



# Hacked

## *The Obama Administration's Failure To Fully Test The ObamaCare Website Puts Americans' Personal Information At Risk*

**In A Committee Hearing Today, Congress Will Focus On The Security Of ObamaCare's Website - HealthCare.gov.** "The House Energy and Commerce subcommittee on Health is looking at the federal regulation of mobile medical apps on Tuesday, while the Oversight and Investigations subcommittee is looking at the security of HealthCare.gov." (Elise Viebeck, "Week Ahead: Dems Grapple With ObamaCare Fallout," [The Hill's Health Watch](#), 11/18/13)

### **WITH THE LAUNCH OF THE OBAMACARE WEBSITE, CONSUMERS PERSONAL INFORMATION IS POTENTIALLY AT RISK**

**In Launching HealthCare.gov, The Obama Administration Shunned "Industry Best Practices."** "These issues, while small, go against industry best practices the administration says it follows. Security analysts fear they hint at bigger bugs in the system. Such weaknesses might not only allow hackers to access personal information but make it easier to engage in clickjacking — a process where harmful links appear like legitimate portions of a website — or pharming, where criminals direct users to a bogus site and take their information." (Jessica Meyers, "Security Experts Fear ACA Vulnerabilities," [Politico](#), 11/5/13)

### *The Obama Administration Cut Security Corners To Launch HealthCare.gov*

**Security Concerns Of The ObamaCare Website Have Aroused Suspicions That Corners Were Cut On Security Testing To Meet The October 1 Launch Deadline.** "Obama administration officials are facing mounting questions about whether they cut corners on security testing while rushing to meet a self-imposed deadline to launch online health insurance markets." (Ricardo Alonso-Zaldivar, "Health Website's Security Prompts Worries," [The Associated Press](#), 11/6/13)

**Security Experts Warn That Incomplete Testing Of HealthCare.gov "Underscore Considerable Safety Risks And Hint At Deeper Vulnerabilities."** "Early stumbles on the hobbled ObamaCare website — password glitches, incomplete testing and fractured development — underscore considerable safety risks and hint at deeper vulnerabilities, data security experts warn." (Jessica Meyers, "Security Experts Fear ACA Vulnerabilities," [Politico](#), 11/5/13)

**Additional Security Flaws Have Come To Light Recently "That Would Enable A Skilled Hacker To Access Users' Email And Security Questions."** "A software tester recently discovered a series of potential security flaws, including one in the site's password-reset function that would enable a skilled hacker to access users' email and security questions. Another allowed a password-reset request to send information to third-party analytics companies such as Pingdom and Google's DoubleClick." (Jessica Meyers,

"Security Experts Fear ACA Vulnerabilities," [Politico](#), 11/5/13)

### ***Security Tests Of The ObamaCare Website Were Repeatedly Delayed***

**"Key Tests To Ensure The Security And Privacy Of Customer Information" Were Delayed Three Times And Never Finished Before The Launch Of The ObamaCare Website.** "A CBS News analysis finds key tests to ensure the security and privacy of customer information on troubled Obamacare website fell behind schedule. A deadline for final security plans was delayed three times over the summer, and final top-to-bottom security tests never were finished before the launch. All of that is adding to concerns about the safety of personal information on the site." ("Obamacare Website Security Tests Never Finished Before Launch," [CBS News](#), 11/5/13)

- **Tech Experts Say The Website Failed To Go Through Necessary Security Tests Before Its Launch, And There Are "Several Flaws That Could Expose Personal Information."** "Technology experts say this website did not go through proper security testing before it went live on October 1 -- and they've shared with CBS News several flaws that could expose personal information. Now we're starting to see real-like examples of what can go wrong." ("Obamacare Website Security Tests Never Finished Before Launch," [CBS News](#), 11/5/13)
- **"Software Experts Tell CBS News They Have Identified Multiple Security Issues, Including With User Names And Passwords."** ("Obamacare Website Security Tests Never Finished Before Launch," [CBS News](#), 11/5/13)

