



NATIONAL
INFUSION CENTER
ASSOCIATION

Congressional Advocacy Summer Toolkit

Engaging Lawmakers During
the August Recess





Congressional Advocacy Summer Toolkit

Every August, members of Congress return to their home districts during what's known as "August Recess." This is one of the best opportunities of the year to:

- Share how federal policies affect infusion providers
- Explain the impact on your patients
- Build relationships with congressional offices

The following guide will help you connect with your lawmakers and make 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.

Use the congressional lookup tool at congress.gov/members/find-your-member to find your lawmakers by entering your home address.

If you're planning to invite a member of Congress to visit your infusion center (Step 2, Option B), you can also enter your facility's address to identify the Representative for that district. Members often welcome opportunities to visit local healthcare providers and businesses in the communities they serve.

Step 2, Option A: Request a District Office Meeting

One of the best ways to connect with your members of Congress is to meet with them or their staff at a district office.

Find Your Legislator's District Office

1. Search online for your member of Congress's official website.
 - a. House websites typically end in ".house.gov."
 - b. Senate websites typically end in ".senate.gov."
2. On their website, look for a page labeled "Contact," "Offices," or "District Offices."
3. You'll find the district office's phone number, address, and, in many cases, an email address or contact form.

If you need help finding your legislator's district office or contact information, email 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.



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District 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.

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.

District Office Meeting 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.

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]

Step 2, Option B: Invite Your Legislator to Visit Your Infusion Center

A site visit helps lawmakers see the value of infusion therapy firsthand and understand how federal policy affects patient care.

Benefits of a Site Visit

- Demonstrates the impact of your work
- Creates a memorable, hands-on experience
- Provides an opportunity to hear from patients (with HIPAA-compliant consent)
- Offers a photo opportunity for the legislator

Getting Started

Use the district office contact information from Step 2, Option A, to invite your legislator by phone or email. Below are sample messages for you to use.



Important: If your infusion center is in a different congressional district than your home, consider contacting both legislators. When contacting your home district legislator, refer to yourself as a constituent; when contacting the legislator who represents your infusion center, note that your business is located in their district.

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 / I am an infusion therapy provider with an office in the district treating patients with chronic and rare conditions].

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.

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 / I am an infusion therapy provider with an office in the district treating patients with chronic and rare conditions].

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]



Step 3: Prepare for Your Meeting

You don't need to be a policy expert to have an effective meeting. Your experience as an infusion provider is your most valuable advocacy tool. Lawmakers want to understand how policies affect real patients, healthcare providers, and communities.

Choose Your Priorities

Review NICA's legislative priorities below and select one or two issues that are most relevant to your practice and patients. Focus on the policies where you can share the strongest personal examples and explain the impact you see firsthand.

Connect Your Story to Your Ask

A successful meeting connects your experience to a specific action you want your legislator to take. Your ask may be to:

- Thank them for writing ("sponsoring") or supporting ("cosponsoring") legislation that supports your priorities.
- Encourage them to support a bill they have not yet backed.
- Share concerns about legislation that could create barriers to patient access.

By linking your firsthand experience to a specific policy request, you help lawmakers understand both the challenge and how they can make a difference.

NICA Legislative Priorities

Important: Bills beginning with S. were introduced in the Senate. Bills beginning with H.R. were introduced in the House.

[Protecting Patient Access to Cancer and Complex Therapies Act \(PACTA\) \(H.R. 4299\)](#)

The Medicare Drug Price Negotiation Program, created by the Inflation Reduction Act, will expand to certain Medicare Part B drugs beginning in 2028. As currently structured, the program could lower reimbursement for negotiated drugs below provider acquisition costs. **PACTA would shift responsibility for the negotiated price difference from providers to manufacturers, protecting infusion centers from financial losses while preserving lower out-of-pocket costs for Medicare beneficiaries.**



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[Improving Seniors' Timely Access to Care Act \(S. 1816 / H.R. 3514\)](#)

