



Advocacy Tips: Phone Calls and Virtual Meetings With Your Legislator

While traditionally, NAHC would often meet with U.S. Representatives and U.S. Senators in Washington D.C., the ongoing public health emergency has forced us all to adapt and change our methods by embracing virtual connections and even leveraging the phone call as a way of connecting with our elected officials. BUT, what hasn't changed is that nothing makes a greater impact on a lawmaker than hearing from his or her own constituents. Elected officials want to hear directly from their voters.

You, your staff, patients, and families, are uniquely qualified to be the best advocates for the home health care and hospice communities.

Change is achieved through strength and unity of voice, and together we can make an extraordinary impact.

You are first-hand experts on the issues and opportunities affecting home care and hospice services today, and your representatives need to hear from you.

WE URGE YOU TO:

1. Contact your local representatives' office and set up a time to meet with your official virtually OR as to speak with them by phone.

FIND YOUR ELECTED OFFICIALS HERE

[U.S. Senators](#) | [U.S. Representatives](#)

2. Prepare in advance for your meeting:

- Do *this in advance* of contacting your congressional representative's office. You never know, you might find they are available right then and there to connect with you.

- Review the Fact and Information Sheets associated with our key legislative issues and familiarize yourself with the topics and facts.

- [Hospice — Delay Medicare Advantage Hospice Carve-in Demo](#)
- [Improving Home Health Services Act H.R. 7006](#)
- [COVID Rate Enhancement](#)
- [Stimulus 4.0 Priorities](#)
- [Protect and Support Home Care Front Line Workers](#)

Remember! You are already an expert, the preparation you do ahead of time is an added bonus.

3. Virtual Meeting Day or Phone Meeting Logistics and Best Practices:

- Be prompt and courteous whether your meeting is virtual or via the phone.
- Remember, you are an ambassador for the home health care and hospice communities — conduct yourself as one (be polite, and a good listener, and gracious).
- Try not to be disappointed if your virtual meeting or phone call ends up being with one of their staff members. Legislators are busy people and they can have unpredictable schedules. Their staff is there to listen and share what you have to say directly with the legislator. They can be profound advocates on your behalf.
- Introduce yourself and be clear about the purpose of your virtual meeting or call — *speak slowly and clearly throughout*. Review the key facts and information related to the legislation. Clearly explain your ask and allow for questions.
- Take the opportunity to learn something about them, and what they care about to help build a rapport and create the backbone of a future long-term relationship.
- Before you end the virtual meeting or phone call, always thank them for their time and let them know you will be following-up and you look forward to building a relationship with them.

4. After your virtual meeting or phone call:

- Send a follow-up thank you note or email to your legislator/or their staff reiterating the main issues and your ask. Include links to our fact sheets or resource documents for their review.
- In the coming months, be sure to check in periodically with your legislator. Building on-going relationships with them can be instrumental in garnering their support for current as well as future issues.
- Let at NAHC know how it went! Email us at Heartbeat@nahc.org and let us know how your virtual meeting or phone call went and if we can assist in any way.