



DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF INSPECTOR GENERAL

WASHINGTON, DC 20201



MAR 23 2017

The Honorable Elizabeth Warren
United States Senate
Washington, DC 20510

The Honorable Patty Murray
United States Senate
Washington, DC 20510

Dear Senator Warren and Senator Murray:

I am writing in response to your letter dated January 31, 2017, requesting that the Department of Health and Human Services (HHS), Office of Inspector General (OIG), investigate the decision to stop paid advertisements and temporarily suspend other outreach efforts directed at Marketplace enrollment in the final days of the 2016–17 open enrollment season.

We discussed our proposed work with your staffs on March 2, 2017, and based on their concurrence, we have initiated a review as described below. We will conduct a fact-finding review of HHS's decisions related to halting (and resuming, as applicable) paid advertisements, email, social media, and other outreach efforts related to Marketplace enrollment in 2017. Our inquiry will include the timeline, decision-making process, and factors considered by HHS, including any HHS analyses of implications for enrollment and/or expected costs or savings.

We will keep your staffs apprised of the status of our work and provide you with our results when finalized.

If you have any questions or comments, please contact me, or your staff may contact Christopher Seagle, Director of External Affairs, at (202) 260-7006 or Christopher.Seagle@oig.hhs.gov.

Sincerely,

Daniel R. Levinson
Inspector General