plan of San Mateo (HPSM) will cover TRUEtrack diabetic test strips and glucometers as the preferred brand for all members in CareAdvantage, HPSM-Medi-Cal, Healthy Families, Healthy Kids and HealthWorx programs.

Effective **September 1, 2011**, Ascensia, Bayer, Lifescan and all other brands of glucometer and test strips will be **removed from all HPSM formularies**. All HPSM members will need to use TRUEtrack diabetic testing products as of **September 1, 2011**.

HPSM members who are currently on a non-preferred brand of test strips and glucometer can obtain a new prescription for the test strips and glucometer from their physician's office, and then just get them filled at local pharmacies. HPSM members who are currently using test strips have also received a letter notifying them of this change.

Please read the attachment for instructions on how to submit a claim for the **TRUEtrack** glucometer. Please also note there is a **NEW** toll free number for the Pharmacy Help Desk regarding glucometer processing information – **1-877-700-6308**. The previous number 800-510-4836 will be deactivated effective August 22, 2011.

If you have further questions about these preferred test strips and glucometers, don't hesitate to call HPSM Pharmacy Help Line at **650-616-2088**. We'll be happy to answer your questions. In addition, if you would like to refer your patient for diabetes health education services, please call our HPSM Health Educators at **650-616-2165**.

Thank you as always for your service and care for our HPSM members.

Sincerely,

Pharmacy Unit  
Health Plan of San Mateo

# IT'S TRUE. IT'S FREE.

## Provide Your Patients With Diabetes a FREE TRUEtrack® Meter.

- 1** When your patient brings in a prescription for a blood glucose meter or strips, introduce him/her to TRUEtrack® and review the advantages of the system.
- 2** Dispense the TRUEtrack® Meter at no cost or co-pay to the patient.
- 3** Transmit the claim to RxSolutions. You can use the same identification number for ALL of your claims (limit 1 per member).

**RXBIN #: 610494**

**PCN #: 3333**

**IDENTIFICATION #: HB224289455**

**GROUP CODE #: TRUEPORT22**

#### FREE METER PROCESSING INFORMATION:

- Please use a prescription on file, or call a member's physician to obtain a new prescription.
- Valid prescriber ID is required on the claim for reimbursement.
- Dispense one FREE TRUEtrack® Meter at no cost or co-pay to the member.
- One no-charge meter per member.
- **Once FREE meter is processed for reimbursement, you cannot submit for claim to any other third-party payor.**
- No substitution permitted.
- Program may be cancelled at any time without notice.
- Offer void where prohibited by law. Offer good while supplies last.
- Offer valid through 12/31/11.



**For assistance in filing this claim, please call the Pharmacy Help Desk at 1-877-700-6308.**

**TRUEtrack®**

**NIPRO  
DIAGNOSTICS™**