Member Value Report

2025

National Home Infusion Association

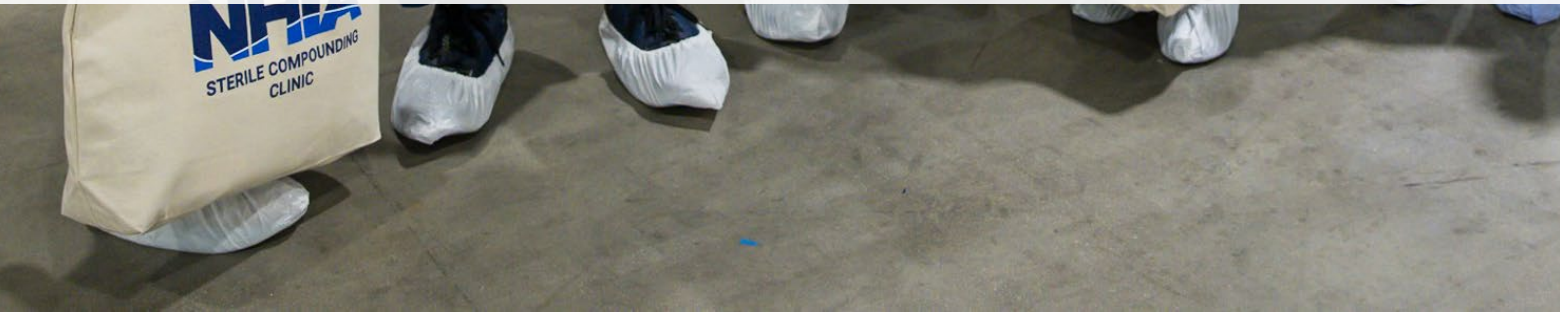
National Home Infusion Association

OUR MISSION

To provide advocacy, education, and resources to the infusion community so the patients they serve can lead healthy, independent lives.

OUR VISION

For high-quality infusion services to be valued and accessible to all.



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Message from the CEO

Welcome to the NHIA annual report, a review of the major association activities for 2025. With a growing pipeline of complex infused therapies and continued emphasis on patient-centered care, the home and alternate site infusion is playing a more central role in improving access, quality, and system efficiency. At NHIA, we are proud to provide advocacy and support on behalf of the infusion professionals working in this dynamic environment to serve patients and their families, helping them to lead healthy, independent lives.

NHIA pursued a parallel advocacy strategy focused on strengthening patient access to home infusion across both public and private markets. First, the association continued to prioritize improvements to Medicare coverage, which remains a critical gap in access for seniors and disabled Americans. With the re-introduction of the Preserving Patient Access to Home Infusion Act, legislation that would lay the foundation for expanded access by defining pharmacy services and removing the face-to-face requirement for payment. The bill would also extend Part B home infusion therapy services to Part D-covered anti-infectives, enabling patients who currently receive infusions in hospital outpatient settings to transition safely to care at home. Complementing these Medicare-focused efforts, NHIA also worked to improve commercial payors' understanding of home infusion and its role in advancing high quality, cost-effective care. As part of this effort, NHIA published two white papers highlighting mounting access challenges related to home parenteral and enteral nutrition support services. Additional details on these advocacy initiatives are available in the full report.

Interest in the home and alternate site infusion industry remains strong as evidenced by continued growth in NHIA membership. In 2025, NHIA added 37 new provider and supplier companies invested in the home and alternate site infusion industry. We are honored to have the opportunity to represent over 336 companies and 19,000 professionals—from patient care providers to manufacturers and distributors.

