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California Department of Public Health



GAVIN NEWSOM
 Governor

February 22, 2022

VENDOR ALERT 2022 – 02

TO: ALL WIC VENDORS

SUBJECT: GUIDANCE TO VENDORS FOR INFANT FORMULA EXCHANGES DUE TO THE RECENT INFANT FORMULA RECALL

Purpose The California Department of Public Health, Women, Infants and Children Division (CDPH/WIC) is notifying all WIC authorized vendors that effective immediately, WIC participants should be treated the same as all other customers under store policies with respect to this infant formula recall. This may result in WIC participants receiving the same product, a substitute product, store credit, or a cash refund. CDPH/WIC will not be requiring vendors to track what product is issued/provided to WIC shoppers or whether returned formula was related to a WIC transaction.

Background On February 13, 2022, Abbott announced that it is voluntarily recalling infant formula produced at its Sturgis, Michigan facility. This recall affected some formulas issued and redeemed by participants in California. For additional information please visit Abbott’s Recall Information Site: www.similacreCALL.com.

Action for Vendors Effective immediately, CDPH/WIC is explicitly allowing vendors to exchange a recalled product for the same brand product in a different physical form or unit size or a different brand product. This will allow WIC participants to be treated like all other customers during the 2022 Abbott recall of certain infant formulas. This flexibility is available through the earlier of either September 30, 2022, the end of the major disaster declaration, or at the discretion of CDPH/WIC.

Questions For additional questions you may also contact your WIC Vendor Consultant or call toll-free (855) WIC-STOR or (855) 942-7867, or contact the WIC Vendor Management Branch by email at WICVENDORINFO@cdph.ca.gov.

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