



NICA Advocacy Toolkit: Reach Out to Congress During August Recess!

Every August, members of Congress return to their home districts, creating a valuable opportunity to share how federal policies impact your infusion practice and the patients you serve.

This guide from the National Infusion Center Association (NICA) will help you navigate the process of connecting with your lawmakers and making your voice heard during August recess.

Step 1: Identify Your Members of Congress

You have two U.S. Senators and one U.S. Representative. We encourage you to contact all three.

To find your legislators, visit <https://www.congress.gov/members/find-your-member> and type in your home address. If you'd like to identify the legislative district for your infusion center, which can be useful for site tours (see Step 2, Option B), you can enter its address as well. While your personal representatives are based on your home address, lawmakers representing the district where your infusion center is located may also be interested in visiting. Elected officials are often eager to learn more about local businesses and healthcare providers serving their constituents.

Step 2, Option A: Request a District Office Meeting by Phone or Email

One way to connect with your legislators is to meet them or their staff directly at their district office.

How to find a legislator's district office:

To find your member of Congress's official website, start by searching their name using your preferred search engine. Congressional websites usually follow a standard format: for Representatives, it's typically [name].house.gov, and for Senators, [name].senate.gov. Keep in mind that some legislator websites use only their last name (for example, thune.senate.gov), while others include both first and last names (for example, katherineclark.house.gov).

Next, navigate to a section labeled "Contact," "Offices," or "District Office." There, you will typically find the addresses and phone numbers for their district offices, and in some cases, a contact email address or a form to fill out. If you need help locating district office information or contact information, please email us at advocacy@infusioncenter.org.



You can request a meeting by phone or email, or use both methods to increase the

chance of hearing back. See below for some helpful templates.

Method 1A: Office Meeting Phone Script

Hello, my name is [Your Name], and I live in [City, State]. I am a constituent and an infusion therapy provider treating patients with chronic and rare conditions in your district.

I would like to request a meeting with [Senator or Representative] [Last Name] or a member of their staff during the August recess to discuss access to infusion and injection treatments. Is there a time available at the district office in [District Office Location]?

I am happy to follow up with more information. Thank you for your time.

Step 2, Option A: Request a District Office Meeting by Phone or Email

Subject line: Meeting Request with Constituent [Your Name] in [City]

Dear [Staffer or Legislator Name],

Hello, my name is [Your Name], and I live in [City, State]. I am a constituent and an infusion therapy provider treating patients with chronic and rare conditions in your district.

I would like to request a meeting with [Senator or Representative] [Last Name] or a member of their staff during the August recess to discuss access to infusion and injection treatments. Is there a time available at the district office in [District Office Location]?

Thank you for your time and for serving our community.

Sincerely,

[Your Full Name]

[Your Phone Number]

[Your Email Address]



Step 2, Option B: Offer a Site Tour by Phone or Email

Another way to connect with your legislators is to arrange for them to tour your infusion center. This serves multiple purposes:

- Gives you the chance to demonstrate the importance of infusion therapy firsthand
- Makes the visit more memorable in the legislator's mind, since they can connect the meeting to a unique location
- Allows you to meet the legislator in a space where you're comfortable
- If patients agree to be present and provide their explicit, HIPAA-compliant consent, the lawmaker can meet with them to hear their concerns directly
- Provides an incentive for the legislator to visit in the form of a photo opportunity

To begin this process, please see Step 2, Option A for information on how to contact your legislator's local district office. From there, use the below templates to reach out.

One note on this process: the legislator who represents the district where you live may be different from the one representing the district where your infusion center is located. If so, you are encouraged to contact both legislators. Be sure to adjust your outreach message accordingly – use “I’m a constituent” when contacting your home district legislator, and “my business is located in your district” when reaching out to the legislator representing your infusion center’s location.

Method 1B: Site Tour Phone Script

Hello, my name is [Your Name], and I live in [City, State]. I am a constituent and an infusion therapy provider treating patients with chronic and rare conditions in your district.

I would like to invite [Senator or Representative] [Last Name] to tour our infusion center located in [Infusion Center Location] during the August recess to see firsthand how important provider-administered treatments are to patients, and to discuss policies that will allow us to better provide care. Is there a day they are available?

I am happy to follow up with more information. Thank you for your time.



Method 2B: Site Tour Email Script

Subject line: Meeting Request with Constituent [Your Name] in [City]

Dear [Staffer or Legislator Name],

Hello, my name is [Your Name], and I live in [City, State]. I am a constituent and an infusion therapy provider treating patients with chronic and rare conditions in your district.

