TITLE: Establish an American Indian/Alaska Native Affordable Care Act Call Center

WHEREAS, we, the members of the National Congress of American Indians of the United States, invoking the divine blessing of the Creator upon our efforts and purposes, in order to preserve for ourselves and our descendants the inherent sovereign rights of our Indian nations, rights secured under Indian treaties and agreements with the United States, and all other rights and benefits to which we are entitled under the laws and Constitution of the United States, to enlighten the public toward a better understanding of the Indian people, to preserve Indian cultural values, and otherwise promote the health, safety and welfare of the Indian people, do hereby establish and submit the following resolution; and

WHEREAS, the National Congress of American Indians (NCAI) was established in 1944 and is the oldest and largest national organization of American Indian and Alaska Native tribal governments; and

WHEREAS, the Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS), Center for Consumer Information and Insurance Oversight (CCIIO) oversees the implementation of ACA provisions related to private health insurance and is charged with working with states to establish Health Insurance Marketplaces; and

WHEREAS, Health Insurance Marketplaces operate call centers and help desks to respond to consumer questions about the ACA; and

WHEREAS, the current call centers have proven to be inadequate at answering questions relating to the special benefits and protections available to AI/AN and have often caused greater confusion and application errors.

NOW THEREFORE BE IT RESOLVED, NCAI recommends that the Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS), Center for Consumer Information and Insurance Oversight (CCIIO) establish an American Indian/Alaska Native Call Center to respond to questions and provide technical assistance to American Indian/Alaska Native consumers and enrollment assisters such as Navigators and Certified Application Counselors on the benefits and protections available to American Indians/Alaska Natives under the Affordable Care Act and to assist with troubleshooting application and enrollment issues; and.

BE IT FURTHER RESOLVED, that this resolution shall be the policy of NCAI until it is withdrawn or modified by subsequent resolution.
CERTIFICATION

The foregoing resolution was adopted by the General Assembly at the 2014 Annual Session of the National Congress of American Indians, held at the Hyatt Regency Atlanta, October 26-31, 2014 in Atlanta, Georgia, with a quorum present.

ATTEST:

[Signature]

Recording Secretary

[Signature]

President