



MEMORANDUM

TO: Valued CHIP, STAR & STAR+PLUS Providers

FROM: El Paso Health

DATE: 10/08/2024

RE: Enfamil Gentlease, Enfamil A.R and Enfamil Reguline Possible Shortages

HHSC has been informed by Mead Johnson, maker of Enfamil products, that Enfamil Gentlease, Enfamil A.R and Enfamil Reguline may have limited availability in some retail stores due to severe damage to its distribution center in Mt. Vernon, Indiana due to a tornado on July 9th, 2024. Mead Johnson has indicated the potential for continued impacts to retail availability of Enfamil Gentlease, Enfamil Reguline, and Enfamil A.R.

Recommendations:

To ensure WIC clients continue to have access to infant formula, Texas WIC will be temporarily authorizing the redemption of additional Enfamil products, including different types, larger can sizes, and the ready-to-feed form of certain formulas through October 31, 2024.

In addition, Texas WIC has made available comparable alternative brand formulas when **Enfamil Gentlease** is not available at the store through October 31, 2024.

WIC clients who are issued **Enfamil Gentlease** 12.4 oz and unable to find it may:

1. Return to the clinic to have their benefits updated to a larger size product comparable to **Enfamil Gentlease**. Options include both Enfamil and alternative brand products.
2. Select one of the available comparable alternative brand formulas at the store, without needing to return to the clinic.

WIC clients who are unable to find **Enfamil A.R. or Enfamil Reguline** in the standard WIC can sizes may return to the WIC clinic to have their benefits updated to the larger sizes of these formulas. WIC clients can also choose to try a different [contract](#) formula or may seek provider guidance to discuss therapeutic formula options.

Resources:

- [Information for WIC clients and an updated list of available formulas](#)
- Information for health care partners about Texas [WIC formulas](#)
- [Texas WIC Medical Request for Therapeutic Formula Form](#)
- [Help your patients adjust to a new formula](#)



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

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If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com.