

Congress of the United States
Washington, DC 20515

March 6, 2014

The Honorable Secretary Kathleen Sebelius
Department of Health and Human Services
200 Independence Avenue, SW
Washington, DC 20201

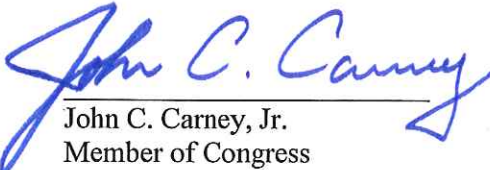
Dear Secretary Sebelius,

We are writing to request that you make necessary changes to the Federal healthcare exchange website to ensure individuals maintain their access to insurance coverage. Presently, several flaws in the healthcare.gov website and the hotline prevent this from happening. There is an important role for the state health officials, agents and brokers, and individuals assisting in marketplace enrollments to help guide consumers through this important but complicated process.

- First, we are writing to request that your Department create a dedicated call line for certified agents and brokers, navigators, marketplace assistors, and state health officials to ensure that problems with enrollment are addressed quickly and effectively. Currently, these individuals are limited in their ability to trouble-shoot on behalf of consumers. If they were given easy access to enhanced customer-service support via a dedicated call line, they would be better positioned to help individuals proceed to enrollment.
- Second, we are writing to request that the Department add an edit function to healthcare.gov that would allow individuals to make changes and fix mistakes with their application without having to restart the process. Individuals who make input errors on their healthcare.gov applications are currently limited in their ability to correct the problems without deleting their account and starting over.
- Third, we believe the edit function should be changed to enable consumers to add multiple assistors to their account at any stage in the enrollment process. Beyond ensuring that these assistors are compensated for their work, the ability to track who has assisted a consumer with their decision provides accountability and, in the event of any errors or issues with the application, provides important consumer protection.

Implementing the changes outlined above would fully leverage the expertise of insurance agents and brokers, state health officials and other individuals assisting in marketplace enrollments. Taking these steps as soon as possible will assist in easing some of the frustrations felt by individuals attempting to sign up for healthcare. Thank you for your attention to these issues. We look forward to continuing to work with you on these and other matters.

