

**Congress of the United States**  
**House of Representatives**  
**Washington, DC 20515**

December 19, 2013

The Honorable Kathleen Sebelius  
Secretary  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 615-F  
Washington, DC 20201

Dear Secretary Sebelius:

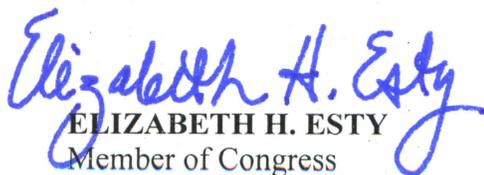
Beginning next month, millions of Americans will have new access to quality, affordable health care as a result of the Affordable Care Act. Many of these individuals and families will have health insurance for the first time in their lives. This is truly historic.

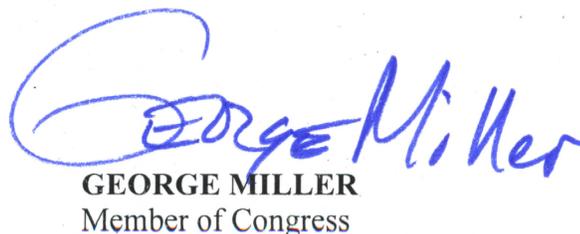
We are writing to discuss our shared goal of ensuring that policyholders have the very best experience possible with the new coverage that they purchase through the Health Insurance Marketplaces. As with any new health insurance, it is likely that some individuals will need assistance or have questions as they begin to use their coverage for the first time. For example, people may have questions about how best to confirm their health coverage in the Marketplace, provide evidence of coverage to health providers through an insurance card or other means, or identify authorized health providers in their plan. As we're sure you know, few things are more frustrating to consumers than not knowing the proper point of contact, should they have questions or experience problems.

With this in mind, we request that the Administration, as part of a national consumer education effort, provide clear and timely information to consumers on the most commonly encountered issues for new participants in the health insurance market, including where to obtain additional help to resolve each issue. We urge you to widely disseminate a consumer-friendly FAQ through the media and all the Marketplace partners across the country in the next few days.

Thank you very much for your attention to this matter and other efforts you have undertaken to keep consumers informed about their health care options. We look forward to working with you to continuously improve the consumer experience with the new health care Marketplace.

Sincerely,

  
**ELIZABETH H. ESTY**  
Member of Congress

  
**GEORGE MILLER**  
Member of Congress