Case Management Week Calls and Talking Points

These talking points should help you contact your Senators and ask them to cosponsor S. Res. 214, the National Case Management Week Resolution. Cosponsoring a resolution such as this one should not be controversial. It is just a matter of a staff member contacting someone in the office of the Resolution’s sponsors, Senator Pryor or Senator Boozman, and asking to be added as a cosponsor. Democrats would normally contact Senator Pryor’s office and Republicans would contact Senator Boozman’s office.

You might hear that a Senator has a policy of not cosponsoring any resolutions because there are just too many of them. In that case, ask if you can just talk about case management for a minute. Then make a final pitch for the cosponsorship, but we don’t need to get every Senator.

Step one: Contact your Senator’s office. The main number at the Capitol is 202-224-3121. You can start there. Or you can go to http://www.senate.gov/general/contact_information/senators_cfm.cfm and look up the contact information for your specific Senator(s). Ask the receptionist (who is probably an intern) to speak to the Health LA (LA is for Legislative Assistant) and get the spelling of the LA’s first and last names. If the receptionist asks what you are calling about, start by saying you’re calling about a resolution. Resolutions are not generally a top priority so being a little vague about your call may help until you get through to the LA or someone else. Senate offices are not too busy this time of year, but you may find the person you need to talk to is on vacation. Keep trying.

If you end up with someone’s voicemail, you could say something like this: I am ___________ from (city) and a member of the Case Management Society of America. Our organization has over 10,000 members in 76 Chapters, and there are over 50,000 case managers across the country. I’m calling Senator ___________ to ask him/her to cosponsor S. Res. 214, which declares October 13 through 19 as National Case Management Week. We simply want to observe the importance and value case managers bring to the successful delivery of healthcare. (elaborate a little on case management) We would be happy to highlight Senator ___________’s support for the Resolution. Please contact Tate Heuer (rhymes with skewer) with Senator Pryor or Jack Sisson with Senator Boozman,(rhymes with Noseman) Please call me at ______________ or email me at ______________ if you have any questions. I also hope to see you in October during our CMSA Washington Public Policy Summit. Thank you.

If you don’t get through to anyone in person and you leave a voicemail, you should also send an email. If you do get through, you should send a short follow-up anyway. The receptionists don’t generally give out staff email addresses but the format is simple: first name_last name@ Senator’s last name.senate.gov
You can cut and paste (and fill in) the following email:

Subject Line: S. Res. 214

Dear Mr./Ms.

I’m from (city) and I’m with the Case Management Society of America. We have over 10,000 members and there are over 50,000 case managers across the country. I’m writing to ask that Senator cosponsor S. Res. 214, which declares October 13 through 19 as National Case Management Week. [http://beta.congress.gov/bill/113th/senate-resolution/214](http://beta.congress.gov/bill/113th/senate-resolution/214)

We want to observe the importance and value case managers bring to the successful delivery of healthcare. *(elaborate a little on case management)* We would be happy to highlight Senator ’s support for the Resolution. Please contact Tate Heuer with Senator Pryor tate.heuer@pryor.senate.gov or Jack Sisson with Senator Boozman, jack.sisson@boozman.senate.gov, and please call me at or email me if you have any questions. I also hope to see you in October during our CMSA Washington Public Policy Summit. Thank you for your consideration.

And if you’re talking to a live person on the phone:

**Talking Points**

- I’m a constituent from (city) and a member of the Case Management Society of America.

- We have over 10,000 members and there are over 50,000 case managers across the country. Case Managers are licensed professionals working in all areas of Health Care delivery. We educate patients and consumers and collaborate with providers to utilize insurance benefits to provide cost effective care.”

- Case managers are advocates who help patients understand their current health status, what they can do about it and why those treatments are important. In this way, case managers are catalysts; by guiding patients and providing cohesion to other professionals in the health care delivery team, we help clients achieve their healthcare goals more effectively and efficiently.

- I’m calling to ask that Senator cosponsor S. Res. 214, which declares October 13 through 19 as National Case Management Week. We simply want to observe the importance and value case managers bring to the successful delivery of healthcare.

- We will use the week to continue to educate providers, payers, regulators, and consumers about the value case managers bring to the successful delivery of healthcare. We want to observe the important work case managers contribute in all areas of healthcare transitions.
• We would be happy to highlight Senator ____________’s support for the Resolution. Please contact Tate Heuer with Senator Pryor or Jack Sisson with Senator Boozman, (rhymes with Noseman)

• Please call me or email me if you have any questions. I also hope to see you on October 30 while attending our CMSA Washington Public Policy Summit. I will be back in touch on that.

Finally, if you get a chance, email me with the outcome of your call.

Thanks,
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