

JOHN KLINE
2ND DISTRICT, MINNESOTA

CHAIRMAN
COMMITTEE ON EDUCATION AND THE WORKFORCE

COMMITTEE ON ARMED SERVICES



UNITED STATES
HOUSE OF REPRESENTATIVES

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January 8, 2014

Mr. Scott Leitz
Interim Executive Officer
MNsure
81 East 7th Street – Suite 300
St. Paul, MN 55101

Dear Mr. Leitz:

On December 12, 2013, we sent a letter to your predecessor, Ms. April Todd-Malmlov. As the newly appointed supervisor, we hope you will fulfill this letter's request.

It has come to our attention that some determinations on the MNsure system were incorrectly designated, causing a number of enrollees to be wrongly denied benefits to which they would be entitled in 2014.

As Congress continues oversight of the president's health care law, the reported problems facing numerous state exchanges should not be overlooked. While Americans are transitioning their insurance coverage to accommodate the requirements of the *Patient Protection and Affordable Care Act*, it is concerning that many may not be receiving the correct information.

Please provide a report of the problems that have been discovered thus far that affect the quality of MNsure's service. Equally as important is the information garnered from your internal investigation that will be used to prevent the same or similar errors from occurring again. We would also benefit from knowing the number of applications that are being reviewed and the number of Minnesotans that have been affected by the most recent issue. As local officials conduct the review process, we stress the importance of a timely completion so that our constituents will have the opportunity to begin the new year guaranteed they will receive all expected benefits.

These answers are especially critical following the technical troubles of the MNsure website, followed by the leak of enrollees' personal, sensitive information. We expect the facts of MNsure's problems and solutions to be transparent so that our constituents may enroll in a functioning state exchange, and so that we as federal representatives can better understand the results of the health care law at all levels.

Please provide this information no later than January 31, 2014.

Sincerely,

Handwritten signature of John Kline in blue ink.

JOHN KLINE
Member of Congress

Handwritten signature of Erik Paulsen in blue ink.

ERIK PAULSEN
Member of Congress

CC: The Honorable Mark Dayton, Governor, Minnesota