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**Congress of the United States**  
**House of Representatives**

COMMITTEE ON ENERGY AND COMMERCE

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December 11, 2013

Mr. Henry Chao  
Deputy Chief Information Officer and Deputy Director  
Office of Information Services  
Centers for Medicare and Medicaid Services  
7500 Security Boulevard  
Baltimore, MD 21244

Dear Mr. Chao:

Thank you for appearing before the Subcommittee on Oversight and Investigations on Tuesday, November 19, 2013, to testify at the hearing entitled "Security of HealthCare.gov."

Pursuant to the Rules of the Committee on Energy and Commerce, the hearing record remains open for ten business days to permit Members to submit additional questions for the record, which are attached. The format of your responses to these questions should be as follows: (1) the name of the Member whose question you are addressing, (2) the complete text of the question you are addressing in bold, and (3) your answer to that question in plain text.

Also attached are Member requests made during the hearing. The format of your responses to these requests should follow the same format as your responses to the additional questions for the record.

To facilitate the printing of the hearing record, please respond to these questions and requests by the close of business on Tuesday, December 31, 2013. Your responses should be mailed to Brittany Havens, Legislative Clerk, Committee on Energy and Commerce, 2125 Rayburn House Office Building, Washington, D.C. 20515 and e-mailed in Word format to [brittany.havens@\[REDACTED\]](mailto:brittany.havens@[REDACTED]).

Thank you again for your time and effort preparing and delivering testimony before the Subcommittee.

Sincerely,



Tim Murphy  
Chairman  
Subcommittee on Oversight and Investigations

cc: Diana DeGette, Ranking Member, Subcommittee on Oversight and Investigations

Attachments

## Attachment 1—Additional Questions for the Record

### The Honorable Cory Gardner

1. Was there any consultation or recommendations from CMS to states on how to develop their websites?
2. Do you know the extent of the interaction between CMS and Connect for Health Colorado?
3. To the best of your knowledge, have state websites been tested? If so, are they safe for the consumer?
4. Were states able to utilize CMS' contractors to test their websites?
5. Is Connect for Health Colorado fully functional?
6. Has end-to-end testing been completed for state-run exchange websites?
7. How has the connection between the state exchange and other databases, including federal databases, been tested for security and privacy?
8. Are you confident the state sites do not present a risk?

### The Honorable G.K. Butterfield

1. The Hub and Marketplace systems have robust security systems designed to enable CMS to remain vigilant against any security threat.
  - a. Can you provide some examples of instances which would cause CMS to take a closer look at a potential incident?
  - b. Who would make the determination whether to initiate the Incident Response capability?
  - c. Would law enforcement authorities be notified automatically and in real time if the Incident Response capability was activated?
2. Mr. Chao, you indicated that the issues that have delayed many of the 137,000 individuals in my district who are anxious to sign up for the ACA were due to an underestimation of the volume of users and in no way connected with security delays. It seems apparent that strong security safeguards are in place and that once the website is up and running our constituents can use it with confidence.
  - a. With the Hub up and running as intended, can you explain why eastern North Carolinians should feel safe using it and what added efficiency and security benefits it provides?
  - b. As the Marketplace interface comes online, can you discuss some of the security benefits that site provides to consumers, including the fact that they no longer need to provide detailed medical history?

3. Both the data services Hub and the Federally-facilitated Marketplace eligibility and enrollment system build on existing information technology systems.
  - a. Can you explain how the Hub and Marketplace systems build on the security systems from programs like Medicare Advantage and State Medicaid agencies?
4. It is clear that many existing laws, rules, regulations, and standards have been met for the Hub and Marketplace systems to operate. In other words, keeping sensitive information secure at HHS seems to be something your agency does in other areas.
  - a. Your agency has demonstrated before that it is able to effectively safeguard sensitive personal information from individuals, is that correct?
  - b. Can you provide example where HHS has managed an information technology system and protected sensitive personal information and compare that system to the Hub and Marketplace?

## **Attachment 2—Member Requests for the Record**

*During the hearing, Members asked you to provide additional information for the record, and you indicated that you would provide that information. For your convenience, descriptions of the requested information are provided below.*

### **The Honorable Michael C. Burgess**

1. Do you feel during your time that there has been a single implementation leader that you could look to for advice and direction throughout this process? If so, please provide their name(s).

### **The Honorable Gregg Harper**

1. Do you have a central reporting location of the navigators that are in violation or reported in violation?