

Resources for Parents During the Infant Formula Shortage

If you are unable to find infant formula, the following resources help your family to locate and obtain infant formula. Additionally, the Kentucky Department for Public Health will distribute updates and additional resources on social media as they become available. Follow us on Facebook and Twitter for more information.



@KyHealthAlerts



@kypublichealth

Connect with Community Resources

Contact your local Community Action Council

Kentucky's Community Action Councils partner through the Community Action Partnership of Kentucky. Your neighborhood CAA may be able to provide you with formula or connect you with local agencies that have formula in stock.

<https://www.capky.org> | 502-875-5863

Facebook: Community Action Kentucky @ComActionKY

Call 211

United Way's 2-1-1 connects you to a community resource specialist affiliated with United Way who may be able to help you find food pantries and other charitable sources of local infant formula and baby food.

Manufacturer Hotlines

We understand many products are currently sold out at stores and online. These manufacturers are working overtime to meet demand and service representatives will be able to assist identifying products as they are restocked.

Nestle/Gerber

[MyGerber Baby Expert](#): Reach a certified nutrition or lactation consultant by phone, text, Facebook Messenger, web chat, or video call, who can help you identify a similar formula that may be more readily available. Common formula includes Good Start or Nan.

Abbott/Similac Special and Metabolic Formulas

[Abbott's urgent product request line](#): Ask your OB/GYN or your infant's pediatrician to submit an urgent product request by [downloading and completing the form - PDF](#). For routine formulas, call Similac Customer Service at 1-800-515-7677 (M-F, 8:30AM-5PM, EST). Common formula includes Similac and EleCare/EleCare Junior.

Mead-Johnson/Reckitt's/Enfamil

Mead-Johnson/Reckitt's Customer Service line: Call 1-800-222-9123 (BABY-123). Common formula includes Enfamil and Nutramigen.

*You may experience high wait times, but they may be able to assist identifying products as they are restocked.



For WIC-Eligible Families

[Contact your local WIC office](#) for WIC Food Package Changes or to identify additional sources of infant formula nearby. WIC has temporarily expanded options with new can sized, additional brand options and store brand choices to help WIC families during this shortage.



Guidance for Parents and Caretakers

- Call your OBGYN or pediatrician to see if they have in-office samples or can suggest a similar formula that may be more readily available in stores and is nutritionally similar to your infant's typical formula.
- Do not water down formula, try to make formula at home, or use toddler formula to feed infants.
- Find more guidance from the [American Academy of Pediatrics](#).
- More information is available at the Health and Human Services website at [Find Formula During the Infant Formula Shortage | HHS.gov](#).

chfs.gov/agencies/DPH

WIC Helps | Resources



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