

Memo Name: Abbott Formula Recall – Updated with Returning Opened Cans of Recalled Formula
Memo Type: Procedure Change
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Procedure Reference:

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Included in this document:

- I. [Steps to help participants determine what to do with recalled formula](#)
- II. [Procedure for issuing new benefits from the WIC office during the 2/2022 formula recall](#)
- III. [Options outside of WIC](#)

Steps to help participants determine what to do with recalled formula

Step 1: Make sure that the cans they have are meeting the requirements of the recalled product.

- Do Not Use: Similac, Alimentum, or Elecare powdered infant formulas if the following is included in the product's lot number:
 - The first two digits of the code are 22 through 37; and
 - The code on the container contains K8, SH or Z2; and
 - The expiration date is 4-1-2022 (APR 2022) or later.
- Abbott has also developed a web-based tool to determine if the consumer's product was included in this recall. Consumers can click on this [guide](#) to check their product's lot number, located at the bottom of their product.

Step 2: Ask the participant: How many cans do you have that are affected by the recall?

- Advise the participant to use the cans that were not affected by the recall first.
- Make sure the participant does not use any of the affected cans.

Step 3: Advise the participant to exchange any affected cans at the store *

- Advise the participant to contact the store before going there in case they do not have the product on hand.
- If the store has unaffected product on the shelf then the participant can return the formula and exchange it for the exact same brand, type, and size of formula.
- The NE WIC program has been granted a waiver by USDA to allow the following: The store does not need to determine whether a product was purchased with WIC benefits as a part of

the exchange process. The store may be able to exchange the participant's recalled formula for a similar formula of the participant's choosing that is a comparable amount. The store will follow their exchange policy for all customers including WIC participants. They may offer the participant a formula:

- That is the same brand
- That is a different brand
- That is a different formula type (including powdered to concentrate or powdered to ready-to-feed).
- WIC Staff may know which local stores have formula available and can share this information with the participant. Remember to contact the local agency Vendor Manager for this information.
- WIC staff may also help the WIC participant to determine an alternative comparable formula to exchange their recalled formula for at the store. (see table below for more information)

Recalled Formula	Appropriate Replacement
Similac Sensitive	<ul style="list-style-type: none"> ● Similac Sensitive Ready to Feed liquid or concentrate liquid ● Enfamil Gentlease ● Gerber Good Start Soothe ● Earth's Best Sensitive
Similac Advance	<ul style="list-style-type: none"> ● Enfamil Newborn, Infant or Reguline ● Gerber Good Start Gentle ● Earth's Best Gentle formula ● Perrigo/Store Brand (Walmart, Target, Kroger, Walgreens, CVS, Meijer, HEB, Topco, and Amazon)
Similac Spit Up	<ul style="list-style-type: none"> ● Similac for Spit Up Ready to Feed liquid ● Enfamil AR
Similac Total Comfort	<ul style="list-style-type: none"> ● Similac Total Comfort Ready to Feed liquid ● Gerber Good Start Gentle
Elecare Infant	<p>Contact your child's doctor.</p> <p>Similar products may include:</p> <ul style="list-style-type: none"> ● Neocate infant ● Nestle Alfamino infant
Elecare Jr (all flavors and unflavored)	<p>Contact your child's doctor.</p> <p>Similar products may include:</p> <ul style="list-style-type: none"> ● Neocate Jr ● Neocate Splash ● Nestle Alfamino Jr
Similac Alimentum powder	<p>Contact your child's doctor.</p> <p>Similar products may include:</p>

- | | |
|--|--|
| | <ul style="list-style-type: none">• Similac Alimentum Ready to Feed liquid• Mead Johnson Nutramigen |
|--|--|

- **Step 4:** If the participant is not able to exchange the formula at the store, advise the participant that they could return the product directly to Abbott. WIC participants have the same rights as all other consumers under this recall and may follow directions from Abbott, provided via www.similacrecall.com or 1-800-986-8540 for returning recalled product.
- **Step 5**:** The participant may choose to return recalled formula to the WIC office

***As a part of the recall exchange process, WIC participants are not required to identify that they purchased the formula using WIC benefits. WIC authorized vendors must treat all customers the same with regard to the recall exchange process and possible substitutes. Vendors are allowed to charge or refund WIC participants the price difference during the exchanges for recalled formulas if the store policy for recalled exchanges applies to all customers.**

**** Participants either have to exchange the product at the store, return the product to Abbott or bring it to the WIC clinic. They are not able to report the number of recalled cans and gain replacement formula from WIC.**

For local agencies with large service areas that would require participants to travel a long distance to return the formula to a WIC clinic local agencies should consider allowing these participants to return the formula to a nearer agency office instead of the WIC clinic. For example, a local outreach or headstart office. The receiving office would need to record who the participant is, name of formula and number of cans returned.