Prior authorization requirements in Medicare Advantage can delay medically necessary treatment. **This bill would modernize the process by requiring electronic prior authorization, increasing transparency, and ensuring decisions are based on evidence-based clinical criteria.**

[Patients Before Monopolies \(PBM\) Act \(S. 4509 / H.R. 8779\)](#)

Three large pharmacy benefit managers (PBMs) control most prescription drug claims in the United States through vertically integrated healthcare companies. **This bill would reduce those conflicts of interest by preventing PBM parent companies from owning pharmacies and requiring existing ownership interests to be divested**, promoting competition and reducing incentives that prioritize corporate profits over patient care.

[PBM Reform Act \(H.R. 4317\)](#)

Pharmacy benefit managers (PBMs) play a major role in determining drug coverage, reimbursement, and patient costs. **This bill would prohibit spread pricing in Medicaid, a practice where PBMs charge health plans more for a medication than they reimburse pharmacies and keep the difference as profit. It would also require Medicare PBMs to be paid for administrative services rather than based on drug prices (also known as "de-linking").** These reforms are intended to increase transparency, reduce financial incentives that can drive higher drug costs, and ensure PBMs are compensated for their services rather than the price of medications.

[Safe Step Act \(S. 2903 / H.R. 5509\)](#)

Step therapy, often called "fail first," can require patients to try medications that their provider does not believe are the best treatment before receiving the prescribed therapy. **This bill establishes clear exceptions so patients can more easily access the treatment their clinician recommends when step therapy would be ineffective, harmful, or medically inappropriate.**

[HELP Copays Act \(S. 864 / H.R. 6423\)](#)

Many insurers use copay accumulator programs that prevent manufacturer copay assistance from counting toward a patient's deductible or annual out-of-pocket maximum. As a result, patients may still face significant costs even after using available financial assistance. **This bill would require copay assistance to count toward those cost-sharing limits in ACA Marketplace plans.**



Reducing Medically Unnecessary Delays in Care Act (H.R. 2433)

This bill would improve the prior authorization process by requiring that coverage decisions be reviewed by healthcare professionals with relevant clinical expertise. It also increases transparency and requires Medicare to base determinations on medical necessity and written clinical criteria. These changes are intended to reduce inappropriate delays in patient care.

No Fees for EFTs Act (To Be Reintroduced)

Many insurers and third-party vendors charge providers fees to receive reimbursement through electronic funds transfer (EFT), despite EFTs being the standard method of payment. **This legislation would prohibit EFT fees so providers receive the full reimbursement they have earned.**

- **Note:** Because the bill has not yet been reintroduced this Congress, your ask is to encourage your legislators to support its reintroduction.

Additional Considerations

Before your meeting, take a few minutes to learn about your legislator's priorities. Visit their official website or review recent press releases to see which healthcare issues they have focused on. Tailoring your message to their interests can help make your conversation more relevant and impactful.

For example, if a legislator has emphasized health equity, you might discuss how treatment delays disproportionately affect underserved communities. If they prioritize patient choice or personal freedom, you could explain how restrictive insurance practices limit patients' ability to make healthcare decisions with their physicians.

If you prefer not to meet alone, consider attending with colleagues or patients who can share their own perspectives. To keep the meeting organized, designate one person to lead the discussion and ensure everyone has an opportunity to contribute.

Need additional support? Contact advocacy@infusioncenter.org for talking points, leave-behind materials, or one-on-one advocacy coaching. You can also visit NICA's Advocacy page for additional resources at infusioncenter.org/advocacy/.

Step 4: Attend the Meeting or Site Tour

Meeting with a legislator or their staff doesn't require you to be a policy expert. Your role is to share your experience, explain how federal policy affects your patients and practice, and make a clear request. Most meetings are informal, conversational, and focused on learning from constituents.

