

1           (A) a hospital with greater than 50 beds  
2           only if such hospital—

3                   (i) utilizes a patient safety evaluation  
4                   system as described in part C of title IX of  
5                   the Public Health Service Act; and

6                   (ii) implements a mechanism to ensure  
7                   that each patient receives a comprehensive  
8                   program for hospital discharge that includes  
9                   patient-centered education and counseling,  
10                  comprehensive discharge planning, and post  
11                  discharge reinforcement by an appropriate  
12                  health care professional; or

13           (B) a health care provider only if such pro-  
14           vider implements such mechanisms to improve  
15           health care quality as the Secretary may by reg-  
16           ulation require.

17           (2) *EXCEPTIONS.*—The Secretary may establish  
18           reasonable exceptions to the requirements described in  
19           paragraph (1).

20           (3) *ADJUSTMENT.*—The Secretary may by regu-  
21           lation adjust the number of beds described in para-  
22           graph (1)(A).

23           (i) *NAVIGATORS.*—

24                   (1) *IN GENERAL.*—An Exchange shall establish a  
25                   program under which it awards grants to entities de-

1        *scribed in paragraph (2) to carry out the duties de-*  
2        *scribed in paragraph (3).*

3            (2) *ELIGIBILITY.—*

4            (A) *IN GENERAL.—To be eligible to receive*  
5            *a grant under paragraph (1), an entity shall*  
6            *demonstrate to the Exchange involved that the*  
7            *entity has existing relationships, or could readily*  
8            *establish relationships, with employers and em-*  
9            *ployees, consumers (including uninsured and*  
10           *underinsured consumers), or self-employed indi-*  
11           *viduals likely to be qualified to enroll in a quali-*  
12           *fied health plan.*

13           (B) *TYPES.—Entities described in subpara-*  
14           *graph (A) may include trade, industry, and pro-*  
15           *fessional associations, commercial fishing indus-*  
16           *try organizations, ranching and farming organi-*  
17           *zations, community and consumer-focused non-*  
18           *profit groups, chambers of commerce, unions,*  
19           *small business development centers, other licensed*  
20           *insurance agents and brokers, and other entities*  
21           *that—*

22                    (i) *are capable of carrying out the du-*  
23                    *ties described in paragraph (3);*

24                    (ii) *meet the standards described in*  
25                    *paragraph (4); and*

1                   (iii) provide information consistent  
2                   with the standards developed under para-  
3                   graph (5).

4                   (3) *DUTIES.*—An entity that serves as a navi-  
5                   gator under a grant under this subsection shall—

6                   (A) conduct public education activities to  
7                   raise awareness of the availability of qualified  
8                   health plans;

9                   (B) distribute fair and impartial informa-  
10                  tion concerning enrollment in qualified health  
11                  plans, and the availability of premium tax cred-  
12                  its under section 36B of the Internal Revenue  
13                  Code of 1986 and cost-sharing reductions under  
14                  section 1402;

15                  (C) facilitate enrollment in qualified health  
16                  plans;

17                  (D) provide referrals to any applicable of-  
18                  fice of health insurance consumer assistance or  
19                  health insurance ombudsman established under  
20                  section 2793 of the Public Health Service Act, or  
21                  any other appropriate State agency or agencies,  
22                  for any enrollee with a grievance, complaint, or  
23                  question regarding their health plan, coverage, or  
24                  a determination under such plan or coverage;  
25                  and

1           (E) provide information in a manner that  
2 is culturally and linguistically appropriate to  
3 the needs of the population being served by the  
4 Exchange or Exchanges.

5           (4) STANDARDS.—

6           (A) IN GENERAL.—The Secretary shall es-  
7 tablish standards for navigators under this sub-  
8 section, including provisions to ensure that any  
9 private or public entity that is selected as a nav-  
10 igator is qualified, and licensed if appropriate,  
11 to engage in the navigator activities described in  
12 this subsection and to avoid conflicts of interest.

13 Under such standards, a navigator shall not—

14           (i) be a health insurance issuer; or

15           (ii) receive any consideration directly  
16 or indirectly from any health insurance  
17 issuer in connection with the enrollment of  
18 any qualified individuals or employees of a  
19 qualified employer in a qualified health  
20 plan.

21           (5) FAIR AND IMPARTIAL INFORMATION AND  
22 SERVICES.—The Secretary, in collaboration with  
23 States, shall develop standards to ensure that infor-  
24 mation made available by navigators is fair, accu-  
25 rate, and impartial.