

ONE HUNDRED THIRTEENTH CONGRESS
Congress of the United States
House of Representatives

COMMITTEE ON ENERGY AND COMMERCE

2125 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-6115

Majority (202) 225-2927
Minority (202) 225-3641

October 10, 2013

Mr. Tony Singh
Chairman
Quality Software Services, Inc.
100025 Governor Warfield Parkway
Suite 401
Columbia, MD 21044

Dear Mr. Singh:

Pursuant to Rules X and XI of the United States House of Representatives, the Committee on Energy and Commerce is examining the implementation of the Patient Protection and Affordable Care Act (PPACA) and the contracts awarded by the Department of Health and Human Services (HHS) to build the federally facilitated marketplaces (FFM).

On August 6, 2013, this Committee sent you a letter asking you to provide a briefing and certain documents relating to QSSI's contract to build and support the Data Services Hub, which verifies applicant information used to determine eligibility for enrollment in exchange health plans. During testimony before the Subcommittee on Health, a representative from QSSI explained that QSSI was meeting delivery milestones on time and that the data services functionality planned for October 1 would be ready.¹

As you are aware, the rollout process of the FFM and its website has been problematic. Despite promises from the administration that the FFM would be ready on October 1, the first week of the PPACA has been filled with reports of a "rocky start"², an "internet traffic jam"³, and "glitches"⁴ nationwide. Consumers have been unable to create accounts on HealthCare.gov, the first step in shopping online for a plan, due to glitches that cause the FFM website to crash. Recent news reports have questioned whether the problems with the exchange website are due to

¹ PPACA Pulse Check: Part 2 Before the Energy and Commerce Comm. SubComm. On Health, 113th Cong. (2013).

² *Web traffic, glitches slow Obamacare exchanges launch*, REUTERS (Oct. 1, 2013), <http://www.reuters.com/article/2013/10/01/us-usa-healthcare-idUSBRE98T14R20131001>.

³ Mark Davis, *Access Health CT accepting applications*, NEWS 8 WTNH (Oct. 1, 2013), <http://www.wtnh.com/news/politics/access-health-ct-accepting-applications>.

⁴ Linda Feldman, *Obamacare 101: When will the enrollment glitches be fixed?*, CHRISTIAN SCIENCE MONITOR (Oct. 2, 2013), <http://www.csmonitor.com/USA/DC-Decoder/2013/1002/Obamacare-101-When-will-the-enrollment-glitches-be-fixed>.

volume and inadequate server capacity or poor software coding and system architecture.⁵ USA Today reported that U.S. Chief Technology Officer Todd Park indicated that “volume . . . overwhelmed a specific component of software on the HealthCare.gov site that lets people create accounts”⁶

In order to better understand the problems now being experienced in the FFM, we ask that you contact Committee staff to schedule a briefing to occur no later than October 16, 2013. That briefing should address the following issues:

1. When QSSI completed system testing of the Data Services Hub and/or any other work related to, or in support of, the FFM and the results of that testing;
2. QSSI’s analysis of the problems now being experienced in the FFM, and whether these problems are related to QSSI’s systems, software, or any other work related to, or in support of, the FFM;
3. Any changes, fixes, or work related to the FFM that were performed by QSSI on or after enrollment began on October 1, 2013, including any changes recommended or suggested by HHS or the Centers for Medicare and Medicaid Services (CMS).

In addition to this briefing, please provide the following documents to the Committee no later than October 23, 2013:

1. All communications, including e-mail, between QSSI and HHS related to the status of your work or the functionality of the FFM between September 24, 2013, and today. This would include, but is not limited to, discussions or documents describing the problems that have occurred since the launch of the enrollment process on October 1, 2013.
2. Any analyses or memoranda drafted, created, or prepared by or for QSSI related to the performance of the FFM on or after October 1, 2013.

Instructions for responding to the Committee’s document request are included as an attachment to this letter. Thank you for your prompt attention to this matter. If you have questions or wish to discuss your responses or production, please contact Karen Christian or Sean Hayes with Committee Staff at (202) 225-2927.

