

Dear Employee,

To help support UnitedHealthcare members during the current nationwide infant formula shortage, Sales and Account/Client Management are encouraged to communicate to their customers that concerned members should contact the customer service phone number on their insurance card and ask to speak with a maternity nurse or advocate.

Designated maternity nurses and advocates will offer telephonic advice and provide approved websites and resources for more information. Two of the websites include:

- **UnitedHealthcare Healthier Lives website:** The [UnitedHealthcare Healthier Lives website](#) includes community resources on where to find support with food, diapers and other essential supplies. Simply type in what you're looking for and your ZIP code.
- **AAP Healthy Children website:** The [American Academy of Pediatrics \(AAP\) Healthy Children website](#) offers an infant formula shortage Q-and-A, as well as direct links to other helpful resources.

Have a great day!

God Bless,

Stephanie Weider
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