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United States Senate

COMMITTEE ON
HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS
WASHINGTON, DC 20510–6250

May 15, 2014

The Honorable Daniel R. Levinson
Inspector General
U.S. Department of Health and Human Services
330 Independence Avenue, SW
Room 5238
Washington, DC 20201

Dear Mr. Levinson:

I recently received allegations of wrongdoing on the Healthcare.gov contract by Cognosante, a subcontractor to the prime contractor, Serco. The whistleblower worked for Cognosante in Wenztville, MO for approximately two months in 2013 as a customer support representative processing applications on Healthcare.gov. The whistleblower alleges that Cognosante repeatedly called her in to work and paid her on days when the company was aware that its employees would not be able to do work due to problems with the Healthcare.gov website. The whistleblower also stated that on the days that the Centers for Medicare & Medicaid Services was scheduled to visit her worksite, Cognosante informed its employees to sit at their desks and pretend to work even though they had no work to do.

I have also learned of similar whistleblower allegations regarding the same facility in Wentzville. On May 12, 2014, KMOV reported that employees at the Wentzville facility are told to "sit at their computers and hit the refresh button every 10 minutes" waiting for applications to process. The whistleblower also alleged that, even though the employees sit idle for days and sometimes weeks at a time, Serco is continuing to hire new employees because its payment is linked to the total number of employees working at the facility.[1]

I request that you evaluate these claims and, if warranted, undertake a thorough investigation. I have attached additional contact information for the Subcommittee's whistleblower to this letter.

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[1] *Whistleblower: ACA contractor in Wentzville pays employees to do nothing*, KMOV (May 12, 2014).

I appreciate your assistance. Please contact Cathy Yu with the Subcommittee staff at (202) 224-9383 with any questions. Please send any official correspondence relating to this request to Kelsey_Stroud@hsgac.senate.gov.

Sincerely,

Claire McCaskill
Chairman
Subcommittee on Financial and Contracting Oversight