



Frequently Asked Questions and Answers Regarding the WIC Formula Change

Effective Date: January 29, 2019

Breastmilk is the best nutrition for babies. Breastfeeding is recommended for at least 12 months or as long as desired by both baby and mom.

1. Why is WIC changing brands of soy-based contract infant formula?

- WIC is required to give the infant formula with the best **contract** price. The more WIC saves on formula costs, the more participants WIC can serve.

2. I'm on another formula that WIC provides, not Gerber Good Start Soy. Will I have to change to something else?

- Infants currently on formulas other than Gerber Good Start Soy will not be affected by this change.

3. My baby is doing so well on Gerber Good Start Soy. Do I have to change formulas?

- Yes, you will have to change formulas. WIC will help you meet the needs of your baby. We believe your baby will continue to do well on Similac Soy Isomil and this formula will meet your baby's needs.
- Gerber Good Start Soy and Similac Soy Isomil are very similar, so most babies will do well on either brand.
- WIC can also help you transition your infant to the new formula.

4. What formula will my baby be getting from WIC?

- WIC will offer Similac Soy Isomil in place of Gerber Good Start Soy.

5. Will WIC still offer Gerber Good Start Soy with the contract change?

- Gerber Good Start Soy will no longer be our standard formula and will require a completed [Formula and Food Request Form](#), indicating a serious medical need, such as recent surgery or a severe medical condition like a heart problem.

6. When I change my baby's formula, what should I expect?

- When changing formulas, it is normal that your baby may experience a little fussiness or spitting up.
- When changing to a different formula, your baby **may have** some minor symptoms such as:
 - Increased burping, spitting up, or gas
 - Change in stool color
 - Change in stool firmness, such as loose or hard
 - Reaction to a new taste
- All four of these minor symptoms stated above are normal and temporary.
- Increased burping and gas may last a few days. A slight change in stool color is not a problem. This change may also happen when you add solid foods to your baby's diet.
- Most babies will adjust to the new taste easily.
- We can provide you with information on how to transition formulas. See our [Formula Change Handout](#) for more information.

7. Why does my baby's stool look different?

- Slight changes in the color and texture are normal and depend on the type of formula and what solid foods your baby eats.
- If your baby has frequent watery stools that burn his/her skin, contact your baby's health care provider for advice.
- If your baby gets hard stools, check the instructions on the formula packaging to make sure you are properly mixing the formula.
- You do not need to give your baby extra water. It is best to ask your baby's health care provider about appropriate times to give your infant additional water.

8. Are formula brands very different?

- All infant formulas must meet the same nutrient content standards based on government regulations.
- Most babies take Similac Soy Isomil without any problems.

9. Will my baby get the same amount of formula?

- Yes, the amount of formula provided will remain the same based on your baby's age. Formula amounts change slightly, depending on can size and the age of your baby due to growth spurts and developmental needs. For example, at 6 months, your baby will begin to receive baby food in addition to formula, and the amount of formula will decrease slightly since they will be starting solid foods.

10. What if my baby doesn't do well on the new contract formula?

- If your baby doesn't do well on Similac Soy Isomil, we will work with you and your baby's health care provider to find the formula that is best for your baby.
- Sometimes, trying the liquid form of the formula may help, and WIC can provide that option for your baby.
- If you think your baby has a medical condition, please contact your baby's health care provider to determine the issue and decide on an appropriate formula. WIC will need a completed [Formula and Food Request Form](#) from the baby's health care provider for special formulas that require a medical diagnosis for issuance.

11. I tried Similac Soy Isomil and my baby got a rash.

- If you have concerns about your baby's rash, contact your baby's health care provider.

12. My baby did not tolerate Similac Soy Isomil at 1 month of age. Will my baby have problems now?

- Most health care providers expect your baby to mature and grow out of any formula problems he/she may have had as a young baby (1-3 months).
- Your baby is continuing to develop and will be able to tolerate new formulas and new foods as he/she gets older.
- At 6 months of age, many babies have tried and tolerated some solid foods. They can tolerate formulas and the solid foods better at this age because of their maturing stomach.
- As a general rule, if your baby is tolerating solid foods, he/she will most likely tolerate a new formula.

13. I have tried Similac Soy Isomil, but my baby keeps throwing up. I'm scared that he/she might not get enough food to grow. Is this a serious problem?

- Although a little spit-up is normal when changing formulas, throwing up could mean your baby is having trouble with the formula. Please contact your baby's health care provider to discuss formula options and rule out any medical conditions.
- Your WIC clinic can work with you to provide an alternative to the formula which may work for your baby.

14. My baby is on Gerber Good Start Soy and will be 11 months old in January or February. Will my baby need to change formulas?

- Most babies do well on both Gerber Good Start Soy and Similac Soy Isomil.
- If you would like to keep your baby on Gerber Good Start Soy for the additional month until their first birthday, WIC will provide that option for your baby.

15. What happens when my baby turns 1 year old?

- When your baby turns 1, WIC provides whole milk, fruits and vegetables, dry legumes, peanut butter, eggs, whole grains, cereal, and juice.
- Milk alternatives, such as cheese, yogurt, tofu, and soy milk are also available to meet your baby's needs.

16. I've seen other sizes of the Similac Soy Isomil in the store. Is it possible to get my formula in another size?

- WIC has strict standards and are only contracted to offer certain sizes. Only the size listed on your benefits are allowed for purchase. Attempting to purchase a size other than what is listed on your benefits will result in a rejected transaction at the cash register.
- If you are interested in receiving a different form of Similac Soy Isomil (powder, concentrate, or ready-to-feed) please contact [your WIC clinic](#) to discuss how we can help you.

17. If I want to file a complaint about this change, who do I contact?

- Complaints can be filed online by visiting <https://complainttracking.azbnp.gov/>, calling (866) 229-6561, or emailing azwiccomplaints@azdhs.gov.