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**Congress of the United States**  
**House of Representatives**  
**Washington, DC 20515**

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November 3, 2017

The Honorable Eric Hargan  
Acting Secretary  
Department of Health and Human Services  
200 Independence Avenue, SW  
Washington, D.C. 20201

Dear Acting Secretary Hargan,

This letter is a follow-up to the letter Ranking Member Cummings and I sent you on September 29 regarding the planned maintenance and website shut-downs of HealthCare.Gov during the 2017 open enrollment period.

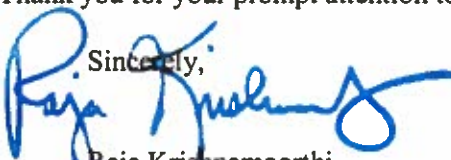
Our letter asked for several documents, which the Department of Health and Human Services has yet to provide. In a phone call with HHS Staff on Friday November 3, I reiterated my request for the below documents, and requested their production within one week:

1. All documents and communications referring or relating to the decision to shut down the website during parts of this year's open enrollment period;
2. All documents and communications, including internal or external estimates or analyses, referring or relating to the extent to which reduced outreach funding, the shorter open enrollment period, and scheduled outages may affect the number of people who enroll during this year's open enrollment period; and
3. All communications referring or relating to extending the December 15 deadline if enrollment decreases due to the scheduled outages.

In our November 3 phone call, I requested several additional documents and information, which will aid in my understanding of the decision to shut down the website during open enrollment:

1. The date it was decided to cut the open enrollment period in half for the 2017 open enrollment period;
2. The date it was decided to schedule the website downtime for the 2017 open enrollment period;
3. Details of website traffic patterns during prior open enrollment periods;
4. Details of website traffic patterns outside of open enrollment periods;
5. Times that downtime was scheduled during prior open enrollment periods;
6. Number of plans selected per day during prior open enrollment periods;
7. How often website downtime is scheduled outside of open enrollment;
8. The amount of unscheduled downtime during prior open enrollment periods;
9. All documents relating to the decision not to create a public feedback system for customers who are frustrated by this downtime;
10. Any letters or emails from people unable to enroll in health plans due to website downtime;
11. All documents related to the IRS's request to increase the downtime for the 2017 open enrollment period; and
12. The date the original letter of September 29 was shared with CMS.

Please provide these materials within one week. Thank you for your prompt attention to these matters.

Sincerely,  
  
Raja Krishnamoorthi  
Member of Congress

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