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## Health Center Week August 2024 *Phone Scripts*

**We ask that all ACH members participating in Health Center Week 2024 coordinate calls on the following days:**

- On **Monday, August 5**, we ask all Health Centers to jointly use the **340B Drug Pricing** script.
- On **Tuesday, August 6**, we ask all Health Centers to jointly use the **Funding** script.
- From **Wednesday, August 7, through Friday, August 9**, we encourage Health Centers to reuse the 340B or Funding scripts, or to customize any of the remaining scripts that strongly resonate with your centers' priorities:
  - Emergency Preparedness
  - Health Equity
  - Innovation
  - Value-Based Care
  - Workforce

### **Helpful Tips & Tricks:**

- 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](#) and [Senators' direct office lines here](#).
- When sharing this template at your center, replace any italicized text possible with your information; only leave the portions that need to change for individuals (i.e., name)
- Include any relevant information about your specific health center, patient population, or needs; just keep in mind that the recommended length is 30 seconds to 2 minutes.
- Your call should convey urgency in its call to action.
- Repeating your center's name, as well as the name of Advocates for Community Health, increases the likelihood of follow-up.
- Invite your member to visit your health center when they are back in the district to further your call's impact.



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HEALTH

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## 340B Drug Pricing - Monday, August 5, 2024

Good *[morning/afternoon]*, my name is *[name]* and I am a *[job title]* at *[health center]*, a community health center in *[city / state]*.

I am a constituent of *[Senator/ Representative]**[name]*.

I am calling with Advocates for Community Health to ask for *[Senator/ Representative]*'s leadership to protect the 340B program.

340B enables our health center to serve *[number]* patients a year, providing comprehensive primary health care and addressing a range of pressing needs in our community

During Advocates for Community Health's Week of Action, I urge *[Senator / Representative]* to prioritize 340B reform efforts that ensure that health centers receive the resources necessary to operate.

Specifically, we are asking Congress to protect access to contract pharmacies, ensure program integrity, and uphold transparency so that savings are reinvested in patient care.

*[Optional: insert specific information about health center's use of 340B funds].*

The 340B program ensures that patients in *[city/state]* receive quality health care no matter their ability to pay. 340B program savings are also reinvested into communities and patients, further impacting the communities you represent.

*[Elaborate 340B concerns: increased burden and examples of discrimination policies, restrictions on contract pharmacies, cutting reimbursements.]*

*[Health center]* and Advocates for Community Health know that the best way to celebrate health centers this week is to secure the future of the Community Health Center program and vital resources, such as 340B.

Thank you for *[Senator/Representative]* *[name]*'s support and leadership.



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COMMUNITY  
HEALTH

*If you'd prefer not to use a script for 340B Drug Pricing:*

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

**Your name and location:**

- I am *[name]* and I am a constituent in *[name of town]*
- My name is *[name]* and I live in *[town/county/state]*

**Health center role and credentials:**

- I'm the *[job title]* of *[name of health center]*
- I'm the Director of Government Affairs/Policy at the *[name of PCA]*

**340B drug pricing:**

- 340B drug pricing program allows safety net providers to “stretch scarce federal resources as far as possible, reaching more eligible patients and providing more comprehensive services.”
- 340B program savings are reinvested back into communities and patients
- Savings from 340B help FQHCs offer housing, food assistance, job help, education, and transportation.
- Eliminating or scaling back 340B would increase the taxpayer burden to fund services

**Expected action from representative:**

- Support 340B reform for health centers, such as the [340C legislative proposal](#)
- Support legislation that is patient-centered and supports health centers in their work

**Thank You & Persuasive Reiteration**

- Bipartisan issue
- Constituents rely on care from health centers in *[state / region]*
- Invite member to visit

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## **Funding (CHC Reauthorization Fund) - Tuesday, August 6, 2024**

Good *[morning/afternoon]*, my name is *[name]* and I am a *[job title]* at *[health center]*, a community health center in *[city / state]*.



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COMMUNITY  
HEALTH

I am a constituent of *[Senator/ Representative][name]*.

I am calling with Advocates for Community Health to ask for *[Senator/ Representative]*'s leadership to support reauthorizing the Community Health Center fund at the highest level possible, specifically the \$5.8 billion per year for three years in the Senate's Bipartisan Primary Care and Health Workforce Act. The Health Center Fund expires on December 31st, and we are relying on your support for sustained, long-term funding in order to continue providing care and service to our community.

Community health centers care for more than 31 million patients nationwide - at *[health center]*, we care for *[number]* patients with *[include specific challenges / detail of patient population]*.

Health centers such as ours face significant challenges - workforce shortages, inflation, erosion of the 340B program, flat federal funding, and *[any specific challenges]*.

*[Senator / Representative] [name]*, your leadership can secure the future of the Community Health Center fund, ensuring that patients all across *[city or state of constituency]* have access to patient-centered, comprehensive care.

Thank you for *[Senator/Representative] [name]*'s support and leadership.

*If you'd prefer not to use a script for 340B Drug Pricing:*

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

**Your name and location:**

- I am *[name]* and I am a constituent in *[name of town]*
- My name is *[name]* and I live in *[town/county/state]*

**Health center role and credentials:**

- I'm the *[job title]* of *[name of health center]*
- I'm the Director of Government Affairs/Policy at the *[name of PCA]*

**Funding (CHC Reauthorization Fund):**

- Health centers operate in the face of significant operational and financial challenges
- Health centers rely on federal funding to provide high-quality primary care



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HEALTH

- Health centers serve patients regardless of ability to pay and serve patients most in need
- We provide person-centered, comprehensive, quality primary care – addressing medical, behavioral, dental, and other health services using an integrated team approach
- As a trusted voice in the community, health centers meet their patients' unique needs
- Health centers are uniquely positioned to improve health outcomes and transform the communities we serve

#### **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.
- Current funding expires on December 31<sup>st</sup>

#### **Thank You & Persuasive Reiteration**

- Bipartisan issue
- Constituents rely on care from health centers in *[state / region]*
- Invite member to visit

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## **Emergency Preparedness**

Good *[morning/afternoon]*, my name is *[name]* and I am a *[job title]* at *[health center]*, a community health center in *[city / state]*.