In 2025, NHIA developed a variety of new tools and resources for members working in a rapidly changing environment. From simplified ways to navigate state licensure and keep up to date on regulations, to reporting on market trends, to a new designated person certificate program, the association is focused on supporting industry professionals dedicated to staying current, expanding their knowledge, and building their skills. Our commitment to offering expanded high-value education continues. In addition to the extremely successful 2025 Annual Conference, which included the largest expo of any conference in recent history, NHIA awarded more than 3,100 hours of continuing education credit across programs including Clinical Connect, Operations Elevation, Disease State Management webinar series, and Sterile Compounding Advanced industry information with quarterly Talk Infusion webinars. NHIA also released its Infusion Industry Trends report, providing a detailed look at how utilization, provider models, and reimbursement dynamics are shifting across therapy categories and payor types.

Individuals also play an important role in advising NHIA and I would be remiss if I didn't thank the Board of Directors, Future of Infusion Advisory Council, and members of our various committees for your dedication and support. We could not do what we do without your partnership and guidance. Thank you for being a member of NHIA, and for the work you do on behalf of patients and their families.

Connie Sullivan, BSPharm
President & CEO

NHIA Advocacy

Efforts to Fix Medicare's Part-B Home Infusion Therapy Services Benefit

NHIA's primary advocacy focus in 2025 remained passage of the Preserving Patient Access to Home Infusion Act, bipartisan, bicameral legislation to modernize Medicare's Part B home infusion therapy services benefit.

In 2025, NHIA worked closely with Congressional champions to advance an updated version of the legislation that strengthens both its policy impact and prospects for passage. Key refinements include expanding coverage to include IV anti-infective therapies, a critical step toward closing a long-standing Medicare coverage gap that diverts an estimated one million beneficiaries each year to higher-cost institutional settings. The legislation also establishes a five-year transitional period to provide payment stability and allow providers time to scale participation, educate referral partners, and invest in infrastructure. In addition, the bill proposes a bundled payment for disposable supplies, aligning Medicare policy with commercial best practices while simplifying billing, reducing administrative burden, and better reflecting the true cost of care delivery.

NHIA members were central to advancing the legislation. During Advocacy in Action Day, members and patients held more than 130 meetings with Members of Congress and their staff representing over 25 states, sharing firsthand experiences that underscored the need for reform. In the weeks surrounding the event, ten new bipartisan cosponsors joined the legislation, reflecting growing recognition that Medicare's current home infusion benefit is failing seniors and individuals with disabilities.

NHIA and its members have positioned the Preserving Patient Access to Home Infusion Act as a practical, fiscally responsible solution that expands access, supports provider participation, and supports options for care in the most patient-preferred setting—the home. These efforts have created strong momentum heading into 2026.

Nutrition Support Advocacy

NHIA expanded its advocacy efforts in 2025 to address mounting access challenges in home parenteral nutrition (HPN) and home enteral nutrition (HEN), releasing two targeted white papers to provide providers, policymakers, and payors with clear, data-driven analysis.

The HPN white paper examined rising costs and declining reimbursement, documenting how supply chain disruptions, labor cost increases, regulatory requirements, and intensive clinical service demands are threatening the sustainability of this life-sustaining therapy. While home parenteral nutrition delivers significant savings compared to hospital-based care, NHIA's analysis showed that the growing gap between expenses and payment is contributing to declining provider participation. The report outlined practical near-term and long-term policy strategies to stabilize access.

NHIA's HEN white paper focused on the impacts of Medicare's Competitive Bidding program, identifying long-term declines in both the number of suppliers and Medicare beneficiaries accessing home enteral nutrition. The analysis highlighted the need for improved oversight, recognition of clinical service requirements, and payment reforms that better align with patient needs and quality outcomes.

Together, these efforts reinforced NHIA's role as a trusted source of actionable data and policy expertise, equipping members with evidence to support advocacy efforts and elevating nutrition support as a growing focus area.

NHIA Advocacy

Regulatory Advocacy Efforts

Regulatory advocacy remained a consistent pillar of NHIA's work in 2025 as the association engaged with federal agencies on policies affecting home infusion providers.