### ***The System That Stores Personal Information Had Not Been Fully Tested***

**The Part Of The ObamaCare Website That "Stores Personal Information" Had Not Been Fully Tested Prior To Launch.** "Documents show that the part of [HealthCare.gov](#) that consumers interact with directly received only a temporary six-month security certification because it had not been fully tested before Oct. 1, when the website went live. It's also the part of the system that stores personal information." (Ricardo Alonso-Zaldivar, "Health Website's Security Prompts Worries," [The Associated Press](#), 11/6/13)

**Earlier This Month, Technicians Scrambled "To Make A Software Fix ... After Learning That A North Carolina Man Tried To Log On And Got A South Carolina Man's Personal Information."** "The administration insists the trouble-prone website is secure, but technicians had to scramble to make a software fix earlier this week after learning that a North Carolina man tried to log on and got a South Carolina man's personal information. A serious security breach would be an unwelcome game-changer for an administration striving to turn the corner on technical problems that have inconvenienced millions of consumers and embarrassed the White House." (Ricardo Alonso-Zaldivar, "Health Website's Security Prompts Worries," [The Associated Press](#), 11/6/13)

- **Man From North Carolina Received The Personal Information Of A Man From South Carolina When He Logged Onto HealthCare.gov.** "Thomas Dougall, a lawyer from Columbia, S.C., says he doesn't trust the system anymore. Dougall told the AP he buys his own insurance and went on HealthCare.gov last month out of curiosity to see if he could save money. Ultimately, he realized his current plan is cheaper. He thought nothing more of it until he got home last Friday and played a message from North Carolina resident Justin Hadley, who said he received Dougall's personal information after trying to log on with his own username. Dougall first thought Hadley was a scammer, but then Hadley emailed him screen shots. Hadley said that once he got past the login screen last Thursday he received links to documents meant for Dougall, with his information. 'I was shocked,' said Hadley, of Burlington, N.C. 'After the initial shock wore off, I knew I needed to

contact (Dougall) so he knew what was going on.” (Ricardo Alonso-Zaldivar, “Health Website’s Security Prompts Worries,” [The Associated Press](#), 11/6/13)

### ***Centers For Medicare And Medicaid Services Director Marilyn Tavenner Signed Off On An Internal Memo That Warned That The Website Would Be A “Security Risk”***

**“An Internal Government Memo Written Just Days Before The Start Of Open Enrollment For Obamacare Warned Of A ‘High’ Security Risk Because Of A Lack Of Testing Of The HealthCare.gov Website.”** (Joe Johns, “Government Memo Warned Of High Security Risk At Health Care Website,” [CNN](#), 10/30/13)

- **The Memo Noted That The Security Control Assessment Of The Website Was Only “Partly Completed.”** “‘Due to system readiness issues, the SCA (security control assessment) was only partly completed,’ said the internal memo from the Center for Medicare and Medicaid Services. ‘This constitutes a risk that must be accepted and mitigated to support the Marketplace Day 1 operations.’ The memo, which was provided in response to a request from the House Oversight Committee, goes on to explain that CMS would create a ‘dedicated security team’ to monitor the risk, conduct weekly scans and within 60 to 90 days after the website went live, ‘conduct a full-scale SCA test.’ The memo did not detail the security concerns. It was written by IT officials at CMS, and was sent to and signed by the agency’s director, Marilyn Tavenner, who testified on Capitol Hill on Tuesday that she thought the website was ready to go when it began its crash-riddled rollout on October 1.” (Joe Johns, “Government Memo Warned Of High Security Risk At Health Care Website,” [CNN](#), 10/30/13)
- **That Memo Also Noted That A Full Test Hadn’t Been Conducted “In One Complete Version Of The System.”** “The Sept. 27 memo, signed by Centers for Medicare and Medicaid Services Director Marilyn Tavenner, stated that while testing of security controls had been conducted on individual pieces of the HealthCare.gov site, the controls hadn’t been fully tested ‘in one complete version of the system.’” (Jennifer Corbett Dooren and Amy Schatz, “Data Security Added To Worries About Website,” [The Wall Street Journal](#), 11/1/13)

