



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

May 17, 2022

Dear Colleagues:

The Maryland Department of Health (MDH) has been working with partners to monitor the ongoing shortages of infant formula and to provide information and resources to families. This letter includes important information and resources for Maryland clinicians, who are working to support concerned families. This letter complements previous communications ([March 8, 2022](#) and [February 23, 2022](#)) from the Maryland Woman, Infants, and Children (WIC) program. Please see below for information that may help your patients:

- Women, Infants, and Children (WIC) participants who are struggling to find infant formula may contact their [local WIC offices](#) for assistance. The Maryland WIC program has a waiver that allows participants to purchase substitute formulas that were not previously covered by WIC. WIC participants may have food benefits adjusted without a visit to the WIC office. To help patients identify WIC-covered formulas that are interchangeable with other formulas, please see *Appendix A: Maryland WIC Formula Substitutes, attached*.
- For families who are not WIC participants, **please see if they are eligible for WIC** by calling 1-800-242-4942 or calling the local WIC Office. Referrals can be sent to WIC using the CRISP referral tool. CRISP clinical users can login to the CRISP web portal and search for his/her patient. Once the patient is identified, select the "Referrals" tab, and find "Maryland WIC" listed as an organization under the Referral Program section. For more information you can reference the [Referral Tool Starter Guide](#), or contact [kerron.richards@crisphealth.org](mailto:kerron.richards@crisphealth.org).
- If your practice is in contact with a local formula manufacturer representative, please inquire about the availability of free samples.
- Healthcare providers who provide care for children in critical need of a particular **specialty formula** should contact the manufacturer directly to request the product. Please see *List A* for a list of manufacturers' hotlines that may serve as a resource for your practice.
- Continue to support individuals who are breastfeeding and encourage those who are pregnant to consider breastfeeding upon delivery.

Thank you for your efforts to improve the health of Maryland families.

Sincerely,



Jinlene Chan, MD, MPH, FAAP  
Deputy Secretary for Public Health Services

**List A. Manufacturers' Hotlines**

<b>Manufacturer</b>	<b>Hotline Information</b>
<b>Gerber</b> <i>Gerber Good Start</i>	<a href="#"><u>MyGerber Baby Expert</u></a>
<b>Abbott</b> <i>Similac</i> <i>Similac Elecare</i> <i>Alimentum</i>	<b>Abbott's Consumer Hotline:</b> 1-800-986-8540 <b>Abbott's urgent <a href="#"><u>product request line</u></a>:</b> Providers can submit an urgent product request by <a href="#"><u>downloading and completing the form - PDF</u></a>
<b>Reckitt/Mead Johnson</b> <i>Enfamil</i> <i>Nutramigen</i> <i>Pregestimil</i>	<b>Reckitt's Customer Service line:</b> 1-800 BABY-123 (222-9123)

**Additional Resources:**

- [MDH Resources](#)
- [MDH press release, date issued 5/16/2022](#)
- [Maryland WIC Program](#)
- [Maryland WIC Breastfeeding Resources](#)
- [Maryland Breastfeeding Coalition](#)
- [Health and Human Services Fact Sheet](#)
- [American Academy of Pediatrics HealthyChildren.Org Information](#)
- [FDA Infant Safety Dos & Don'ts](#)
- The National Women's Hotline at 1-800-994-9662, Monday-Friday between 9am-6 pm ET is available for questions on breastfeeding. More information can be found at the [National Office on Women's Health](#).
- [National WIC through the United States Department of Agriculture](#)