NHIA submitted detailed comments to the Centers for Medicare & Medicaid Services (CMS) on Medicare Transaction Facilitator (MTF) agreements under the Medicare Drug Price Negotiation Program, raising concerns about cash-flow disruptions, administrative burden, and inconsistent manufacturer processes. NHIA urged CMS to adopt operational safeguards that reduce financial strain on dispensing entities and streamline implementation.

The association also commented on proposed coverage policies related to external infusion pumps, emphasizing the need for coherence between drug coverage and the home infusion therapy services benefit, as well as clarity to ensure continuity of care during potential supply chain disruptions. Across rulemakings, NHIA continued to advocate for policies that reduce fragmentation, recognize pharmacy professional services, and preserve patient access.

Looking Ahead

NHIA's advocacy efforts in 2025 combined strong member engagement, refined legislative strategy, and credible data to advance meaningful progress. That momentum was further reinforced by public recognition of home infusion's value during a House Energy & Commerce Committee hearing, where the Secretary of Health and Human Services cited home infusion as an opportunity for commonsense reform that can save taxpayer dollars while improving access—particularly for rural and elderly patients.

National Home Infusion Foundation

Infusion Journal

In 2025, *Infusion Journal* content strongly reflected the evolving clinical, operational, and patient-centered considerations surrounding immune globulin therapy, which emerged as the dominant topic across published articles. Multiple studies examined subcutaneous immune globulin from complementary perspectives, including supply management challenges, pharmacist-led optimization strategies, device innovation, and comparative patient experience between intravenous and subcutaneous administration. Additional research examined the stability of immune globulin products across containers and temperature conditions, providing practical insights relevant to pharmacy operations, storage, and handling. Collectively, these articles reinforced immune globulin's central role in infusion practice and highlighted the need for multidisciplinary approaches to improve safety, efficiency, and patient outcomes.

Beyond immune globulin, Infusion Journal continued to showcase a diverse range of infusion-related topics that align with members' day-to-day clinical responsibilities. Articles explored real-world utilization and tolerability of crizanlizumab in infusion suites, patient-reported quality-of-life outcomes associated with inebilizumab therapy for neuromyelitis optica spectrum disorder, and the development of a lipid screening tool to identify patients at higher risk for infusion reactions. Together, the 2025 publications demonstrated the journal's commitment to delivering timely, practice-focused evidence that supports clinical decision-making, operational excellence, and patient-centered care across the infusion landscape.

Research

Nursing Time Study

In 2025, the National Home Infusion Foundation completed an important research initiative designed to quantify the professional time and tasks required of home infusion nurses during the initial days and weeks of care for newly referred patients. Recognizing a significant gap in the published literature, where most nursing time-and-motion studies focus on hospital-based settings, this study was specifically designed to reflect the unique, one-on-one care model of home infusion nursing. The project captured both direct patient care activities performed in the home and indirect patient care tasks completed outside the home, such as care coordination, documentation, and communication with prescribers and interdisciplinary team members.

Using structured nurse time-tracking across multiple home infusion providers and therapy types, the study evaluated how nursing time varies by prescribed medication, administration method, and patient onboarding stage. Tasks such as patient assessment, plan of care development, education, vascular access management, infusion administration, travel, and care coordination were systematically recorded from referral through early therapy stabilization. By focusing on the initiation phase of home infusion, when nursing intensity is highest, the findings provide critical, data-driven insight into the complexity and professional effort required to safely transition patients to home-based care. This research delivers tangible value to NHIA members by supporting advocacy efforts, informing staffing and resource allocation decisions, and strengthening the evidence base needed to accurately represent the role of home infusion nurses to payors, policymakers, and other stakeholders.