**CMS Director Marilyn Tavenner Admitted That HealthCare.gov Had Not Been Tested In A Live Environment Until After The ObamaCare Launch On October 1.** SENATOR PAT ROBERTS (R-KS): “My first question is, why was the exchange allowed to go operational without the apparent parent clearance required by the Office of Management and Budget? I am going to go on -- just think about that a minute. I don’t like to do this, but time is limited. Again, as part of the FISMA security assessment, an independent testing organization must perform a risk analysis of the security of the system. so, my second question, you can answer the first. Did an independent testing organization ever test the whole integrated system end to end? I am sorry to ask you two questions.” MARILYN TAVENNER: “That’s all right. The first question -- OMB does approve of short-term authorization. So, we were following the rules as outlined by OMB, and I double checked that. The second one is -- yes, we are FISMA and NIST compliant and we did use an independent security firm, that would be Mitre, who actually did the work, did the testing. The only piece that was not completed-- what I talked about before, we could not test and a live environment until October 1. Which is the reason we went with a short-term authority. Because the testing will continue this month and next month as we do the software upgrades, and it will be tested in a live environment.” (Committee On Health, Education, Labor, & Pensions, U.S. Senate, [Hearing](#), 11/5/13)

### ***Information Technology Specialists Say That The Obama Administration Shouldn’t Had Launched HealthCare.gov Without Full Testing***

**“Data Specialists View The Incomplete Overall Testing As A Red Flag — And Proof That No One Really Knows What’s Wrong.”** (Jessica Meyers, “Security Experts Fear ACA Vulnerabilities,” [Politico](#), 11/5/13)

- **IT Security Experts Have Said That The Administration Should've Completed "End-To-End Testing" Before Launch.** "Two computer security experts interviewed by The Associated Press said that clearly the better option would have been to complete testing. 'The best scenario is to have done end-to-end testing,' said Lisa Gallagher, vice president of technology solutions for the Healthcare Information and Management Systems Society, a medical technology nonprofit. That it wasn't done 'would cause me some mild concern,' she continued, adding she would advise a relative or close friend to wait until the website is stabilized before plunging in." (Ricardo Alonso-Zaldivar, "Health Website's Security Prompts Worries," [The Associated Press](#), 11/6/13)

**CEO Of ThreatTrack Security: "If You Couldn't Adequately Plan For The System, How Could You Adequately Plan For The Security Of The System?"** "If you couldn't adequately plan for the system, how could you adequately plan for the security of the system?' said Julian Waits, CEO of ThreatTrack Security, a cybersecurity company that does work with government agencies." (Jessica Meyers, "Security Experts Fear ACA Vulnerabilities," [Politico](#), 11/5/13)

**CEO Of CloudFlare: If The Obama Administration Doesn't "Properly Secure The Site, Then It May Be Possible To Obtain Data From The Site That Customers Are Trusting With It."** "It's not so much one flaw as what else might be lacking there,' said Matthew Prince, the CEO of CloudFlare, a company focused on website performance. 'It's embarrassing in the short term. But the long-term risk is if that same lack of engineering carried through and did not properly secure the site, then it may be possible to obtain data from the site that customers are trusting with it.'" (Jessica Meyers, "Security Experts Fear ACA Vulnerabilities," [Politico](#), 11/5/13)

### ***Website Security Is A Major Concern For Some Senate Democrats***

**"Some Of The Strongest Supporters Of The Health Care Law Have Expressed Unease Over Security."** (Ricardo Alonso-Zaldivar, "Health Website's Security Prompts Worries," [The Associated Press](#), 11/6/13)

**Senator Tom Harkin (D-IA): "This Is A Paramount Concern."** "This is a paramount concern,' said Iowa Democratic Sen. Tom Harkin, chairman of the Senate Health, Education, Labor and Pensions Committee. 'Consumers have to be absolutely certain that when they go on and they fill out that application ... no one can hack into that and steal their Social Security numbers or identity,' Harkin added, as Tavenner testified before his panel." (Ricardo Alonso-Zaldivar, "Health Website's Security Prompts Worries," [The Associated Press](#), 11/6/13)

**"Senate Intelligence Committee Chairwoman Dianne Feinstein (D-Calif.) Told 'Face The Nation' This Week That She Warned Administration Officials To Take The Site Down 'Until It Was Right.'"** (Jessica Meyers, "Security Experts Fear ACA Vulnerabilities," [Politico](#), 11/5/13)