I would like to invite [Senator or Representative] [Last Name] to tour our infusion center located in [Infusion Center Location] during the August recess to see firsthand how important provider-administered treatments are to patients, and to discuss policies that will allow us to better provide care. Is there a day they are available?

Thank you for your time and for serving our community.

Sincerely,
[Your Full Name]
[Your Address]
[Your Phone Number]
[Your Email Address]

Step 3: Prepare for the Meeting

Once your meeting is scheduled, make sure to prepare!

The big thing to remember here is that you do not need to be a policy expert. Your personal story is a powerful way to help lawmakers understand how issues like utilization management, PBMs, government price setting, and prior authorization have impacted your business, and how their policymaking choices can improve access to timely, quality care for the patients you serve.

Take a moment to review the NICA's legislative priorities below to see which ones resonate with you personally. We recommend focusing on one or two during your meeting in order to keep your meeting focused and impactful.

A successful meeting involves connecting your experiences as a provider to specific bills being considered in Congress. This connection helps you shape your "ask": the specific action you want your legislator to take. Oftentimes that means thanking them if they wrote ("sponsored") or formally support ("cosponsored") a bill you like, or encouraging them to sign on if they haven't

yet (and the opposite for bills you do not like). Be sure to use the links provided below to see if your legislators have sponsored or cosponsored any of the NICA's priority bills to make sure you are making the right "ask."

NICA Legislative Priorities

Bills with an "S." were introduced in the Senate, and those with an "H.R." were introduced in the House.

- [**Safe Step Act \(previously S. 652 / H.R. 2630\)**](#)
 - This bill would help patients who are forced to try and fail medications before getting the treatment their doctor recommends (a process called step therapy). It creates clear, common-sense rules for when patients must be granted an exception, such as when a medication has not worked before, is likely to be harmful, or when the patient is already stable on another treatment.
 - *Note: This bill has not been introduced yet in this Congress, so your "ask" is for the legislator to support the reintroduction of the bill.*
- [**Improving Seniors' Timely Access to Care Act \(S. 1816\)**](#)
 - This bill would fix delays in Medicare Advantage plans by improving how insurers handle prior authorization. It would create a faster, electronic process and require decisions to follow medical guidelines. It also reduces prior authorizations for treatments that are usually approved.
- [**HELP Copays Act \(S. 864\)**](#)
 - This bill would stop insurers from using copay accumulator programs in Affordable Care Act (also known as the ACA and "Obamacare") Marketplace plans. These programs let you use copay assistance from manufacturers, but don't count it toward your deductible or out-of-pocket maximum. That means you could still get hit with a big bill later. This bill makes sure any copay assistance you receive counts toward your costs.
- [**Reducing Medically Unnecessary Delays in Care Act \(H.R. 2433\)**](#)
 - This bill would help protect Medicare patients from harmful delays by requiring that prior authorization reviewers are medical professionals with actual experience in the field of medicine they are passing judgment over. The bill also calls for additional transparency in prior authorization determinations and requires that Medicare, Medicare Advantage and Medicare Part D plans make decisions based on medical necessity and written clinical criteria.
- [**BPBM Reform Act \(H.R. 4317\)**](#)
 - Pharmacy Benefit Managers (PBMs) are companies hired by health plans to manage prescription drug benefits, including deciding which medications are covered, how much patients pay, and how pharmacies are reimbursed.

- Pharmacy Benefit Managers (PBMs) are companies hired by health plans to manage prescription drug benefits, including deciding which medications are covered, how much patients pay, and how pharmacies are reimbursed. This bill targets PBM practices that increase costs for patients by 1) banning “spread pricing” in Medicaid, which stops PBMs from charging health plans more than they pay pharmacies and keeping the extra money as profit; and 2) requiring that PBMs in Medicare are compensated based on the services they provide rather than the price of drugs, eliminating incentives to promote more expensive medications.
- **Protecting Patient Access to Cancer and Complex Therapies Act (PACTA) (H.R. 4299)**
 - The Medicare Drug Price Negotiation Program (MDPNP), created by the Inflation Reduction Act, aims to lower prescription drug costs for Medicare by allowing the government to negotiate prices with drug manufacturers. While the program currently applies to select Part D drugs, it will expand to Part B medications starting in 2026, with negotiated “maximum fair prices” (MFPs) taking effect in 2028. This bill addresses concerns that MDPNP could unintentionally harm infusion providers by 1) removing providers from the direct reimbursement process for negotiated drugs to avoid forcing them to dispense medications at prices below acquisition costs; and 2) ensuring that drug manufacturers, not providers, are responsible for paying Medicare the difference between the average sales price (ASP) and the lower MFP. Beneficiaries would still benefit from reduced cost-sharing based on MFPs, and providers would no longer be financially exposed. The bill also clarifies that MFPs should not affect ASP calculations used in commercial markets.
- **No Fees for EFTs Act (previously S. 3805 / H.R. 6487)**
 - This bill would prohibit insurers and third-party vendors from charging providers fees for electronic reimbursement, helping ensure that practices receive full payment without additional financial penalties. Health insurers are increasingly charging medical providers fees to receive reimbursement through electronic funds transfers (EFTs), even though most practices rely on EFTs as their primary method of payment. These fees can reach as high as 3% of each transaction and are becoming more common. At the same time, providers often face significant delays in reimbursement, sometimes waiting months or even over a year to be paid for expensive treatments. Opting out of EFT is not a practical option, as insurers make it nearly impossible to do so administratively.
 - **Note:** *This bill has not been introduced yet in this Congress, so your “ask” is for the legislator to support the reintroduction of the bill.*