Supported by
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NHIF
National Home Infusion Foundation

National Home Infusion Foundation

Awarding Excellence

The Foundation honored Maritza DeGagne, RPh with the 2025 Lynn Giglione Women in Leadership Award. DeGagne recently retired as Senior Vice President of Field Operations at Option Care Health after an impressive 35-year career in home infusion and in the same company. She began at Option Care as a pharmacy intern in 1990 and was hired as a clinical pharmacist. Her responsibilities expanded and she held positions from Pharmacy Manager to Operations Director to Senior Vice President of Operations where she led 750 team members across 20+ pharmacy locations and was a driving force behind continuous improvements in patient care. DeGagne participated in the development of Option Care Health's pharmacy resident program. She has also been a role model to other female leaders through mentorship and helping launch the Women's Leadership Networking Group. Under her leadership, hundreds of people were mentored and promoted. Many of them report that her guidance, support, and investment in their success were pivotal.

NHIF welcomed a new class of Fellows. The FNHIA Program recognizes the contributions and achievements of highly accomplished individuals. The individuals selected for the 2025 class of Fellows include:

- Michael Bedenbaugh, PharmD, MBA, MS Director of Pharmacy Services; Intramed Plus
- Ryan Garst, PharmD, MBA, IgCP, BCSCP Vice President of Pharmacy; Nutrishare
- Lisa Kinder, RD, CNSC, Clinical Program Manager; Optum Infusion Pharmacy
- Karen Martin, MA, RDN, LD, FAND, FASPEN, Director—Sales Learning & Development; Amerita Specialty Infusion

Supported by IMS INTEGRATED MEDICAL SYSTEMS

Leslie Myers, PharmD, IgCP of CSI Pharmacy, was selected as the winner of the NHIF Outstanding Abstract Achievement Award for her poster, "Social Determinants of Health Impact on Participant Perception with Intravenous Immunoglobulin Therapy."

NHIF
National Home Infusion Foundation

Education

NHIA Expands Educational Offerings

NHIA remained committed to delivering the most up-to-date information to its members while expanding its educational programs. In 2025, Education Committee members and NHIA Directors of Education structured more than 3,100 hours of continuing education. Programming consistently revealed high satisfaction scores quarter over quarter, demonstrating the quality and relevance of NHIA's continuing education programming.

Sterile Compounding Designated Person Certificate Program

The NHIA Sterile Compounding Designated Person Certificate Program gives participants the knowledge needed to confidently carry out the Designated Person responsibilities outlined in USP <797>. Delivered in six focused units, the program covers key areas such as environmental controls, standard operating procedure oversight, inspection readiness, cleanroom certification review, documentation best practices, and building and maintaining strong competency programs. Each session includes practical guidance participants can apply right away to support USP <797> compliance and strengthen oversight in sterile compounding operations. The program offers 5.5 continuing education hours, and participants receive a certificate of completion when finishing the program.

NHIA 2025 Makes Its Mark in the Nation's Capital

The 2025 NHIA Annual Conference took place in Washington, DC March 29–April 2 bringing together nearly 1,600 infusion professionals and 150 supplier companies for a robust program of education, networking, and a trade Expo. The conference offered more than 100 educational sessions, along with the Sterile Compounding Clinic, which highlighted essential competencies and key updates related to USP <797> standards. Attendees also participated in the all-new Infusion Suite Experience, an immersive, hands-on opportunity to explore the elements of an ambulatory infusion suite safety audit.

A total of 3,100 hours of CE credit granted in 2025

NHIA University 2025 Stats

The platform houses more than **100** educational products that are available at no cost to all staff at NHIA member organizations and cover all aspects of infusion industry services.

8,200+ learning program registrations

Supported by Baxter

Membership

NHIA Enhances and Expands Member Benefits

NHIA released **Infusion Industry Trends 2025**, providing a detailed look at how utilization, provider models, and reimbursement dynamics are shifting across therapy categories and payor types. The report, driven by claims data, offers members a practical view of current market conditions and emerging pressures, alongside insight into where opportunities for growth and innovation are taking shape.

NHIA developed a **Homecare Licensure and Regulations for HIT Nurse Services** tool, which provides a comprehensive, state-by-state look at homecare licensure and regulations. This innovative tool, available via NHIA University, is a centralized hub with up-to date information, allowing NHIA members to easily access each U.S. state's licensing requirements and administrative code regulations with a click of a button.

