

**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

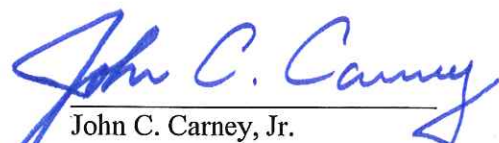
Dear Secretary Sebelius,


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.

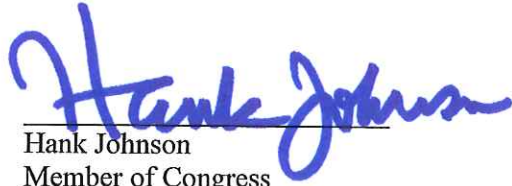
Sincerely,

  
John C. Carney, Jr.  
Member of Congress

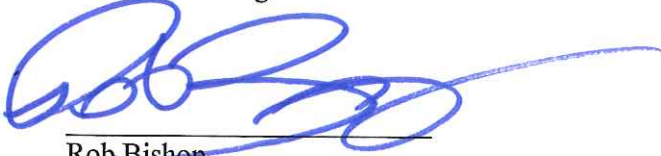
  
Charles W. Dent  
Member of Congress



David Scott  
Member of Congress



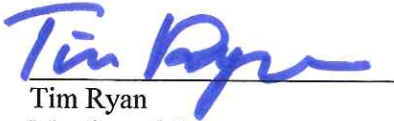
Hank Johnson  
Member of Congress



Rob Bishop  
Member of Congress



Mark Meadows  
Member of Congress



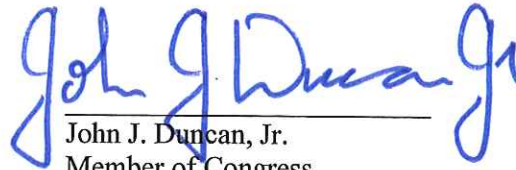
Tim Ryan  
Member of Congress



Steve Stivers  
Member of Congress



Ron Barber  
Member of Congress



John J. Duncan, Jr.  
Member of Congress



Dan Benishak, M.D.  
Member of Congress



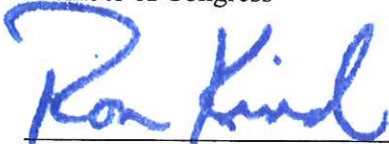
Bill Foster  
Member of Congress



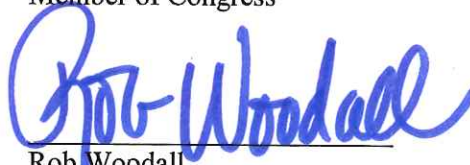
Patrick E. Murphy  
Member of Congress



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*

Paul D. Tonko  
Member of Congress

*Gerald E. Connolly*

Gerald E. Connolly  
Member of Congress

*Alcee L. Hastings*

Alcee L. Hastings  
Member of Congress

*Sean P. Duffy*

Sean P. Duffy  
Member of Congress

*Lynn Westmoreland*

Lynn Westmoreland  
Member of Congress

*Reid Ribble*

Reid Ribble  
Member of Congress

*Filemon Vela*

Filemon Vela  
Member of Congress

*Tammy Duckworth*

Tammy Duckworth  
Member of Congress

*Daniel Lipinski*

Dan Lipinski  
Member of Congress

*John Barrow*

John Barrow  
Member of Congress

*Jim Cooper*

Jim Cooper  
Member of Congress

*Ann McLane Kuster*

Ann McLane Kuster  
Member of Congress

*Dave Loebsack*

Dave Loebsack  
Member of Congress

*Jim Himes*

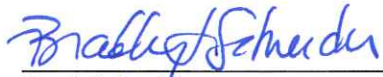
Jim Himes  
Member of Congress

*Ann Kirkpatrick*

Ann Kirkpatrick  
Member of Congress

*Joe Wilson*

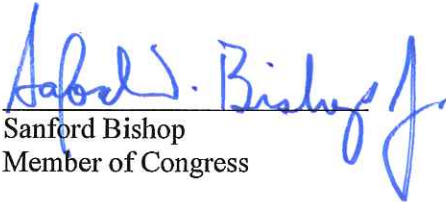
Joe Wilson  
Member of Congress



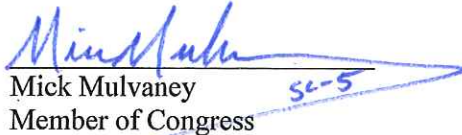
Brad Schneider  
Member of Congress



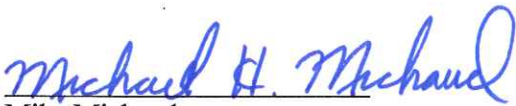
David Price  
Member of Congress



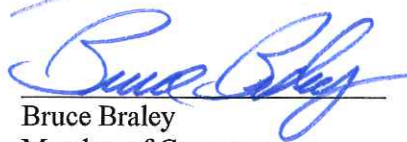
Sanford Bishop  
Member of Congress

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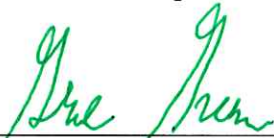
Mick Mulvaney  
Member of Congress



