# Formulary Change in Diabetic Supply Coverage Starting July 1, 2025

[Impacted Members](#_Toc205999420)

[Key Changes](#_Toc205999421)

[Communication to Members](#_Toc205999422)

[Action for Members](#_Toc205999423)

[Action for Care Agents](#_Toc205999424)

[Related Documents](#_Toc205999425)

**Description:** 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) but the change will not affect custom formularies. Instead, CVS Caremark will cover the Accu-Chek brand. This job aid provides essential information for customer care agents to assist members effectively during this transition.

|  |
| --- |
| Impacted Members |

 The Formulary Change took place on 07/01, rely on your tools to determine coverage for members:

1. Review the CIF.
2. Run a test claim before providing coverage details to ensure accurate information is communicated to members regarding formulary changes. Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe), as needed.

Refer to and utilize [Compass - Viewing Communications (056371)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0238ae3-ea9b-4da2-b9c9-90c8d4ad62a8) to review member letters and educate accordingly.

**Aetna Commercial Members only:** To verify if this formulary change applies, **Aetna CCRs** must verify the member's formulary in GPS and then proceed to Aetna.com and locate the Drug guide changes for July 1 (PDF) on that formulary's page. Refer to [Aetna - GPS - Identifying Which Formulary Guide to Use for Commercial Members (068696)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=75c5286e-dbf7-4d23-9888-905d455765f3) and [Aetna - Medication Search Tool and Finding a Formulary (076129)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fdd78993-fbca-42e9-b51b-a464c3c7e2cf) for additional changes as needed.

[Top of the Document](#_top)

|  |
| --- |
| Key Changes |

This is a “**significant”** formulary change for our members currently using One Touch products. Agents must be well-informed to provide accurate and timely assistance. Ensure that all member inquiries are handled with care and clarity.

**As of July 1, 2025, One Touch be removed from select formularies:**

* One Touch test strips
* One Touch lancets
* One Touch diabetic testing meters
* Other One Touch diabetic supplies

**Starting July 1, 2025, Accu-Chek and True Metrix will be the “preferred” formulary Diabetic Supplies:**

* Accu-Chek and True Metrix brand test strips and supplies will be covered under the formulary. However, only the Accu-Chek meters will be provided at no cost through the Diabetic Meter Program.

[Top of the Document](#_top)

|  |
| --- |
| Communication to Members |

* **Notification Letters:** Letters informing impacted members about the formulary change will be sent starting Thursday, May 1, 2025.
* **Letter Access:** Letters will be loaded into Compass for reference. Refer to [Compass - Viewing Communications (056371)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0238ae3-ea9b-4da2-b9c9-90c8d4ad62a8) for steps on viewing communications.

[Top of the Document](#_top)

|  |
| --- |
| Action for Members |

* **Current Diabetic Supplies:** Members should continue filling One Touch until July 1, 2025.
* **Order a free new meter:** Members can visit Caremark.com/ManagingDiabetes or be transferred to the Diabetic Meter Team at 1-877-418-4746, option 1 (Provide this contact information if the member prefers to call at a later time or it is outside the Diabetic Meter team’s business hours.)
* Refer to [Diabetic Test Strips Formulary Change (015975)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db096a28-c388-49f4-b535-76884ba26d91) for more information.
* The diabetic meter team will process a request for an **Accu-Chek Guide** or **Accu-Chek Guide Me** meter, along with submitting a request to the prescriber for Test Strips and supplies. Both meters use the Accu-Chek Guide Test Strips.
* The Diabetic Meter Teams Hours of Operation are Monday thru Friday, 8 am to 6 pm CT. **\*\* No Weekend Hours\*\***
* If the member opts for the True Metrix brand, they are not compatible with Accu-Chek meters. The Diabetic Meter Team is only able to request a free meter for Accu-Chek. Members would have to purchase a True Metrix Diabetic Meter and applicable plan coverage, and cost share would apply.
* True Metrix test strips will not be covered at retail CVS pharmacies. True Metrix store branded products are available and will be covered at many other retail pharmacies and grocery store pharmacies, including but not limited to Albertsons, Costco, H-E-B, Kroger, Rite Aid, Walgreens and Walmart.
* **New Prescription:** Members will need to talk to their prescriber about changing to the covered Diabetic Testing Supplies to Accu-Chek.

[Top of the Document](#_top)

|  |
| --- |
| Action for Care Agents |

* Agents should ask the member if they received any communication about the changes.
* Check the system for any letters sent regarding these formulary changes. Refer to [Compass - Viewing Communications (056371)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0238ae3-ea9b-4da2-b9c9-90c8d4ad62a8).
* Check the CIF for relevant information regarding custom formularies.

**Inform Members:** Be prepared to inform members about the change in coverage of One Touch supplies and the new coverage for Accu-Chek.

**Encourage Doctor Consultation:** Advise members to talk to their doctors about switching to covered test strips as soon as possible, noting that the formulary change will not go into effect until 7/1/2025.

**Provide Ordering Information:** Share the ordering options for new meters and test strips.

**Emphasize Cost Savings:** Highlight the importance of making the change to avoid paying full costs for non-covered supplies. Review the CIF to determine if the client participates in diabetic bundling kits, this could help reduce the cost for the members for diabetic medication and supplies.

**Direct to Resources:** Guide members to Caremark.com for more information on covered products and FAQs.

**Standard talking points in addressing member concerns regarding formulary changes:**

* **Access to Medications:** We are unable to provide specific reasons why certain medications are not covered or why coverage may have recently changed. CVS Caremark works diligently to ensure access to medications that are both clinically appropriate and cost-effective for our members and clients.
* **Clinical Expertise:** We have a panel of independent clinical experts, including physicians and pharmacists, who assist us in determining which drugs to cover. This ensures that the options we provide are clinically appropriate and cost-effective for patients.
* **Market Monitoring:** Our team is constantly monitoring the marketplace to deliver the best clinical and cost value possible. We encourage your doctor to review and consider all other formulary options available.
* **Choice and Final Decision:** You have the choice to continue with your current medication, and your doctor always has the final say on what medication is best for your condition. However, if you decide to continue taking your current medication, please be aware that you should expect to pay the full cost. Refer to [Member Cannot Afford Medication (Alternatives and Financial Assistance) (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c) or [Aetna Compass - Member Cannot Afford Medication (Alternatives and Financial Assistance) (064676)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a77ff19c-ab58-4967-be5e-0a7dd12fd0bc).

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Compass - Standard Formulary Changes (065563)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea2c64c-d61c-4cd5-a2ab-444fcde92964)

[Aetna - Commercial Changes to Drug Lists / Formulary Updates FAQs (010891)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=12a95cea-1a70-41c8-83bf-b424b7578ab8)

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**