## Diabetic Test Strips Formulary Change

[Reminders](#_Toc206511756)

[Responses to Members](#_Toc206511757)

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**Description**: Provides information regarding the Diabetic supply formulary changes.

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| Reminders |

As of July 1, 2025, CVS Caremark will no longer cover One Touch test strips, lancets, diabetic testing meters, or any other One Touch diabetic supplies on select formularies (Caremark Standard/Choice formularies) the change will not affect custom formularies. Instead, CVS Caremark will cover the Accu-Chek brand.

 For information on Formulary Changes in Diabetic Supply Coverage Starting July 1, 2025, including client list refer to [Formulary Change in Diabetic Supply Coverage Starting July 1, 2025 (074825)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b6d9f3e2-1f09-48d9-82d9-f14b4fb9f55a).

**Additional key information regarding the change:**

* Targeted letters were mailed to impacted members regarding the change and it provides options on how to obtain a new meter and test strips. Providers have also been notified of the change.
* Impacted Members will need to complete both steps:
  1. Transition to a new no-cost Accu-Chek meter.
  2. Get the accompanying test strips (copays may apply).
* The letters included instructions to access [www.caremark.com/managingdiabetes](http://www.caremark.com/managingdiabetes) where members can request a no-cost meter and learn how to use it.
* Review the CIF to verify the client participates in the Diabetic Meter Program. Refer to [Compass - Diabetic Meter Program and Supplies including Disposable Insulin Pumps (065560)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fa8ebdc3-2feb-4026-af79-eb43072df10c), perform a test claim to ensure test strips are covered, and to provide education on applicable copays.  Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)

Because there are often multiple drugs available to treat the same condition, the PBM is committed to:

* Helping the Member get effective medications while keeping access to prescription drugs affordable.
* Keeping up with marketplace changes, including new medications and varying prices.
* Reviewing the Performance Drug List regularly by our pharmacy staff.

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| Responses to Members |

 Refer to as needed:

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| **Topic** | **Responses/Resolution** |
| Formulary Brand Change | (All bullet points are Talk Tracks)   * Formulary is another name for your prescription plan’s list of covered medications. If your medication is not on your plan’s formulary, you may have to pay the full cost. Your plan’s formulary includes medications used to treat most conditions. * We have been asked by <plan sponsor> to manage their drug benefit plan. * Preferred formulary lists are compiled by a panel of registered pharmacists and doctors working in coordination with their employer and us. * The goal is to provide maximum benefit to members using the preferred medications, which are the most beneficial medications within a therapeutic class. * Preferred medication lists are reviewed and updated frequently. * Our team is constantly monitoring the marketplace to provide the best clinical and cost value possible. * Your doctor should review and consider all other formulary options. |
| How to Order a new Meter | Visit[www.caremark.com/managingdiabetes](http://www.caremark.com/managingdiabetes) and submit a request online.   * **Members will request a meter of their choice and submit an online order form.** * **Once the order has been processed, the meter will be mailed to the member by the manufacturer with 7-14 business days.**   **or**  **Cold Transfer the caller to the Diabetic Meter Team (1-800-588-4456). Select Option 1.** |
| How to get a new prescription for Test Strips | * Members can request us to contact their doctor for a new prescription for test strips by submitting the form online at [www.caremark.com/managingdiabetes](http://www.caremark.com/managingdiabetes) * They can also make a request by speaking to the Diabetic Meter Team.   + Cold transfer the caller to the **Diabetic Meter Team** (1-800-588-4456).  Select Option 1. |
| Diabetic Meter Team Information | Cold Transfer the caller to the Diabetic Meter Team (1-800-588-4456). Select Option 1.  **Tip:** Refer to Diabetic Meter Team [Hours of Operation (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).  **Note:** If after hours, ask the member to visit [www.caremark.com/managingdiabetes](https://info.caremark.com/dig/managingdiabetes). |

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| Frequently Asked Questions and Answers |

 Use as needed:

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| **#** | **Question/Statement** | **Answer/Resolution** | | |
| **1** | Can I get another meter if I just got one? | Yes. We have several options for you to obtain a new meter. You may visit [www.caremark.com/managingdiabetes](http://www.caremark.com/managingdiabetes) and submit a request online, or I can transfer you to the Diabetic Meter Team.  **Note:** If the member is already using an Accu-Chek meter, they are able to get a new one every 365 days. | | |
| **2** | Why is the formulary changing? | Your <plan sponsor> asks that the PBM monitor all plan options that may have lower-cost options available. This helps save both you and your plan’s sponsor money throughout the year. The PBM is committed to helping you get the most effective medications at the best price and keeping access to prescription drugs affordable. | | |
| **3** | Why are my diabetic supplies no longer on the formulary? | There are often multiple drugs/brands/diabetic supplies available to treat the same condition either a generic drug, brand-name drug, or both. These options have shown to be effective and safe, and they may help you save money on your prescriptions. Our pharmacy staff has determined that your drug/diabetic supplies have these types of options available. | | |
| **4** | How do I know if Accu-Chek is the best brand for me? | The best thing to do is to talk to your doctor about the formulary options soon, and before your current brand is no longer on the formulary. We have multiple meters with the same or familiar features available for you to choose. All manufacturers are required to meet the same FDA guidelines for accuracy. | | |
| **5** | Do I have to change my Diabetic Meter? | No, you always have the choice of continuing with your current meter. If you choose to remain with your current meter, you may have to pay the full cost of the diabetic test strips and meter.  Effective 7/1/25, Accu-Chek meters are available through the program at no cost, testing supplies are subject to the applicable copay.    **CCR Action:** Confirm plan coverage of Accu-Chek Brand Test Strips via test claim.  Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)  **Next Steps for Member:** If a member is not using either Accu-Chek today and they want to change, they can fill out the order form on [www.caremark.com/managingdiabetes](https://info.caremark.com/dig/managingdiabetes) or transfer them to the Diabetic Meter team as outlined in [Responses to Members](#_Responses_to_Members) section. | | |
| **6** | Will my other diabetic related Rx’s still be covered? | Let us review your benefit plan to make sure there are no other specific coverage rules for your other supplies.  **CCR Action:** Confirm plan coverage via Test Claim.  Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) | | |
| **7** | What if my doctor wants me to continue using my current diabetic meter? | Your doctor always has the final decision on what diabetic meter is right for you. Remind your doctor that your benefit plan may no longer cover the diabetic test strips that are utilized with your meter. This may result in you paying the full price for the diabetic test strips should you continue to stay with your current meter.    **CCR Action:** Confirm plan coverage of Accu-Chek Brand Test Strips via test claim.  [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)  **Next Steps for Member:** If a member is not using either Accu-Chek today and they want to change, they can complete the order form on [www.caremark.com/managingdiabetes](https://info.caremark.com/dig/managingdiabetes) or transfer them to the Diabetic Meter team as outlined in [Responses to Members](#_Responses_to_Members) section. | | |
| **8** | I have a prior authorization to use a different test strip, why did I receive a letter about Accu-Chek? | The targeted mailing was sent to all members who were not using an Accu-Chek product, including those who may have a Prior Authorization on file for another product. | **CCR Action:** Check the account to verify if the member has a PA on file for a NON- Accu-Check Brand. | |
| **If the member…** | **Then…** |
| Has a valid PA on file for a NON- Accu-Check Brand. | Advise the member to disregard the communication, inform them the non Accu-Chek product will continue to be covered for the duration of the PA.  **CCR Action:** Utilize a test claim to confirm plan coverage of NON- Accu-Chek Brand Test Strips. [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) |
| Does not have a valid PA on file for a NON- Accu-Check Brand. | Advise the member of the formulary change and offer to transfer them to the Diabetic Meter team as outlined in [Responses to Members section](#_Responses_to_Members). |
| **9** | How long will it take to get a new meter from the Diabetic Meter Team? | The meter is mailed from the manufacturer within 14 business days of their request.   * If the meter is ordered under alerts, the type will be noted with the turn-around time. * If the member has any other questions, contact the diabetic meter team.   Let me connect you to our Diabetic Meter Program Team and they can provide you with that information. | | |
| **10** | What if I need help learning how to use my new meter and test strips? | Please refer to [www.Caremark.com/managingdiabetes](http://www.Caremark.com/managingdiabetes), for informational materials that can be used to select a new meter and learn how to use it. | | |
| **11** | Will I have a copay for my new supplies? | I would be happy to look into that for you.  Effective 7/1/25, Accu-Chek meters are available through the program at no cost, testing supplies are subject to the applicable copay.  **CCR Action:** Run a test claim and provide the results. [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) | | |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Formulary Change in Diabetic Supply Coverage Starting July 1, 2025 (074825)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b6d9f3e2-1f09-48d9-82d9-f14b4fb9f55a)

[Diabetic Programs & Supplies Index (049788)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91eac667-77eb-4131-8351-979ec7e1ae2e)

[Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)

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