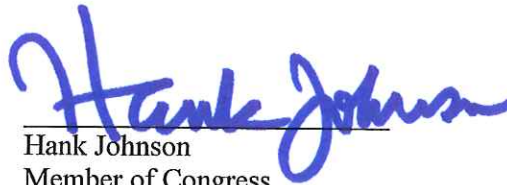
Sincerely,


John C. Carney, Jr.
Member of Congress

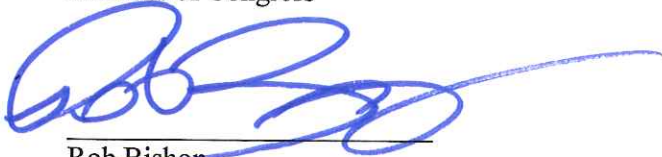

Charles W. Dent
Member of Congress



David Scott
Member of Congress



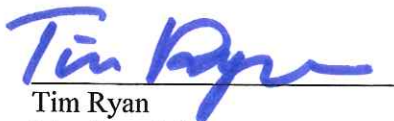
Hank Johnson
Member of Congress



Rob Bishop
Member of Congress



Mark Meadows
Member of Congress



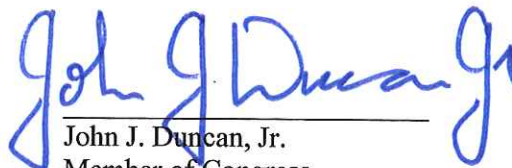
Tim Ryan
Member of Congress



Steve Stivers
Member of Congress



Ron Barber
Member of Congress



John J. Duncan, Jr.
Member of Congress



Dan Benishke, M.D.
Member of Congress



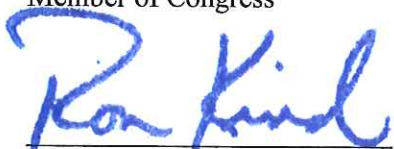
Bill Foster
Member of Congress



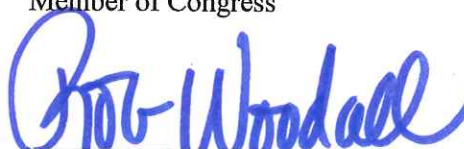
Patrick E. Murphy
Member of Congress



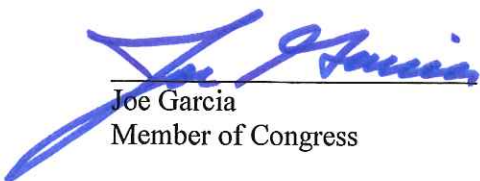
Gary Peters
Member of Congress



Ron Kind
Member of Congress



Rob Woodall
Member of Congress



Joe Garcia
Member of Congress



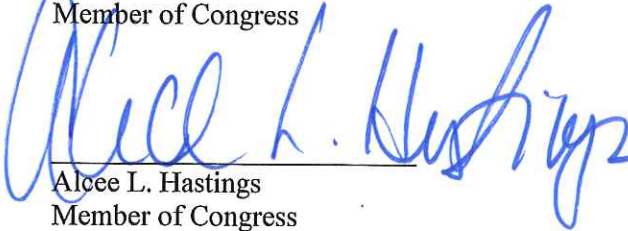
Allyson Y. Schwartz
Member of Congress



Paul D. Tonko
Member of Congress



Gerald E. Connolly
Member of Congress



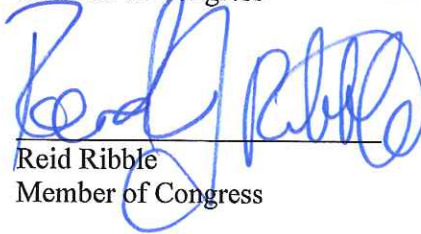
Alcee L. Hastings
Member of Congress



Sean P. Duffy
Member of Congress



Lynn Westmoreland
Member of Congress



Reid Ribble
Member of Congress



Filemon Vela
Member of Congress



Tammy Duckworth
Member of Congress



Dan Lipinski
Member of Congress



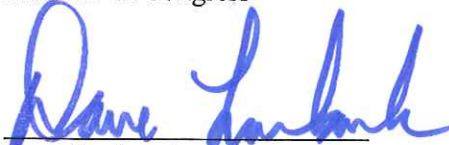
John Barrow
Member of Congress



Jim Cooper
Member of Congress



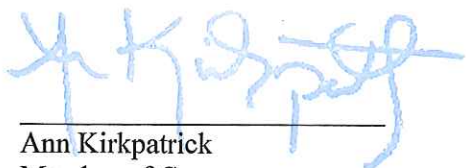
Ann McLane Kuster
Member of Congress



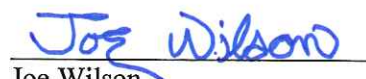
Dave Loebsack
Member of Congress



Jim Himes
Member of Congress



Ann Kirkpatrick
Member of Congress



Joe Wilson
Member of Congress



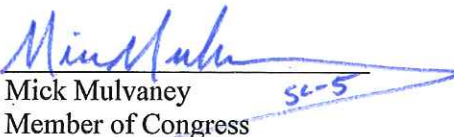
Brad Schneider
Member of Congress



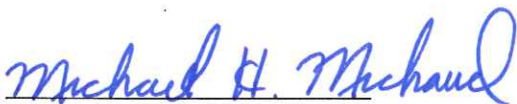
David Price
Member of Congress



Sanford Bishop
Member of Congress

