

August 23, 2023

The Aetna Better Health Premier Plan and Michigan Department of Health and Human Services (MDHHS) are sharing information regarding an outbreak of *Listeria monocytogenes* infection and associated recall of "Soft Serve On The Go" ice cream cups.

On August 10, 2023, the US Centers for Disease Control and Prevention (CDC) published a Food Safety Alert regarding an outbreak of Listeria infections linked to "Soft Serve On The Go" ice cream cups. The two outbreak cases are in Pennsylvania and New York state and occurred from May to July 2023. *Listeria* was found in an ice cream cup product collected from a sick person's home. Additional laboratory analysis is being done to determine if it is the outbreak strain.

Please see the CDC Food Safety Alert page for additional information:

<https://www.cdc.gov/listeria/outbreaks/ice-cream-08-23/index.html>

On August 9, Real Kosher Ice Cream recalled all flavors of "Soft Serve On The Go" ice cream cups. All flavors have been recalled. **Recalled product is known to be distributed in Michigan** to businesses and institutions **including long term care facilities and nursing homes, in addition to grocery stores, school and camps.**

Please see the FDA Investigation and Recall page for additional information and pictures of recalled products:

<https://www.fda.gov/food/outbreaks-foodborne-illness/outbreak-investigation-listeria-ice-cream-august-2023>

### **What Businesses and Institutions in Michigan Should Do:**

Businesses and institutions, including long-term care facilities, hospitals, school, and camps, should not sell or serve "Soft Serve On The Go" ice cream cups. Many patients or clients could be at higher risk for *Listeria* illness (65 years or older, have a weakened immune system, or are pregnant). Consumers, restaurants, and retailers should throw the recalled product away or return to place of purchase for a full refund. This recall includes all flavors of Soft Serve On The Go 8-oz cups.

Ice cream has a long shelf life and may still be in freezers. Consumers, restaurants, and retailers should check their freezers and throw away recalled ice cream products or return to place of purchase for a full refund.

Consumers, restaurants, and retailers who purchased or received any recalled ice cream products should follow [FDA's safe handling and cleaning advice](#) and use extra vigilance in cleaning and sanitizing any surfaces and containers that may have come in contact with these products to reduce the risk of cross-contamination. *Listeria* can survive temperatures at or below freezing and can easily spread to other foods and surfaces.

**Recommendation for At-Risk Groups:**

*Listeria* is most likely to sicken [pregnant people and newborns](#), adults aged 65 or older, and people with weakened immune systems. Other people can be infected with *Listeria*, but they rarely become seriously ill. Pregnant people typically experience only fever, fatigue, and muscle aches. However, *Listeria* infection during pregnancy can lead to miscarriage, stillbirth, premature delivery, or life-threatening infection of the newborn.

Thank you in advance for being mindful of the safety of your patients and our members.

Sincerely,

Aetna Better Health of Michigan Premier Plan Provider Services