

Congress of the United States
Washington, DC 20515

April 16, 2015

The Honorable Secretary Sylvia Matthews Burwell
Department of Health and Human Services
200 Independence Avenue, SW
Washington, DC 20201

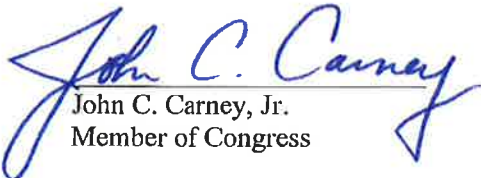
Dear Secretary Burwell,


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 and can easily learn about quality, affordable coverage. There is an important role for the state health officials, agents and brokers, and individuals assisting in the marketplace enrollments to help guide consumers through this important but complicated process. Unfortunately, several flaws continue on the healthcare.gov website and the call center prevents our fully utilizing certified assisters.


- First, we are writing to request that your Department create a dedicated customer service hotline for certified agents and brokers, navigators, marketplace assistors and state health officials to ensure that problems with enrollment are addressed quickly and effectively.
- Second, we request improvements to the healthcare.gov search feature for individuals searching for agent and broker contact information within the list of local in-person assistance so that constituents can more easily find these resources.
- Third, we believe that amendments need to be made to marketplace coverage application and transaction records to track and record the identifying numbers for all navigator and non-navigator assisters, call-center support personnel and certified agents who assist an enrollee. This will provide better consumer protection, inspire greater cooperation purposes among the various types of individuals providing consumers with application and coverage assistance, and ensure that all who assist an individual are compensated for their work.

The changes outlined above would better employ the expertise of insurance agents and brokers, state health officials and other individuals assisting in the marketplace enrollments to ease the process for our constituents. Implementing these improvements before the next open enrollment could greatly improve the experience of 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


Daniel Benishek, M.D.
Member of Congress



Charles W. Dent
Member of Congress



Mo Brooks
Member of Congress




Peter DeFazio
Member of Congress



John Moolenaar
Member of Congress



Reid Ribble
Member of Congress



David Scott
Member of Congress



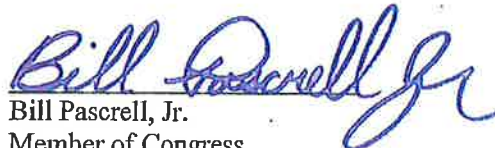
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Mike Thompson
Member of Congress



Tim Ryan
Member of Congress



Bill Pascrell, Jr.
Member of Congress



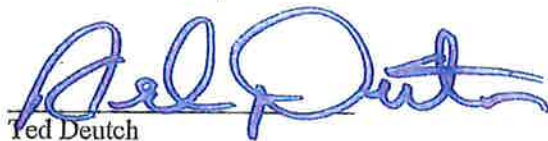
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Kyrsten Sinema
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Ted Deutch
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Matt Cartwright
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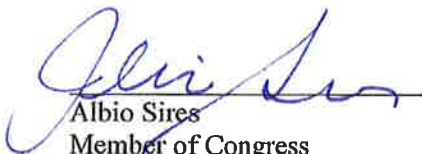
Ron Kind
Member of Congress



Larry Bucshon, M.D.
Member of Congress




John Garamendi
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Albio Sires
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Ann McLane Kuster
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Gerald E. Connolly
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Ami Bera, M.D.
Member of Congress



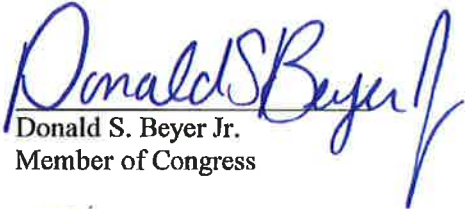
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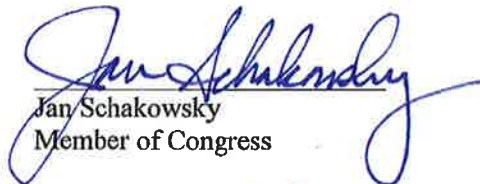
André Carson
Member of Congress



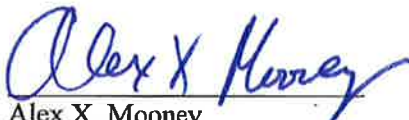
Ann Kirkpatrick
Member of Congress



Pete Visclosky
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Jan Schakowsky
Member of Congress



Alex X. Mooney
Member of Congress



Kurt Schrader
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Candice S. Miller

Candice S. Miller
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