**Phone Script for Calling Congressional Offices**

**Community Health Center Fund Reauthorization**

**February 2024**

To contact your Senator or Representative’s office, you can call the U.S. Capitol Switchboard at 202-224-3121 and ask for your Senator or Representative’s office, or [find Representatives’ direct office lines here](https://www.house.gov/representatives) and [Senators’ direct office lines here](https://www.senate.gov/senators/index.htm).

Your call should be quick, direct, and convey urgency. Please see below for a sample phone script to use when calling your representative and advocating for their support for increased health center funding.

**Sample Phone Script:**

Hello,

My name is \_\_\_\_\_\_\_\_\_ and I'm from **[town/city]**. I am both a constituent of **[Senator] / [Congressman/woman]** and the **[position]** of **[name of health center/PCA]**.

I'm calling to urge **[Senator] / [Congressman/woman]** to support reauthorizing the Community Health Center fund at the highest possible level – ideally at $5.8 billion per year for three years, the level in the Senate's Bipartisan Primary Care and Health Workforce Act. The Health Center Fund expires on March 8.

Community health centers care for more than 31 million patients nationwide. Workforce shortages, inflation, the Medicaid unwinding, and flat federal funding are creating a perfect storm of financial challenges that are already impacting patient care. We need Congress to act now on meaningful long-term funding for health centers.

I truly appreciate all that **[Senator] / [Congressman/woman]** has done to support health centers. Please urge [**him/her]** to continue this leadership and help health centers keep their doors open.

**If you’d prefer not to use a script**:

*For those who prefer to not use a script, we suggest using the following format and have included example talking points.*

* **Your name and where you're from**
  + "I'm a constituent in [name of town]"
  + "I work at a health center in [town/county/state]"
* **Health center professional credentials**
  + "I'm the CEO/COO/Director of Operations, etc. of [name of health center]"
  + "I'm the Director of Government Affairs/Policy/Clinical Integration etc. at the [name of PCA]"
* **Issue & Importance**
  + Support the highest possible levels of funding for the Community Health Center Fund Reauthorization
  + Health centers are already facing financial and operational challenges
  + Health centers rely on federal funding to continue providing high-quality primary care
  + Health centers serve patients regardless of ability to pay, high under/uninsured patient population
  + Community impact and public health benefits health centers provide
* **Expected Action from Representative**
  + Support, urge, push for the level of funding in the Senate's Bipartisan Primary Care and Health Workforce Act - $5.8 billion a year for the Community Health Center Trust Fund Reauthorization. It expires on March 8.
* **Thank You & Persuasive Reiteration**
  + Bipartisan issue
  + Constituents rely on care provided by health centers in the state (or your specific center)
  + Invite member to visit

**Additional Tips to go off script:**

-- Share a detailed example of specific innovative programs or community outreach, preventative health screenings, etc. in your health center, or health centers in your state

-- Invite your member on to visit your health center when they are back in the district

-- Provide the specific number of constituents/patients that receive care from your health center or health centers in the state

-- Share the percent of your budget that is funded through the Community Health Center Fund, and what services/programs/sites would have to be cut without securing increased funding needed to meet the demands of higher costs and increasing numbers of patients

-- Elaborate on other fiscal challenges - Medicaid unwinding, expiration of COVID funds, erosion of 340B, uncompensated care, costs associated with recruiting and retaining workforce