Frequently Asked Questions - Abbott Formula Recall

1. Where can I find more information about the recall?

   The following resources provide detailed information regarding the Abbott formula recall:
   - **U.S. Food and Drug Administration** - FDA Investigation of Cronobacter and Salmonella Complaints: Powdered Infant Formula (February 2022)
   - Abbott Recall Notice **and** Abbott Frequently Asked Questions

2. How do I know if a product was affected by the recall?

   The following Georgia WIC approved formulas have been affected by the recall:
   - **EleCare for Infant DHA/ARA**
   - **EleCare Jr. (all flavors)**
   - **Similac Alimentum powder**

   Georgia WIC participants may verify if a product is affected by the recall at www.similacrecall.com using the Check Lot Number Product Recall Lookup webpage.

3. Is it safe to use Similac®, Alimentum®, and EleCare® products not affected by the recall?

   If the participant's product is not affected by the recall, it is considered safe to use.

4. What is the Local Agency's responsibility in notifying participants about the recall?

   Local agencies should use available resources and front-end system capabilities to notify participants with vouchers or state orders for powder Alimentum® and EleCare® formulas that their formula may have been recalled.

5. What guidance should be provided to participants who have redeemed vouchers for formula included in the recall?

   Instruct participants not to use the formula if it is affected by the recall.

   WIC Participants can be advised to return their recalled items for remedy at the WIC Authorized Retailer where they redeemed their benefits. 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.

   WIC participants with recalled formula may also return their redeemed formula or vouchers, for the most recent month of issuance, to the WIC clinic to complete a food package change. Clinics should refer participants with recalled formula in excess of the monthly maximum allowance to www.similacrecall.com for instructions on how to return their recalled formula.

   New medical documentation is required prior to the issuance of an alternative special formula. Refer the participant to their pediatrician or healthcare provider if they need to discuss safe, alternative feeding options and to receive updated medical documentation.

   Participants should report any symptoms related to the ingestion of the recalled formula to their medical provider. They may also report complaints of an adverse event to the U.S. Food and Drug Administration FDA at https://www.accessdata.fda.gov/scripts/medwatch/index.cfm.

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