**Telephone Template & Talking Points**

Following is a template for you to utilize to participate in NADSA’s Virtual Advocacy Public Policy Day by making telephone calls to Members of Congress and U.S. Senators on Wednesday, May 30, 2018.

This template is intended as a guide to help you begin, follow through, and conclude a telephone call for which you may have only fifteen minutes of time. The seven talking points are written as I would present them. However, it is important that you present these points in words that are comfortable to you so don’t view my suggested language as an actor’s script.

You may find it beneficial to make a copy of the template for each legislator you will be calling, you can add the District and DC telephone numbers to the page and fill in the legislator’s name at the appropriate places before you make the call.

**Good Morning / Afternoon**

**My name is** [state your name slowly and distinctly]

**I am** [an Adult Day Services provider]

 [Family member or friend of an individual who receives Adult Day Services]

 [An individual who receives Adult Day Services]

**In** [name the town or city and state]

**I am calling to speak with** Senator [name] / Congressman [name] / Congresswoman [name]

**About** **Adult Day Services and Adult Day Health Care as a Value Based Quality Alternative to Nursing Homes, particularly as it relates to Medicare.**

*At this point the receptionist will most likely say the Senator / Congressman / Congresswoman is not available at this time. You may or may not be offered the opportunity to speak with a staff aide. Regardless of whether you are given the offer or need to take the initiative, ask to speak with the aide who is responsible for Medicare / Aging issues. If that person is not available ask when he/she will be available for you to call back or if there is someone else with whom you may speak. Upon connection with the staff aide continue as follows:*

**My name is** [state your name slowly and distinctly]

**I am** [an Adult Day Services provider – state the name of your facility]

 [Family member or friend of an individual who receives Adult Day Services]

 [An individual who receives Adult Day Services]

**In** [name the town or city and state]

***Ask if the individual with whom you are speaking is familiar with Adult Day Services. If they are, ask how they became aware of ADS, i.e. do they know someone who is receiving ADS?***

*At this point, the conversation becomes fluid. Following are the points you will want to express:*

1. We work with families to help them keep their loved ones at home and out of a nursing home or other institutional-like care (rehab facilities or assisted living) for as long as possible by providing individualized high-quality care in a congregate setting for up to [state number] days per week for up to [state number] hours per day.
2. We serve aging individuals with dementia, cognitive impairment, physical impairment, a combination of these diagnoses and younger individuals with disabilities. [Provide a concrete example of someone whose health has improved or stabilized with ADS/ADHC who otherwise would qualify for nursing home care.]
3. We have been Medicaid authorized providers for many years but because we have not been authorized providers under Medicare, there is often a default to more expensive institutional care, particularly for individuals who cannot safely remain at home upon discharge from an acute care hospital.
4. On April 2nd, CMS [Centers for Medicare and Medicaid Services] formally recognized Adult Day Services as a Value Based Quality Alternative to Nursing Homes by expanding the interpretation of Supplemental Benefits to allow Medicare Advantage plans to offer Adult Day Services for specific purposes as a Supplemental Benefit.
5. We are asking Congress and the Senate to follow CMS’s lead and authorize Adult Day Services as a Medicare alternative to nursing homes by supporting legislation such as H.R 3098, introduced over several sessions by Rep. Linda Sanchez of California; and, S. 309 introduced by Sen. Chuck Grassley of Iowa to authorize a special needs program demonstration for Medicare funded Adult Day Health Center services.
6. Earlier this year Congress demonstrated it understands Adult Day Health Care is a **Value Based Quality Alternative to Nursing Homes** for veterans by passing Act 115-159, which instructs the Department of Veterans Affairs to provide funding to State Veterans Homes specifically for Adult Day Health Care services.
7. The 2017 Cost of Care Study published by the long-term care insurance company Genworth continues to verify, as it has every past year, Adult Day Services are far less costly than nursing home care and less costly than other home and community-based services (HCBS), such as home care and assisted living. [Offer to send the link to the study.]

*When making these points and in subsequent conversation do not hesitate to answer questions with* ***“I am not sure about that. Let me get the information and send it to you to be certain it is correct.”***

*As your conversation comes toward a close:*

**Offer to send** additional information. **Ask if there is specific** information the person wants.

*The next question is extremely important because office policy often allows only the individual to provide their email address. In short, we cannot obtain it from the office receptionist.*

**May I have your email address so I may keep you informed as new information comes available?** [or to forward the information they have requested]

**Thank you** for your time today! I look forward to hearing if Senator/Representative [name] will be inclined to support legislation to modernize Medicare with Adult Day Services as s **Value Based Quality Alternative to Nursing Homes.**