I am a constituent of *[Senator/ Representative]**[name]*.

I am calling with Advocates for Community Health to ask for *[Senator/ Representative]*'s leadership to fund health centers and their vital role in responding to local, state and national emergencies.

Emergency preparedness is of great importance to our health center *center]*, which has *[number]* patients with *[include specific challenges or concerns in an emergency, such as heat, flooding, wind, instability of power grid, etc.]*.



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HEALTH

*[Senator / Representative] [name]*, I urge you to fund health centers to protect medical care providers navigating these moments of crisis in their communities. We need Congress to equip health centers to navigate times of uncertainty, and to fund further research into emergency preparedness and response.

*[Health center]* and Advocates for Community Health know that the best way to celebrate health centers during this Week of Action is to protect health centers, so they may continue to protect *[state]*'s most vulnerable communities.

Thank you for *[Senator/Representative] [name]*'s support and leadership.

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## Health Equity

Good *[morning/afternoon]*, my name is *[name]* and I am a *[job title]* at *[health center]*, a community health center in *[city / state]*.

I am a constituent of *[Senator/ Representative][name]*.

I am calling with Advocates for Community Health to ask for *[Senator/ Representative]*'s leadership in promoting and achieving health equity.

*[Health center]* serves *[number]* patients with *[include specific challenges facing patient populations related to equity, including socioeconomic barriers and demographics]*.

*[Senator / Representative] [name]*, I urge you to prioritize funding the Community Health Center program, which provides integrated care to the nation's most vulnerable communities, including uninsured / underinsured individuals and patients with chronic health conditions, such as diabetes and hypertension.

During Advocates for Community Health's Week of Action, we need Congress to invest in health centers' model of care delivery, making a meaningful investment with powerful returns, and clear structures to track health equity. At *[health center]*, we need *[example of a clear need relating to health equity.]*



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COMMUNITY  
HEALTH

*[Health center]* and Advocates for Community Health know that the best way to celebrate health centers this week is to secure the future of the Community Health Center program.

Thank you for *[Senator/Representative] [name]*'s support and leadership.

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## Innovation

Good *[morning/afternoon]*, my name is *[name]* and I am a *[job title]* at *[health center]*, a community health center in *[city / state]*.

I am a constituent of *[Senator/ Representative][name]*.

I am calling with Advocates for Community Health to ask for *[Senator/ Representative]*'s leadership to fund further innovations in the Community Health Center program.

Community health centers are pioneers in public health innovations, utilizing cutting edge technology to better detect and treat patient illnesses, and providing specialty care at an affordable cost *[Health center]*, which serves *[number]* patients, provides high-quality care with *[one or two examples of technology / innovation in service delivery]*.

During Advocates for Community Health's Week of Action, we need *[Senator / Representative] [name]* and the rest of Congress to invest in telehealth, remote patient monitoring, pilot uses of artificial intelligence, and other emerging technologies.

*[Health center]* and Advocates for Community Health know that the best way to celebrate health centers is to fund the future of health care delivery.

Thank you for *[Senator/Representative] [name]*'s support and leadership.

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## Value-Based Care

Good *[morning/afternoon]*, my name is *[name]* and I am a *[job title]* at *[health center]*, a community health center in *[city / state]*.

I am a constituent of *[Senator/ Representative][name]*.



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HEALTH

I am calling with Advocates for Community Health to ask for *[Senator/ Representative]*'s leadership to fund health centers and the transition to value-based care.

*[Health center]*, which has *[number]* patients facing *[include specific challenges / detail of patient population]*, is one of 1400 centers across the nation leading a transition to value-based care in the safety-net setting.

*[Senator / Representative]* *[name]*, I urge you to invest in supporting health centers' transition to value-based care, supporting initiatives that provide health centers with capacity building, funding for pilot programs, and technical assistance.

During Advocates for Community Health's Week of Action, we need Congress to support this transition and the shift to valuing quality of care over volume. *[Optional: insert specific information about health center's experience with value-based care]*.

*[Health center]* and Advocates for Community Health know that the best way to celebrate health centers this week is to fund and support community health centers as they continue to evolve and shift.

Thank you for *[Senator/Representative]* *[name]*'s support and leadership.

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## Workforce

Good *[morning/afternoon]*, my name is *[name]* and I am a *[job title]* at *[health center]*, a community health center in *[city / state]*.

I am a constituent of *[Senator/ Representative]**[name]*.

I am calling with Advocates for Community Health to ask for *[Senator/ Representative]*'s leadership to provide critical funding and resources to address the workforce shortage.

To serve *[number]* patients, *[health center]* has *[number]* providers, who must reflect the populations they serve in *[city / state]* and provide quality care.

*[Senator / Representative]* *[name]*, I urge you to invest in initiatives that provide relief for health centers struggling with retention, recognize pharmacists as providers in





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HEALTH

Medicare, and invest in training programs such as the Teaching Health Center program.

Your advocacy for health center funding ensures that patients in *[city/state]* receive quality health care from trained, competent providers with lower rates of burnout.

*[Health center]* and Advocates for Community Health know that the best way to celebrate health centers this week is to support and train medical providers today to ensure patient care tomorrow.

Thank you for *[Senator/Representative] [name]'s* support and leadership.