In addition, it may be helpful to research your legislator's policy positions before the meeting. Visit their official website or read recent articles and press releases to see what health issues they've prioritized. This can help you tailor your message to align with their interests or highlight how your experience connects to issues they already care about. For example, a legislator interested in health equity might respond well to an argument about how delays in treatment disproportionately harm underserved communities, and a legislator interested in personal liberty might respond well to an argument about how restrictive insurance practices limit a patient's ability to make decisions with their doctor.

If you're not comfortable attending by yourself, there's always safety in numbers: feel free to meet as a group with colleagues and patients to provide different perspectives and experiences on the issues. That being said, to keep the meeting focused and efficient, designate a "group leader" beforehand who will guide the discussion and keep things moving.

If you'd like further assistance, contact us at advocacy@infusioncenter.org and we can provide talking points on specific policy issues and legislation, documents to leave behind for legislators or staffers, and/or one-on-one training.

For more information on issues affecting the infusion provider community, please visit the [Advocacy page](#) on the NICA's website.

Special Considerations for Site Tours

In addition to the policy preparation outlined above, hosting a site tour requires different planning than visiting a legislator's district office:

- Begin by coordinating with the legislator's staff to schedule the visit, confirm the timing, and understand any specific interests or policy areas they want to learn about. Provide a brief agenda in advance and confirm how many people will be attending to ensure the space is appropriate.
- Tailor the tour to highlight key aspects of your practice that align with your policy priorities (for example, showing the inventory space can prompt a conversation about the buy-and-bill model and how proposals like the MDPNP would impact your ability to stock negotiated drugs).
- Identify photo opportunities beforehand. This could include the infusion center's main sign, infusion chairs, or other locations that would be conducive to both your and the legislator's social media.
- Be sure to involve your team: physicians, nurses, administrators, and, if they are comfortable participating and you have their HIPAA-compliant consent, patients. This will help to illustrate the full scope of your work and the real-world impact of policy decisions on patient care.

Step 4: Attend the Meeting or Tour

Below are some tips on how to have a successful legislative meeting.

Legislative Meeting Tips

- **Be On Time:** Arrive early to ensure you're ready when the meeting starts.
- **Introduce Yourself:** Start by introducing yourself, your connection to the issue, and your reason for advocating. Practice "home cooking" – establish rapport with the legislator or their staff through shared connections to the state/district (local sports teams, neighborhoods, restaurants, events, schools, etc.).
- **Make Your "Ask":** After introducing yourself, clearly state what action you want the legislator to take, whether it's supporting a bill, signing a letter, or advocating for a policy change.
- **Be Clear and Concise:** State your key points clearly and succinctly, without using medical jargon. Stick to your main message and avoid going off on tangents. Legislators and their staff are quite busy, so you may only have a few minutes to get your ideas across.
- **Stay Flexible:** The schedules of legislators and their staff may change at any moment; be prepared to meet in a hallway, an office cafeteria, or outside of the building entirely.
- **Respect Staff:** Make sure to treat the staff member as you would your legislator, as their opinion carries a lot of weight. Staff brief their bosses on meetings and recommend issues to support.
- **Use Personal Stories:** Share personal stories as a constituent affected by the issue to make the issue more relatable and impactful to the legislator and the district they represent. While statistics help to bolster an argument, personal anecdotes are often the most persuasive tool in your arsenal.
- **Bring Notes and Leave-Behinds:** Legislators use teleprompters all the time, so don't feel like you need to have all the information memorized. Feel free to print out documents, bill summaries, etc. to help you, and take notes as the meeting progresses. You can also print information for the legislator/staffer to review after the meeting as well.
- **Stay Honest:** Not knowing the answer to a question is perfectly fine, and saying "I'm not sure, but I'll find out and get back to you" presents another opportunity for follow-up.
- **Be Professional:** Always use a respectful tone, even when expressing disagreement. Stay focused on the topic at hand and avoid discussing polarizing subjects. Refrain from mentioning political contributions, as legislative staff and campaign staff operate independently of each other. Mention of this will lead to the staffer or elected official to end the meeting immediately.
- **Take Photos:** Elected officials are always interested in good publicity, so take pictures and tag them in social media posts to thank them for their time. Make sure to receive permission before posting the photo.