Tips for a Successful Meeting

- **Arrive on time.** Plan to arrive a few minutes early.
- **Introduce yourself.** Explain who you are, your connection to the issue, and why you're meeting. Look for opportunities to build rapport through shared connections to the community (a process known as "home cooking").
- **Lead with your "ask."** Clearly state the action you'd like the legislator to take, such as supporting a bill or addressing a policy issue.
- **Tell your story.** Personal experiences are often more memorable than statistics. Explain how the issue affects your patients, your practice, or your community.
- **Keep it simple.** Focus on one or two key issues, avoid medical jargon, and be respectful of everyone's time.
- **Treat staff like the decision-makers they are.** Congressional staff play a critical role in advising legislators, so give them the same attention and respect you would the elected official.
- **Use your notes.** It's perfectly acceptable to bring talking points, bill summaries, or leave-behind materials. If you don't know the answer to a question, offer to follow up.
- **Be professional and respectful.** Keep the discussion focused on healthcare policy, even if you disagree on an issue.
- **Close with your ask.** Before the meeting ends, restate your request, thank them for their time, and exchange contact information for future follow-up.
- **Take a photo.** If appropriate and with permission, take a photo together and thank the legislator or staff on social media.

Remember, legislators and their staff want to hear from the people they represent. You don't need to have all the answers – your firsthand experience is what makes your perspective valuable. A respectful conversation today can become the foundation of a long-term relationship with your elected officials.

Special Considerations for Site Tours

A site tour offers a unique opportunity to bring your advocacy message to life. While many of the same principles as a district office meeting apply, a tour allows lawmakers to see firsthand how federal policies affect your patients, staff, and practice.

Use the Tour to Tell Your Story

As you move through your facility, connect what the legislator is seeing to the policy issues you're discussing. Instead of simply describing challenges, use your environment to demonstrate how federal policies affect patient care and your ability to operate.

For Example:

Tour Stop	Discussion Topic	Policy Connection
Infusion Chairs	Explain the patient experience and the importance of uninterrupted treatment. Discuss how delays affect patient outcomes.	Safe Step Act, HELP Copays Act
Administrative Offices	Describe the time and resources spent navigating prior authorization, claims, and reimbursement.	No Fees for EFTs Act, Improving Seniors' Timely Access to Care Act, Reducing Medically Unnecessary Delays in Care Act
Inventory or Pharmacy Storage	Explain the buy-and-bill model and the challenges of purchasing and maintaining high-cost medications.	Protecting Patient Access to Cancer and Complex Therapies Act (PACTA)

A successful tour turns policy into something tangible. By connecting legislation to a real-world example, you help lawmakers better understand how their decisions affect patients' access to care and the providers who serve them.

Step 5: Follow Up and Stay Engaged

Within a few days of your meeting:

- Send a thank-you email to the legislator or staff member.
- Restate your key "ask" and provide any information you promised to share.
- Offer to serve as a resource on infusion care and related policy issues.

Remember: advocacy is about building relationships, not having a single conversation. Staying in touch helps establish you as a trusted resource for future healthcare policy discussions.

Need assistance? Contact advocacy@infusioncenter.org for help answering follow-up questions or accessing additional advocacy materials.



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Follow-Up Email Script

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]

Step 6: Share Your Experience

We'd love to hear how your meeting or site tour went. Whether you met with a legislator or staff member, learned something new, or need help with next steps, your feedback helps strengthen NICA's advocacy efforts.

Please send a brief summary to advocacy@infusioncenter.org. Your updates help us track congressional outreach, identify opportunities for follow-up, and refine our advocacy strategy.

Next Steps in Your Advocacy Journey

Change begins with one conversation. By sharing your experience with policymakers, you help ensure that infusion providers and patients have a voice in the decisions that affect access to care.

Your advocacy, whether through a meeting, a site tour, or an ongoing relationship with your legislators, helps build greater understanding of the challenges and opportunities facing our community.

Thank you for taking the time to advocate for infusion providers and the patients who rely on them.