Mike Michaud  
Member of Congress



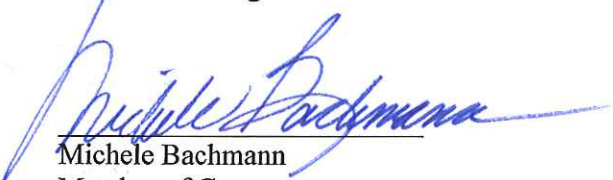
Bruce Braley  
Member of Congress



Gene Green  
Member of Congress



Jim Renacci  
Member of Congress



Michele Bachmann  
Member of Congress



Matt Cartwright  
Member of Congress



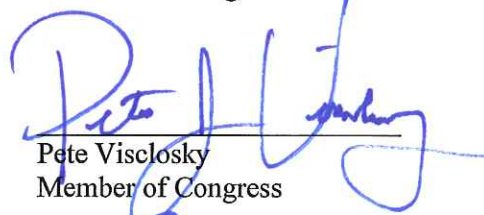
Betty McCollum  
Member of Congress




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



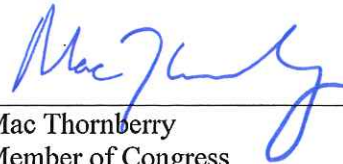
Bill Owens  
Member of Congress



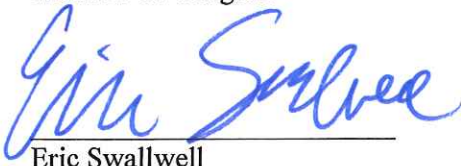
Donald M. Payne, Jr.  
Member of Congress



Cheri Bustos  
Member of Congress



Mac Thornberry  
Member of Congress



Eric Swalwell  
Member of Congress



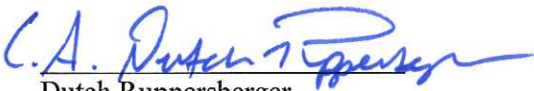
Dan Maffei  
Member of Congress



Jim Gerlach  
Member of Congress



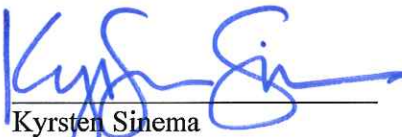
Mike Thompson  
Member of Congress




Dutch Ruppersberger  
Member of Congress



André Carson  
Member of Congress



Kyrsten Sinema  
Member of Congress



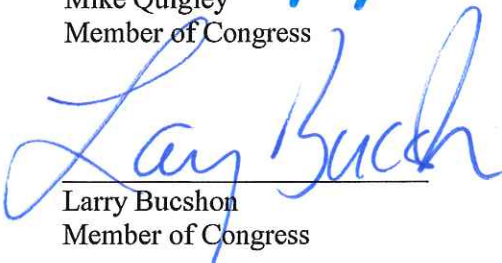
Frederica Wilson  
Member of Congress



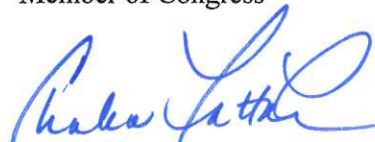
Mike Quigley  
Member of Congress




Rush Holt  
Member of Congress



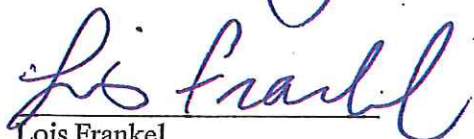
Larry Bucshon  
Member of Congress



Chaka Fattah  
Member of Congress

  
Raúl M. Grijalva  
Member of Congress

  
Lloyd Doggett  
Member of Congress

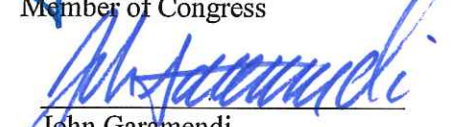
  
Lois Frankel  
Member of Congress

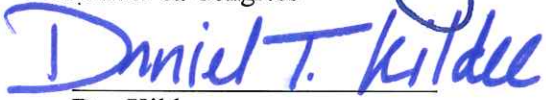
  
Joaquin Castro  
Member of Congress

  
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