NHIA also launched a **State Legislative and Regulatory Tracking Dashboard** via the NHIA Community, which consolidates relevant legislation and regulatory activity from all 50 states into a single, easy-to-navigate dashboard for members and provides AI-powered summaries, sponsors or issuing regulatory bodies, applicable topic areas, legislative status, and more.

The NHIA Community continues to grow and add valuable features for NHIA members. Nearly 6,000 unique individuals have signed into the NHIA Community since launch. The online member forums see daily activity where professionals across all roles in home infusion collaborate on solutions to common challenges.

In 2025, NHIA launched a new **AI Search and Assistant** in the community. The NHIA Community AI Assistant provides direct, conversational answers sourced from NHIA's trusted knowledge, including education, guidance, research, and more than 2,500 discussion posts available only in the NHIA Community. The feature also cites all references enabling members to access and refer to the sources or use them to help find further education on a subject.

The NHIA member resource library, accessible within the Community, houses valuable resources for members including reimbursement references, clinical recommendations and guidelines, research, the digital version of INFUSION Magazine and magazine archive, policy and advocacy resources, and more. Members viewed more than 10,326 resources in 2024. These tools received over 7,120 downloads, increases of 22% and 41% respectively. This growth highlights both the expanding library of valuable resources and the rise in member awareness and engagement.

2025 Membership Growth

36
new member companies

NEW

334
corporate members

819
provider locations

19,000+
individual members

NHIA Committees

NHIA committees bring together the thought leaders and experts in home and alternate site infusion therapy to complement and support staff efforts in promoting and achieving the association's mission and vision.

These groups are the embodiment of member engagement, pairing the skills and experiences of members with association resources to advance the industry. The committee structure reflects the growing interests of NHIA membership and allows new opportunities for participation.

NHIA's committees undertook critical work to support the industry and drive member value in 2025. Among the many activities, NHIA Committees were instrumental in the launch of multiple new education products, including new CE content and feature articles as well as additional conference and nonconference education. The committees also support research efforts and development of clinical tools, establishing a draft standard for pharmacist documentation of the initial assessment and plan of care and maintaining the Home Infusion Drug List.

Committee efforts also continued to provide feedback for the framework of educating new and existing members on tools and resources, including developing NHIA Communications Learning Management System surveys to assess opportunities for improvement.

Committees:

Clincal Practice
Chair: **Don Filibeck, Pentec Health, Inc.**

Education
Clinical Ed Committee Chair: **Cassandra Redmond, Penn Home Infusion Therapy**

Leadership Chair: **Cheryl Gast-Whitaker, Johns Hopkins Home Care Group**

Nursing Committee Chair: **Judith Maggi, Coram CVS Specialty Infusion Services**

Revenue Cycle Chair: **Tiffany Speer, ACU-Serve**

Sales & Marketing Chair: **Kristie Jesionek, Optum Infusion Pharmacy**

Government Affairs
Chair: **Frank Esposito, KabaFusion**

Medicare Contractor Advisory
Chair: **Penny Allen**

Membership Advisory
Chair: **Penelope Perkinson, Vital Care Infusion**

Payer Advocacy and Relations
Chair: **Glenel Tillich, ACU-Serve**

Quality & Standards
Chair: **Tricia Sirois, PharmD, Michigan Medicine Home Infusion**

Sterile Compounding Practice
Chair: **Barbara Petroff, Shawler Petroff LLC**

Future of Infusion Advisory Council

Thank you to the members of our Future of Infusion Advisory Council (FIAC).

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B|BRAUN SHARING EXPERTISE

cencora

CorMedix Therapeutics

eitan medical care & beyond™

FRESENIUS KABI caring for life

icumedical human connections

IMS INTEGRATED MEDICAL SYSTEMS

Johnson&Johnson Innovative Medicine

MHA™ Exceptional Service. Extraordinary People.

