

Infant Formula Frequently Asked Questions

- 1. What if I have used a recalled formula and child shows signs of illness, such as fever, poor feeding, crying, or very low energy?** Call your child's health care provider and seek medical care right away.
- 2. How do I know if my infant formula is recalled?** Please check Abbott website here www.similacrecall.com and select *Check Lot Number* to enter Lot Number.
- 3. What if I have recalled infant formula?** Do not use recalled infant formula. Return any recalled Similac infant formula to the store where it was bought for an exchange, substitute product, store credit, or a cash refund.
- 4. Are WIC authorized stores allowed to exchange or refund my purchase of recalled infant formula?** Yes, all WIC authorized stores received notification from TN WIC on 2/22/2022 to allow all WIC customers the option to exchange the recalled infant formula and/or receive a substitute infant formula, store credit, or a cash refund. Based on infant formula availability, the store may have limited options.
- 5. What if the store does not have an infant formula alternative to Alimentum or Elecare infant formula?** Please ask your local Health Care Provider for a new *Request for WIC Therapeutic Products and Supplemental Foods* form and return it completed to your local WIC clinic. Then contact your local WIC clinic to make sure they received the completed *Request for WIC Therapeutic Products and Supplemental Foods* form, and they will work with you to reissue a substitute.
- 6. How long will TN WIC issue a substitute brand of Similac products?** TN WIC will continue providing substitutes for these products with a first use date no later than August 31, 2022.
- 7. What is the TN Department of Health's role with the imported infant formula?** The federal government is overseeing the infant formula shipments and the state does not have information on when or where these shipments will be sent. The Tennessee WIC office is currently preparing for the potential arrival in stores by



working with the federal government to assure the imported products are available to WIC clients.

8. What is the best way to know when the imported formulas are available for TN WIC participants?

Information about the TN WIC program and formula updates can be found at <https://www.tn.gov/health/health-program-areas/fhw/wic.html>.