 SC-5

Mick Mulvaney
Member of Congress



Mike Michaud
Member of Congress



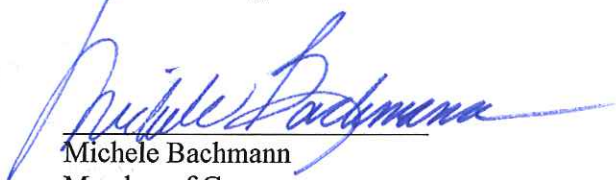
Bruce Braley
Member of Congress



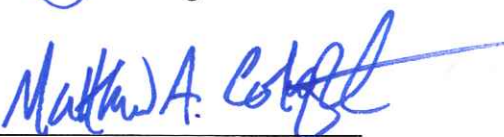
Gene Green
Member of Congress



Jim Renacci
Member of Congress



Michele Bachmann
Member of Congress



Matt Cartwright
Member of Congress



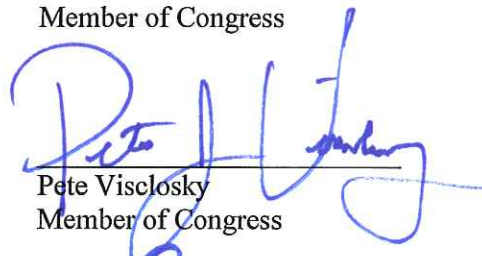
Betty McCollum
Member of Congress



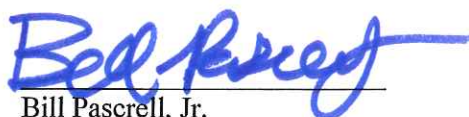
Carol Shea-Porter
Member of Congress



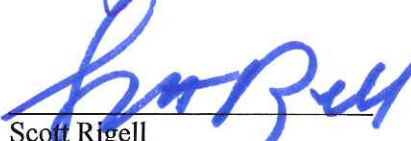
Beto O'Rourke
Member of Congress



Pete Visclosky
Member of Congress



Bill Pascrell, Jr.
Member of Congress



Scott Rigell
Member of Congress



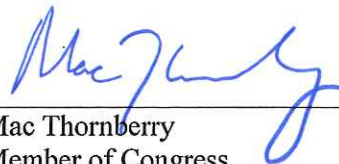
Bill Owens
Member of Congress



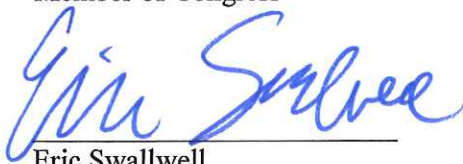
Donald M. Payne, Jr.
Member of Congress



Cheri Bustos
Member of Congress



Mac Thornberry
Member of Congress



Eric Swallwell
Member of Congress



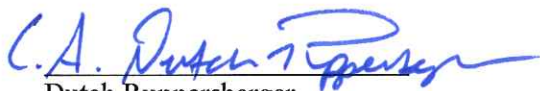
Dan Maffei
Member of Congress



Jim Gerlach
Member of Congress



Mike Thompson
Member of Congress



Dutch Ruppersberger
Member of Congress



André Carson
Member of Congress



Kyrsten Sinema
Member of Congress



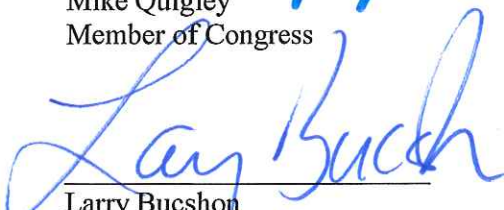
Frederica Wilson
Member of Congress



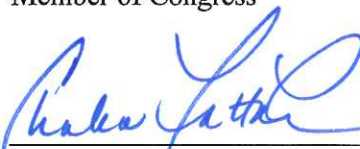
Mike Quigley
Member of Congress



Rush Holt
Member of Congress



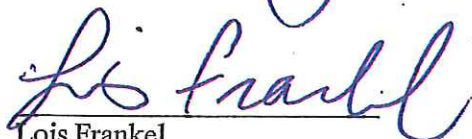
Larry Bucshon
Member of Congress



Chaka Fattah
Member of Congress


Raúl M. Grijalva
Member of Congress


Lloyd Doggett
Member of Congress

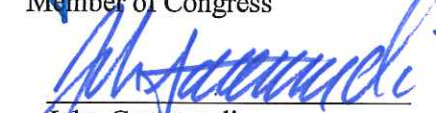

Lois Frankel
Member of Congress

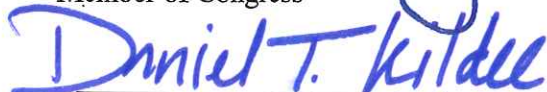

Joaquin Castro
Member of Congress


Terri A. Sewell
Member of Congress


Jim Moran
Member of Congress


Wm. Lacy Clay
Member of Congress


John Garamendi
Member of Congress


Dan Kildee
Member of Congress