McKESSON

MOOG Enhancing Healthcare. Enriching Lives.™

Pfizer

PREMIER | innovatix

PROVISTA

solventum

Trella HEALTH

WeInfuse

WellSky

Members as of 12/31/25

Board Members

Thank you to our NHIA Board Members in 2024.

NHIA Board Officers and Executive Committe

Chair

Upstate HomeCare
Gregory LoPresti

Vice Chair

KabaFusion
Frank Esposito

Second Vice Chair

Froedtert Health
Noah Franz

Treasurer

New England Life Care
Bob Calway

Past Chair

Option Care Health
John Rademacher

At-Large

Premier Infusion Care
Tim Smith

Non-Voting

National Home Infusion Association
Connie Sullivan

Board Members

Amerita
Rich Denness

Coram & CVS Specialty Therapy Operations
Ashley Czonstkowsky

Harbin Clinic, LLC
Todd Pledger

Infusion Solutions Inc.
Rowena Birnel

Pentec Health
Matthew Deans

Promptcare
Paul Jardina

Soleo Health
Drew Walk

UC Davis Health
Chad Hatfield

UPMC Chartwell
Kathleen Patrick

Vital Care
Logan Davis

NHIA Staff

Connie Sullivan, BSPharm
President & CEO

Jennifer Charron, RN, MSN, MBA
Chief Operating Officer

Bill Noyes
Senior Vice President of Reimbursement Policy

Ashlan Oberholtzer, MS, RD, LD
Vice President of Membership and Business Development

Scott Kesselman
Senior Director of Marketing and Communications

Michelle Simpson, PharmD, BCSCP, MWC
Clinical Program Manager, Editor-in-Chief, *Infusion Journal*

Marianne Buehler, CPhT, FNHIA
Director of Revenue Cycle Support

Jeannie Counce, FNHIA
Editorial Director, INFUSION Magazine

Jacob Deitsch, PharmD, BCPS, BCSCP, HDDP, IgCP
Director of Pharmacy Education and Programs

Laura Luckow MSN, RN, CRNI
Director of Nurse Education and Programs

Crissy J. O'Donnell
Director of Membership Services

Erica Platner
Director of Events

Shanika Reese
Executive Assistant

Jennifer Lyons
Data and Quality Analyst

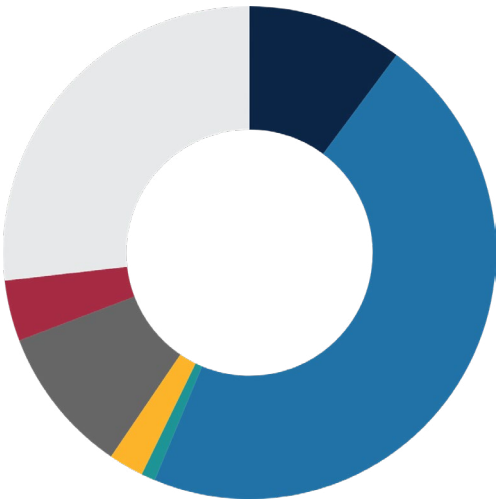
Sage Arnold
Marketing Coordinator

Cathy Hedge
Website & Analytics Specialist

NHIA 2025 Financial Summary

REVENUE	$6,631,980
Membership Dues	$2,695,924
Advertising	$459,343
Programs	$1,169,461
Conference	$ 2,307,252

EXPENSES	$6,533,016
General Administration	$665,095
Human Resources	$3,012,044
Magazine	$150,573
Marketing	$ 59,783
Lobbying & Advocacy	$633,458
Programs	$260,099
Conference	$1,751,964



Cash Position ending 12/31/24 -
$3,556,060

IMS
EDISON, NJ
GENERAL CONFERENCE
NHIA25
BOARD MEMBER
LEXINGTON, MA
GENERAL CONFERENCE
NHIA25

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