

**AMENDMENT TO**  
**RULES COMMITTEE PRINT 116-14**  
**OFFERED BY MS. SCANLON OF PENNSYLVANIA**

Page 50, insert after line 2, the following:

1 **SEC. 205. CONSUMER OUTREACH, EDUCATION, AND ASSIST-**  
2 **ANCE.**

3 (a) OPEN ENROLLMENT REPORTS.—For plan year  
4 2020 and each subsequent year, the Secretary of Health  
5 and Human Services (referred to in this section as the  
6 “Secretary”), in coordination with the Secretary of the  
7 Treasury and the Secretary of Labor, shall issue biweekly  
8 public reports during the annual open enrollment period  
9 on the performance of the Federal Exchange. Each such  
10 report shall include a summary, including information on  
11 a State-by-State basis where available, of—

- 12 (1) the number of unique website visits;
- 13 (2) the number of individuals who create an ac-  
14 count;
- 15 (3) the number of calls to the call center;
- 16 (4) the average wait time for callers contacting  
17 the call center;
- 18 (5) the number of individuals who enroll in a  
19 qualified health plan; and

1           (6) the percentage of individuals who enroll in  
2           a qualified health plan through each of—

3                   (A) the website;

4                   (B) the call center;

5                   (C) navigators;

6                   (D) agents and brokers;

7                   (E) the enrollment assistant program;

8                   (F) directly from issuers or web brokers;

9                   and

10                   (G) other means.

11           (b) OPEN ENROLLMENT AFTER ACTION REPORT.—

12 For plan year 2020 and each subsequent year, the Sec-  
13 retary, in coordination with the Secretary of the Treasury  
14 and the Secretary of Labor, shall publish an after action  
15 report not later than 3 months after the completion of the  
16 annual open enrollment period regarding the performance  
17 of the Federal Exchange for the applicable plan year.

18 Each such report shall include a summary, including in-  
19 formation on a State-by-State basis where available, of—

20                   (1) the open enrollment data reported under  
21                   subsection (a) for the entirety of the enrollment pe-  
22                   riod; and

23                   (2) activities related to patient navigators de-  
24                   scribed in section 1311(i) of the Patient Protection

1 and Affordable Care Act (42 U.S.C. 18031(i)), in-  
2 cluding—

3 (A) the performance objectives established  
4 by the Secretary for such patient navigators;

5 (B) the number of consumers enrolled by  
6 such a patient navigator;

7 (C) an assessment of how such patient  
8 navigators have met established performance  
9 metrics, including a detailed list of all patient  
10 navigators, funding received by patient naviga-  
11 tors, and whether established performance ob-  
12 jectives of patient navigators were met; and

13 (D) with respect to the performance objec-  
14 tives described in subparagraph (A)—

15 (i) whether such objectives assess the  
16 full scope of patient navigator responsibil-  
17 ities, including general education, plan se-  
18 lection, and determination of eligibility for  
19 tax credits, cost-sharing reductions, or  
20 other coverage;

21 (ii) how the Secretary worked with pa-  
22 tient navigators to establish such objec-  
23 tives; and

1 (iii) how the Secretary adjusted such  
2 objectives for case complexity and other  
3 contextual factors.

4 (c) REPORT ON ADVERTISING AND CONSUMER OUT-  
5 REACH.—Not later than 3 months after the completion of  
6 the annual open enrollment period for the 2020 plan year,  
7 the Secretary shall issue a report on advertising and out-  
8 reach to consumers for the open enrollment period for the  
9 2020 plan year. Such report shall include a description  
10 of—

11 (1) the division of spending on individual adver-  
12 tising platforms, including television and radio ad-  
13 vertisements and digital media, to raise consumer  
14 awareness of open enrollment;

15 (2) the division of spending on individual out-  
16 reach platforms, including email and text messages,  
17 to raise consumer awareness of open enrollment; and

18 (3) whether the Secretary conducted targeted  
19 outreach to specific demographic groups and geo-  
20 graphic areas.