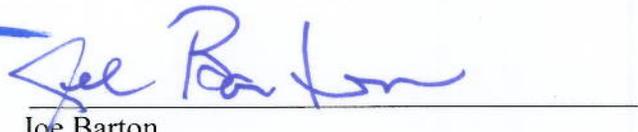
Sincerely,

⁵ Christopher Weaver, Shira Ovide and Louise Radnofsky, *Software, Design Defects Cripple Health-Care Website*, THE WALL STREET JOURNAL (Oct. 6, 2013), <http://online.wsj.com/article/SB10001424052702304441404579119740283413018.html>

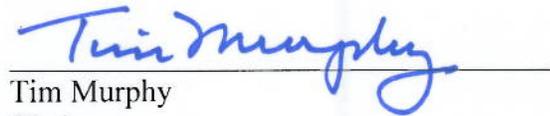
⁶ Tim Mullaney, *Obama adviser: Demand overwhelmed HealthCare.gov*, USA TODAY (Oct. 5, 2013), <http://www.usatoday.com/story/news/nation/2013/10/05/health-care-website-repairs/2927597/>



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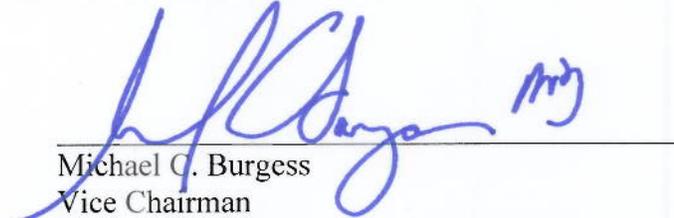
Tim Murphy
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Subcommittee on Oversight and Investigations



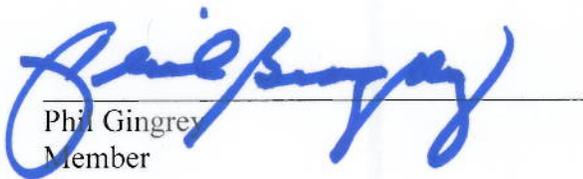
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Subcommittee on Health



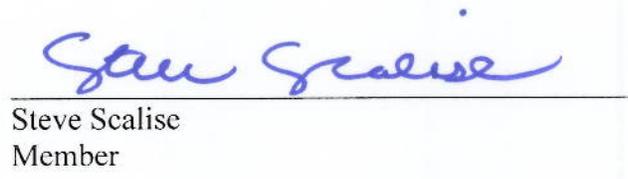
Marsha Blackburn
Vice Chairman



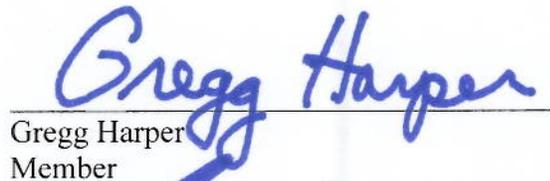
Michael C. Burgess
Vice Chairman
Subcommittee on Oversight and Investigations



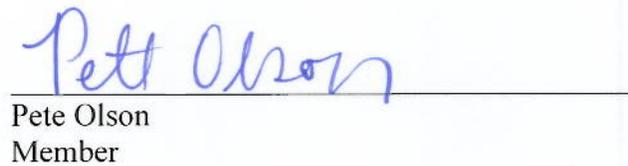
Phil Gingrey
Member



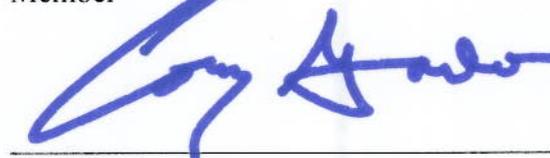
Steve Scalise
Member



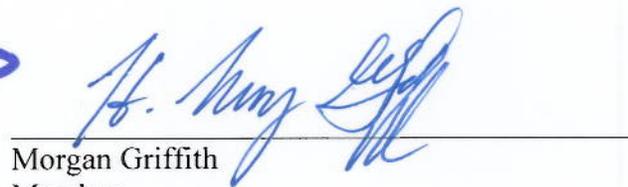
Gregg Harper
Member



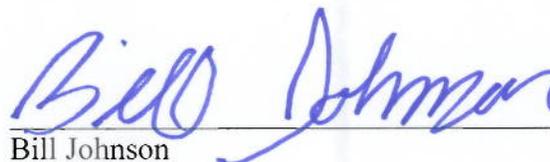
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Morgan Griffith
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Billy Long
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Rence Ellmers
Member

cc: The Honorable Henry Waxman, Ranking Member
The Honorable Diana DeGette, Ranking Member
Subcommittee on Oversight and Investigations