- **Restate Your “Ask”:** At the end of the meeting, clearly reiterate your request to ensure it remains top of mind for the legislator or their staff.
- **Exchange Contact Information:** Be sure to exchange contact information with the legislator or their staff to facilitate follow-up communications and begin the relationship-building process.

Meeting with a legislator can feel intimidating, but it’s important to remember: as a constituent, you’re the boss. Your elected officials are there to listen to your perspective and take it into account when shaping policy. These conversations aren’t meant to be confrontational. This isn’t cable news, and no one is looking to catch you off guard or prove you wrong. Instead, the meeting will be casual and respectful, and the legislator or their staff will aim to make the experience positive and productive. After all, your vote helps decide whether they keep their job!

Special Considerations for Site Tours

Many of the same considerations for a district office meeting apply when hosting a site tour. The key difference is that, during a tour, you can physically demonstrate the challenges and opportunities your facility faces, bringing your message to life in a way that’s often more memorable than a conversation alone.

As you move through each stop of the tour, look for natural opportunities to make your policy “asks” where they’re most relevant. Here’s a sample internal agenda that an infusion center might follow:

- **Stop 1: Infusion Chairs**
 - Explain the patient experience and highlight positive clinical outcomes when care is uninterrupted. Contrast this with delays caused by access barriers.
 - **Policy tie-in:** Propose the HELP Copays Act and Safe Step Act as solutions.
- **Stop 2: Administrative Offices**
 - Describe the complexity of the claims process and the administrative burden insurance companies impose as you work to keep the business financially sustainable.
 - **Policy tie-in:** Propose the No Fees for EFTs Act as a solution.
- **Stop 3: Inventory Room**
 - Discuss the buy-and-bill model and how the MDPNP could jeopardize your ability to stock the negotiated medications your patients rely on.
 - **Policy tie-in:** Propose PACTA as a solution.

In short, a site tour is your chance to turn talking points into tangible examples, offering policymakers a firsthand look at how federal policies play out on the ground.



Step 5: Send a Follow-Up and Keep the Conversation Going

After your meeting, be sure to send a follow-up email to thank the legislator or staffer for their time and to briefly reiterate your key message. This is a great opportunity to share any additional materials or answer any questions that came up. If you need assistance with answering any follow-up questions, reach out to advocacy@infusioncenter.org.

The most important thing to remember is this: your first meeting is just the beginning of a relationship. Building ongoing connections with Congressional offices helps keep your issue on their radar and shows that you're a trusted voice they can turn to in the future. Even if they are not ideologically aligned and/or are unable to support your issue right now, consistent, respectful engagement keeps the door open for future conversations and potential support down the road.

Here's a template follow-up email to get you started:

Sample Follow-Up Email Template

Subject: Thank You for Meeting - [Your Name]

Dear [Staffer or Legislator Name],

Thank you for meeting with me on [date]. I appreciated the opportunity to share my story and discuss the importance of [issues and/or bills discussed].

As we discussed, [recap 1-2 key points or your personal connection to the issues/bills]. I'd like to reiterate my request that [state your "ask" from the meeting].

Please let me know if I can provide any additional information. I'll also follow up with [any documents and/or information mentioned].

Thank you again for your time and for your service. I look forward to staying in touch.

Best regards,
[Your Full Name]
[City, State]
[Email Address]



Step 6: Let Us Know What Happened

After your meeting, we would appreciate hearing about your experience. Whether you met with someone, received helpful information, or need assistance with follow-up, your feedback helps strengthen our advocacy efforts.

Please send a brief update to advocacy@infusioncenter.org so that we can track legislative outreach and develop our strategy accordingly.

Next Steps in Your Advocacy Journey

Advocating for better access to infusion and injection treatments starts with a single conversation, but your voice can have a lasting impact. By connecting with your members of Congress during the August recess, you help ensure that infusion providers' experiences and needs are part of the policy-making process. Whether you're sharing your personal story, supporting critical legislation, or simply beginning a relationship with your legislator's office, your engagement matters. Thank you for standing up for infusion providers and patients, and for being part of the movement to protect access to life-saving care.