Returning partial cans of formula to WIC office or store:

Partial opened cans of recalled formula may be returned to WIC offices and replaced on a one to one basis. Ie. One can for each can returned, regardless of the amount of formula remaining in the returned can. Formula returned for all other reasons than the current Abbott recall must be unopened when returned to the WIC clinic.

Participants may return formula to the store for replacement according to store policy.

Procedure for issuing new benefits from the WIC office during the 2/2022 formula recall:

The participant may choose to return recalled formula to their WIC office. They may also call the WIC office to have their benefits changed if there is no unaffected product at the store in the brand, type, and size of formula on their eWIC card.

Accepting returned formula

1. Confirm that the formula that is being returned is a part of the recall (see Step 1 above).
2. Enter the returned formula into Journey.
3. See "Issing contract formula while the USDA Waivers are in place" below for options of new food packages that could be issued to participants.
4. The replaced formula will not be prorated. If the participant brings back more cans than proration allows WIC to issue, please contact the help desk for an ABC.

5. Label the recalled formula and put in the designated area for recalled formula at your local agency. Abbott will inform us what to do with the recalled formula. **Returned infant formula involved in the recall must not be re-distributed to WIC participants or donated to food banks or food pantries.**

Issuing contract formula while the USDA Waivers are in place

- **First Option:** Issue one of the other powdered contract products. Keep in mind what is available in your area, formulas that are not affected by the recall, and the participant's needs.
- **Second Option:** The NE WIC program has been granted a waiver by USDA to allow the following: Some noncontract brand infant formulas will be able to be issued to healthy infant participants without medical documentation. Once these noncontract infant formulas are determined and entered into Journey, this memo will be updated with information on how to do that.
- **Third Option:** Issue Ready to Feed or concentrate formulas. Let the state office know when you begin using this option.
 - a. <https://dhhs.ne.gov/WIC%20Documents/Nebraska%20WIC%20Infant%20Formula%20Conversion%20Guide.pdf>

Issuing specialty formula

Some NE WIC specialty formulas were affected by this recall. These include: Similac Alimentum powder, Elecare infant, and Elecare Jr (all flavors and unflavored). If there is a need to issue a different formula to a NE WIC participant, a PAF from the participant's medical provider will still be required. This is required by USDA. (Due to the nature of the health conditions of participants who are issued supplemental foods that require medical documentation, close medical supervision is essential to determine the assessed nutritional needs for each participant's dietary management. The responsibility remains with the participant's health care provider for this medical oversight and instruction. This responsibility cannot be assumed by WIC staff.)

Alimentum

- If the store is not able to exchange the Alimentum:
 - a. Change the food package to Ready to feed
 - b. If they are not able to find Ready to Feed, then a new PAF* will be needed.
 - c. Comparable formulas could include: Nutramigen

EleCare

- If the store is not able to exchange the Elecare, the participant will need a new formula and will need a new PAF*.
- Comparable formulas could include: Neocate and Alfamino

Elecare Junior

- If the store is not able to exchange the Elecare, the participant will need a new formula and will need a new PAF*.
- Comparable formulas could include: Neocate Jr, Neocate Splash, and Nestle Alfamino Jr

* The PAF information may be taken from the medical provider over the phone and documented in the client notes in Journey. Information documented should include: name and credentials of provider, date, notation that formula was changed due to recall of formula, WIC staff person who took the information from the provider.

Options outside of WIC:

If for some reason the participant is in a situation where they need formula right away and none of the above options are working, WIC staff can be aware of some of the following options:

1. The participant can purchase other brands of comparable formula (like Enfamil products) with their own money, SNAP EBT card or ADC money.
2. If the participant does not have formula and there is no availability at the stores and they have no money or SNAP benefits other options could include:
 - Call their doctor's office and ask if they have samples
 - Check with local food banks or pantry's
 - Call local hospital to ask if they have samples
 - Refer them to other resources who may have formula available
 - Emphasize to moms **DO NOT MAKE YOUR OWN FORMULA**