



September 6, 2023

Dear Valued Customer,

At Nestlé Health Science, we understand the impact ongoing supply chain issues have on your patients, employees and business. We will continue to take action to alleviate the challenges brought on by the fluctuating supply of other enteral nutrition manufacturers.

As always, we strive to provide transparency regarding our own inventory status. The unanticipated increases in demand for Nestlé products have challenged our supply chain exponentially, requiring optimization of our production capacity to improve supply chain service levels.

After careful assessment and consideration, we have made the decision to discontinue certain products. Please see attached for the complete list. We've also identified alternative options that may be suitable to the nutritional needs of your patients.

These changes will help assure increased and consistent supply of life sustaining products through all sales channels and for all patients and consumers.

Should you have any questions or require additional information, please work with your Nestlé representative or call our Consumer Service Center at 1-800-422-2752 that is staffed with Registered Dietitian Nutritionists (RDN). Additional product information and support tools can be found on our Medical Hub at www.nestlemedicalhub.com. If ordering through one of our distributor partners, please work directly with your distributor representative to access product alternatives.

We understand the significance of these products in supporting the well-being of your patients, and this decision was not taken lightly. We deeply appreciate your understanding and continued partnership as we navigate this transition together.

You have our unwavering commitment to providing the highest quality solutions to enhance the health and well-being of those you care for.

Sincerely,

A handwritten signature in black ink that reads "Felicia C. Belle". The signature is written in a cursive, flowing style.

Felicia C. Belle,
Vice President & Head, Medical Nutrition Sales
Nestlé Health Science U.S.

DISCONTINUED PRODUCTS – Effective September 5, 2023

Discontinued Product				Suggested Substitution		
HCN Product Code	HCPCS Code	Description	Estimated Last Availability Date	HCN Product Code	HCPCS Code	Description
4390085463	B4150	BOOST®, Creamy Strawberry 24 x 8 fl oz carton	OOS	4390016972	B4150	BOOST®, Rich Chocolate 24 x 8 fl oz carton
				4390066145	B4152	BOOST® VHC, Strawberry, 24 x 8 fl oz carton
4390014373	B4102 B4103	BOOST® SOOTHE, Peach Mint 24 x 8 fl oz carton	Q1 2024	4390076946	B4102 B4103	BOOST® SOOTHE, Strawberry Kiwi 24 x 8 fl oz carton
4390067038	B4161	COMPLEAT® PEDIATRIC PEPTIDE 1.5 Cal, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Dec 2023	4390013135	B4161	COMPLEAT® PEDIATRIC PEPTIDE 1.5 Cal, Vegetable & Fruit Medley 24 x 250mL carton
4390040606	B4160	COMPLEAT® PEDIATRIC STANDARD 1.0 Cal SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Dec 2023	4390056041	B4160	COMPLEAT® PEDIATRIC STANDARD 1.0 Cal, Vanilla 24 x 250 mL carton
4390089941	B4160	COMPLEAT® PEDIATRIC STANDARD 1.4 Cal SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	OOS	4390010356	B4160	COMPLEAT® PEDIATRIC STANDARD 1.4 Cal, Vanilla 24 x 250 mL carton
9871616275	B4154	GLYTROL®, Vanilla 24 x 250 mL Tetra Prisma®	OOS	36500000	B4154	DIABETISOURCE® AC, Unflavored 24 x 250 mL carton
9871616210	B4150	NUTREN® 1.0, Unflavored 24 x 250 mL Tetra Prisma®	OOS	9871616056	B4150	NUTREN® 1.0 FIBER, Unflavored 24 x 250 mL carton
				9871616220	B4152	NUTREN® 1.5, Unflavored 24 x 250 mL Tetra Prisma®
9871622392	B4154	NUTREN® PULMONARY, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Q1 2024	18180100	B4152	ISOSOURCE® 1.5 CAL, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags
9871616480	B4154	NUTREN® PULMONARY, Vanilla 24 x 250 mL Tetra Prisma®	OOS	18150000	B4152	ISOSOURCE® 1.5 CAL, Unflavored 24 x 250 mL Tetra Prisma®
9871616249	B4150	REPLETE®, Unflavored 24 x 250 mL Tetra Prisma®	Oct 2023	4390054067	B4150	COMPLEAT® STANDARD 1.4 Cal, Vanilla 24 x 250 mL carton *
9871616245	B4150	REPLETE® FIBER, Unflavored 24 x 250 mL Tetra Prisma®	OOS	4390054067	B4150	COMPLEAT® STANDARD 1.4 Cal, Vanilla 24 x 250 mL carton *
4390015167	B4152	RESOURCE® 2.0, Very Vanilla 24 x 8 fl oz carton	OOS	4390089434	B4152	BOOST® VHC, Very Vanilla 24 x 8 fl oz carton
4390069053	B4161	VIVONEX® Pediatric RTF, Unflavored 24 x 250 mL cartons	Product Development Challenges	07131000	B4161	VIVONEX® Pediatric, Powder Unflavored 36 X 1.7 oz packets

*Adjust nutrition care plan to meet individual protein needs

Please reference our Weekly Inventory Updates for product availability or suitable alternatives if suggested substitutions are not available.

If you order through a Distributor

- Contact your distributor to understand current inventory levels of impacted products.
- Proactively communicate your anticipated substitute product choice and case usage to your distributor. Ask that additional volume be brought in to service the need short-term.
- Intermittent, as indicated on the “Estimated Recovery Date” or “Improved Availability” date, could result in orders being cut or limited supply through your preferred distributor.

If you are a Distributor and/or order Direct from Nestlé

- Check your order notifications for the most up to date information. You may call Customer Service with any questions at 877-463-7853 or email at nhncustomerservice@us.nestle.com.
 - The notifications will provide an email confirming order creation, cut & shipping notifications.
- Customer manual POs can be submitted directly to:
 - US: Nestle Solon BSCNHSc Esker Manual POs nestlesolonbsceskermanualpos@us.nestle.com