

**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

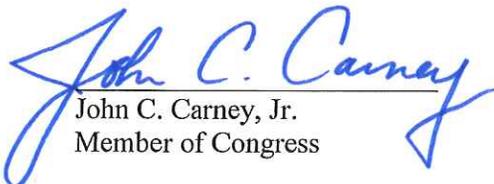
Dear Secretary Burwell,

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

C.W. Dent

Charles W. Dent  
Member of Congress

Mo Brooks

Mo Brooks  
Member of Congress

Peter DeFazio

Peter DeFazio  
Member of Congress

John Moolenaar

John Moolenaar  
Member of Congress

Reid Ribble

Reid Ribble  
Member of Congress

David Scott

David Scott  
Member of Congress

Patrick Murphy

Patrick E. Murphy  
Member of Congress

Mike Thompson

Mike Thompson  
Member of Congress

Tim Ryan

Tim Ryan  
Member of Congress

Bill Pascrell, Jr.

Bill Pascrell, Jr.  
Member of Congress

Yvette D. Clarke

Yvette D. Clarke  
Member of Congress

Lois Frankel

Lois Frankel  
Member of Congress

Kyrsten Sinema

Kyrsten Sinema  
Member of Congress

Ted Deutch

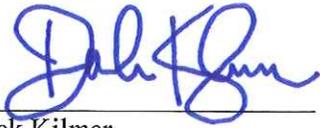
Ted Deutch  
Member of Congress

Matt Cartwright

Matt Cartwright  
Member of Congress

Scott Peters

Scott Peters  
Member of Congress



Derek Kilmer  
Member of Congress



Terri A. Sewell  
Member of Congress



Dan Kildee  
Member of Congress



Pete Olson  
Member of Congress



Jim Renacci  
Member of Congress



Dave Loebsack  
Member of Congress



Ed Perlmutter  
Member of Congress



Mike Quigley  
Member of Congress



Dan Lipinski  
Member of Congress



Ron Kind  
Member of Congress



Larry Bucshon, M.D.  
Member of Congress



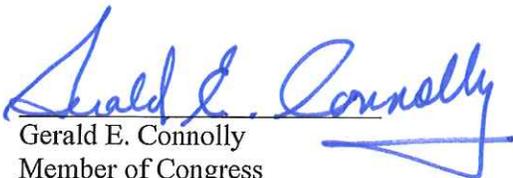
John Garamendi  
Member of Congress



Albio Sires  
Member of Congress



Ann McLane Kuster  
Member of Congress



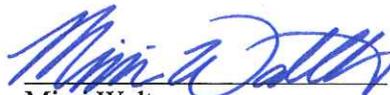
Gerald E. Connolly  
Member of Congress



Jim Himes  
Member of Congress



Ami Bera, M.D.  
Member of Congress



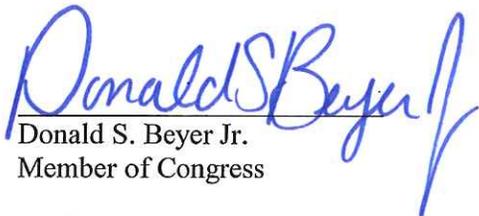
Mimi Walters  
Member of Congress



Mike Bishop  
Member of Congress



Jackie Walorski  
Member of Congress



Donald S. Beyer Jr.  
Member of Congress



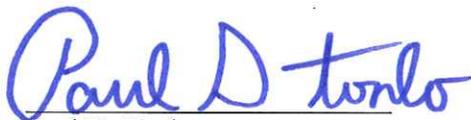
Bill Foster  
Member of Congress



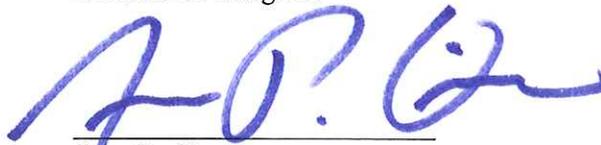
David Price  
Member of Congress



Donald M. Payne, Jr.  
Member of Congress



Paul D. Tonko  
Member of Congress



Sean Duffy  
Member of Congress



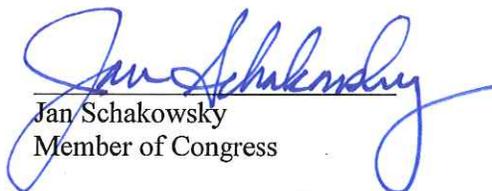
André Carson  
Member of Congress



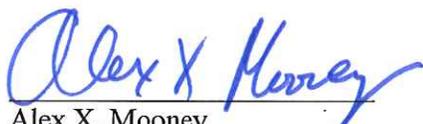
Ann Kirkpatrick  
Member of Congress



Pete Visclosky  
Member of Congress



Jan Schakowsky  
Member of Congress



Alex X. Mooney  
Member of Congress



Kurt Schrader  
Member of Congress

*Candice S. Miller*

Candice S. Miller  
Member of Congress