

**Equifax Workforce Solutions
Questions for the Record
Re: Committee on Energy and Commerce
U.S. House of Representatives**

December 3, 2013

The Honorable Marsha Blackburn

- 1. Does your current system keep data error logs that can be referenced with the difficulties that are surrounding healthcare.gov? Would you please submit those?**

As part of our contract with CMS, Equifax Workforce Solutions verification service called “The Work Number” was customized to monitor activities and track errors. Our solution integrates with the CMS Data Hub and verifies an applicant’s payroll information if the applicant’s employer participates in The Work Number database by providing payroll data on a regular basis. As stated in our testimony from October 24, 2013, and still holding true through December 2, 2013, “We have not experienced any issues, downtimes, or anomalies since the start date. In fact, Equifax Workforce Solutions has exceeded several specifications defined by our service level agreement with CMS. Our service availability has been at 100% to date and our average system response time to requests is under one second.”

The Honorable John Dingell

- 1. What actions have you taken to fix the Web site after the October 1 launch?**

As stated in our testimony from October 24, 2013, “Equifax Workforce Solutions receives an income verification request only after an applicant successfully gains access to the federal healthcare.gov or a state-based marketplace website, creates a user name and establishes a security authentication profile, and then enters the online application process. Equifax does not play a role in any of these steps or the identity proofing and authentication that accompanies them.”

Equifax Workforce Solutions has helped troubleshoot various errors that were experienced by the hub in order to support the overall marketplace. Specifically, on two occasions, Equifax Workforce Solutions supported troubleshooting efforts to identify issues. On October 1, 2013, we collaborated with QSSI to identify a configuration issue with one of the hub servers. On October 29, 2013, we again collaborated with QSSI to determine the source of issues that were resulting in error messages being sent from Equifax Workforce Solutions back to the hub. Through our troubleshooting efforts, we determined that the error messages were correct and were associated with improper formatting of data requests by a state exchange. After Equifax Workforce Solutions reported the error to QSSI, they coordinated with the state to evaluate formats and ultimately correct the errors. The error messages provided by Equifax Workforce Solutions to the hub, however, were proper responses to the improperly formatted data requests.

2. What suggestions do you have for there to be changes and improvements in the way the website is being dealt with by the Federal Government and what changes would you deem useful in seeing to it that the matter goes forward as it can and should?

Due to our limited role in the website development process, Equifax Workforce Solutions does not have visibility into the design or management of the exchange website. Because the income verification services that we are providing to CMS are working as designed, Equifax Workforce Solutions looks forward to continuing its record of service to assist CMS, Congress, and the American people by helping verify that eligible applicants rightfully receive the financial assistance provided by the Affordable Care Act. Where appropriate, we look forward to working with CMS and its contractors to improve healthcare.gov.

The Honorable Steve Scalise

1. How many errors have you logged since you have been tracking the errors in the system?

As of December 2, 2013, Equifax Workforce Solutions has not logged any errors that have affected our income verification solution or rendered it inoperable since the October 1, 2013 enrollment start date. Reiterating our previous response from our testimony, “We have not experienced any issues, downtimes, or anomalies since the start date.”