and the --

A Right. Mary Wallace is in the Office of Communications. And I think, in a weekly meeting with her and with the CGI folks, it was determined that it wasn't, you know, kind of, working, so why leave it in? So I checked with Mary Wallace because, remember I said that we have business people that drive decisions?

Q Uh-huh.

A And in OC, where Mary works, she's in charge of the group that does the user experience, right? So if we're going to remove something, she has to give the okay, right? So she said it isn't needed. And my take was why put it in, because it's broken. And then the rest of it is actually, kind of, just the other folks clarifying.

Q So being removed -- the anonymous-shopper function was being removed from, what, the next build or from the --

A Uh-huh.

Q Okay.

A Yeah. Disabled.

Q Disabled. Did you tell CGI not to move forward with the anonymous-shopper function because you wanted to hide the true costs of health plans to the public?

A No, I did not.

Q And so the reason that you had said earlier was because it kept failing in testing --

A Right.

Q -- it wasn't working. Is that correct?

A Yeah. Through consultation with Mark Oh and Monique and Mary and the CGI folks, we believed that, you know, why deploy something that doesn't work.

[redacted]:

Q So would you say that the anonymous-shopper function was ready to go when you decided to turn it off?

A No, it wasn't ready.

Q And Mary Wallace is from the Office of Communications. Can you explain -- and I understand the Office of Communications isn't your purview, but can you explain what the Office of Communications does? Because I think some people think that it's just, like, a press shop.

A It has the press shop, but also OC has a Web site management group that runs Medicare.gov, CMS.gov, HealthCare.gov, GetInsuredNow.gov. All of the CMS.gov Web sites are run out of Office of Communications and their Website Management Group.

And the biggie is that Mary's group also oversees the 1-800-MEDICARE call centers and the marketplace call centers. So, yeah, that's a huge workforce that supports that, you know, Medicare program and now marketplace.

So a lot of people are confused like you said; they think they're a press shop. But they actually have a very big operations shop, too.

[Chao Exhibit No. 8
was marked for identification.]

[redacted] This one has a Bates number that's on it.

[redacted]:

Health Insurance Marketplace Pre-Flight Checklist September 25, 2013

CMS

Business Capability	Function[1]	Development Complete? (Y, N, N/A)							Tested successfully?[2]	Known Problems
		FFM	Hub	MIDAS	EIDM	NGD	Serco	HC.gov Learn		
										Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
Plan Compare										
	Premium redirect	Y							Yes	9/17 5pm: Made it to Test2 on 9/16 9/16: Turned on in Prod Prime but not in Test2 yet. Will be in Test2 on 9/16 (evening). Submit a BRF request and turn the flag off to return to the issuers site. - Completed 9/12 and will verify by 9/13.
	Anonymous Shopper	Y							Yes	9/22: This feature will be turned off for Day1 (Oct 1). 9/18: Trying to address Plan Compare critical defe... Anonymous... 9/17: Rece... from Busin... CMS on pri... 9/16: No c... 9/12: Don't... Shopper fir... Compare in... Defects ide... treated as ... 9/12

Function: Anonymous Shopper

Tested successfully? Yes

9/22: This feature will be turned off for Day 1 (Oct 1).