

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

December 5, 2013

The Honorable Gene Dodaro  
Comptroller General  
U.S. Government Accountability Office  
441 G Street, NW  
Washington, DC 20548

Dear Comptroller Dodaro:

We write today to request that the GAO conduct an analytical review of the performance, functionality and progress of the federal health insurance marketplace website healthcare.gov. We ask that the GAO evaluate whether the website is performing as envisioned under the Affordable Care Act (ACA), the rate of progress in improving performance, and the website's performance compared to other similar websites. Given the timeliness and importance of this issue, we also ask that you give this request expedited attention.

The rollout of the healthcare.gov website beginning on October 1<sup>st</sup> was not executed successfully and individual consumers have experienced significant challenges in comparing and purchasing health insurance through the site. In response, the Administration set a goal of ensuring that 80 percent of users can successfully navigate the site by November 30<sup>th</sup> and that the website can handle 50,000 unique users at any given time. On December 1<sup>st</sup>, 2013, the Administration announced that this goal has been achieved. However, there has been no independent analysis of the website or the progress made to improve its operation. Furthermore, it is not clear that the Administration's stated goal adequately or completely reflects the level of the site's functionality. Therefore we ask GAO to answer the following questions:

1. What metrics is the Administration using to determine that the healthcare.gov website is operating as intended?
2. Is the Administration meeting these benchmarks?
3. Are the 80 percent benchmark and any other benchmarks used by the Administration reasonable and appropriate?
4. Are there other metrics that should be considered or used?
5. How does the healthcare.gov website perform compared to comparably complex web-based systems, including private market individual insurance exchanges?
6. How secure is an individual's information on the website?

Additionally, serious concerns have been raised in the media and from industry about the backend operation of the website.

7. How well is the relevant information being transferred to insurance providers?
8. Will individuals who have purchased insurance through the website receive their insurance coverage and benefits as expected?

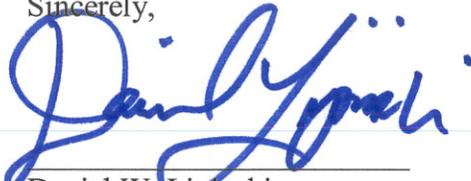
9. What challenges, if any, do the site's remaining problems and current levels of functionality cause in terms of individuals' efforts to sign up for insurance prior to the individual mandate deadlines under the ACA?

The successful operation of this website and the associated systems is critical to millions of Americans hoping to obtain affordable health insurance. Yet we lack an objective and comprehensive assessment of the state of healthcare.gov. A nonpartisan evaluation from the GAO would help Congress make an informed decision regarding extending the open enrollment period under the ACA or delaying penalties for individuals and families who do not carry health insurance. Therefore, we would like an independent analysis of healthcare.gov to ensure that Americans will have the information, time, and ability to make an informed health insurance purchase by the relevant deadlines set under the Affordable Care Act.

Again, we ask that this request be given priority because of the importance and timeliness of this issue. A prompt response is of the essence, but we understand that the GAO could face significant constraints in carrying out this request. To this end, we ask that this information be provided in time for the start of the next session of the 113<sup>th</sup> Congress in January.

Thank you for your consideration.

Sincerely,



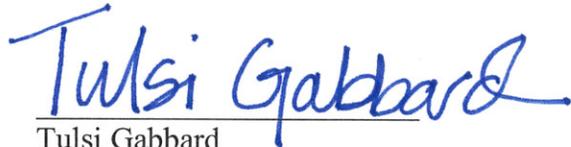
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Member of Congress



Kyrsten Sinema  
Member of Congress



Ron Barber  
Member of Congress



Tulsi Gabbard  
Member of Congress



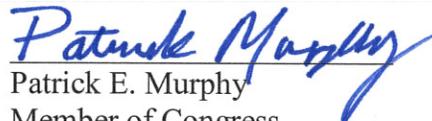
Pete P. Gallego  
Member of Congress



Ann McLane Kuster  
Member of Congress



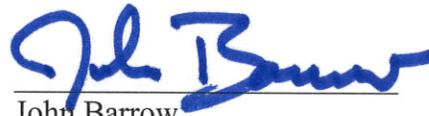
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