

# Compliance Alert

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May 12, 2006

***Compliance Alert, provided by Group Benefit Services, gives you the most up to date information regarding industry news as well as legislation and regulatory activities affecting your health plan.***

## **TOPIC: EMERGING THERAPEUTIC ISSUE FROM ESI**

Recently, LifeScan announced an expanded recall of certain OneTouch® SureStep® Blood Glucose meters due to a potential issue with the meter's display. LifeScan found that meters in these lots have a higher-than-expected incidence of display problems causing letters or numbers to appear incomplete or missing. If the meter's display is failing, there is a possibility that it will present a test result or a calibration code that could be misinterpreted or be unrecognizable.

OneTouch SureStep Meters with serial numbers **L3152Rxxxxxx** and **L5348Rxxxxxx** are impacted by this recall. Patients who have a meter with a recalled serial number, or need help determining if their meter is being recalled, can contact LifeScan's Customer Service directly at 1.866.679.9248 to receive a replacement meter.

### **Express Scripts response:**

- Claims for a SureStep meter may not show up in the adjudication system. Therefore, we have identified patients who have had a prescription filled for the test strips used in LifeScan's SureStep meter within the past 120 days. A communication summarizing the recall information will be sent to these patients.
- The above communication will only be distributed for those clients enrolled in the patient mailing portion of the Emerging Therapeutic Issues Program.
- All patients using Express Scripts Mail Service Pharmacies to fill their SureStep test strips will also be contacted, providing them with the latest information about the SureStep meter recall.

***If you have any questions regarding this information, please contact your Group Benefit Services Account Manager at 1.800.638.6085.***

***This communication is not intended to be legal advice and should not be construed as legal advice. If you have any legal questions or concerns about your plan, GBS recommends seeking counsel from an ERISA attorney.***

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