**For Employer: General Advocacy Email Template**

*This email template is customizable—update the bolded areas appropriately and add your own words and experiences. If you have a HR or benefits manager, they’re your go-to person. You can reach out to your boss if you don’t know who that is or don’t have one.*

Hi **[Designated Recipient]**,

Thank you for taking the time to read this email and for your ongoing support in the workplace. Today, I’m reaching out to ask about our employee healthcare coverage. I recently learned that the Affordable Care Act (ACA) mandates comprehensive, insurance-covered lactation care. This made me wonder what kind of coverage we offer working parents and if that care complies with the ACA.

Although many health plans claim to provide lactation care on paper, that coverage is often inadequate. This is not your fault—it’s a national, systemic problem that isn’t discussed enough. But you have the power to help provide the solution. Though a benefit like lactation care may seem niche, it has far-reaching implications, impacting employee well-being, productivity, and, ultimately, retention. I support accessible, expert, and recognized lactation care for all parents and believe that **[Company Name]** does, too.

You can learn more about the importance of ACA-compliant lactation care at [The Lactation Coverage Gap](http://lactationnetwork.com/advocacy-hub/employers/) and answer these five questions to see how comprehensive your coverage is:

1. Is an employee able to have a comprehensive, 60-minute lactation consultation with an IBCLC within insurance network?
2. Are employees able to see an IBCLC as many times as needed throughout their breastfeeding journey?
3. Will the employee have any out-of-pocket costs?
4. Are your benefits accessible? Accessible meaning: Are in-person lactation consultations available within a reasonable traveling distance for the parent or the IBCLC?
5. Is culturally competent care available?

I appreciate your time and look forward to hearing back from you!

Best,

**[Your Name]**

**For Employer: Urgent Need Email Template**

*If you are working and are pregnant or have a baby, you need accessible lactation care. Having accessible lactation care means you are able to find a lactation consultant who is:*

* *In-network*
* *Within reasonable travel distance*
* *Offers in-person appointments (not just telehealth)*
* *Is able to see you within a reasonable time*

*If you are in urgent need of lactation care and unable to locate a provider that fits the above criteria, you can use this template to reach out to your Human Resources or Benefits Coordinator (or your boss). This email template is customizable—update the bolded areas appropriately and add your own words and experiences.*

Hi **[Designated Recipient]**,

Thank you for taking the time to read this email and for your ongoing support in the workplace. As you may know, **[Select the relevant description for you:** I’m pregnant and have been looking into lactation care options through our employee healthcare coverage. **/** I have a baby and am in urgent need of lactation care through our employee healthcare plan**.]**

When I was exploring our health benefits, I could not find an in-network outpatient lactation consultant near me. Insurance-covered lactation care is mandated by the Affordable Care Act and should be covered by our health plan. My preferred provider is [The Lactation Network](https://lactationnetwork.com).

I need your help to secure this legally-mandated care.

Best,

**[Your Name]**

**For Health Plan: Urgent Need Email Template**

*Having accessible lactation care means you are able to find a lactation consultant who is:*

* *In-network*
* *Within reasonable travel distance*
* *Offers in-person appointments (not just telehealth)*
* *Is able to see you within a reasonable time*

*This email template is customizable—update the bolded areas appropriately and add your own words and experiences. If you are in urgent need of lactation care and unable to locate a provider that fits the above criteria, reach out to your insurance company and share the following information:*

Hi **[Designated Recipient]**,

Thank you for taking the time to read this email. I’m reaching out because **[Select the relevant description for you:** I’m pregnant and have been looking into lactation care options through my healthcare plan. **/** I have a baby and am in urgent need of lactation care through my healthcare plan**.]**

When I was exploring my health benefits, I could not find an in-network outpatient lactation consultant near me. Because insurance-covered lactation care is mandated by the Affordable Care Act (ACA), this should be covered by my current health plan. The ACA also states that [if a health plan does *not* have an in-network provider](https://www.cms.gov/cciio/resources/fact-sheets-and-faqs/downloads/faqs-part-xxix.pdf) who can provide the appropriate lactation care services, **that health plan is then** **required to cover costs for the needed items or services when performed by an out-of-network provider**.

My preferred provider is [The Lactation Network](https://lactationnetwork.com). Can you assist me in securing my legal right to lactation care?

You can learn more about the importance of ACA-compliant lactation care at [The Lactation Coverage Gap](http://lactationnetwork.com/advocacy-hub/employers/).

Best,

**[Your Name]**