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 assisters, 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 assisters to their account at any stage in the enrollment process. Beyond ensuring that these assisters 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

Rob Bishop  
Member of Congress

Tim Ryan  
Member of Congress

Ron Barber  
Member of Congress

Dan Benishek, M.D.  
Member of Congress

Patrick Murphy  
Member of Congress

Ron Kind  
Member of Congress

Joe Garcia  
Member of Congress

Hank Johnson  
Member of Congress

Mark Meadows  
Member of Congress

Steve Stivers  
Member of Congress

John J. Duncan, Jr.  
Member of Congress

Bill Foster  
Member of Congress

Gary Peters  
Member of Congress

Rob Woodall  
Member of Congress

Allyson Y. Schwartz  
Member of Congress
Paul 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

FILEMOH 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

Sanford Bishop
Member of Congress

Mike Michaud
Member of Congress

Gene Green
Member of Congress

Michele Bachmann
Member of Congress

Betty McCollum
Member of Congress

Beto O’Rourke
Member of Congress

Bill Pascrell, Jr.
Member of Congress

David Price
Member of Congress

Mick Mulvaney
Member of Congress

Bruce Braley
Member of Congress

Jim Renacci
Member of Congress

Matt Cartwright
Member of Congress

Carol Shea-Porter
Member of Congress

Pete Visclosky
Member of Congress

Scott Rigell
Member of Congress