

Removal of “Facts and Features” Website from HHS.gov

Access Assessment Report
May 8, 2019

This report is accompanied by a [blog post](#), providing context for the changes detailed here.

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[See WIP’s Report Production Protocol for details of our review process](#)

Classification of Web content alterations and changes in access to Web resources:

Classification	Changed in this report?
1. Altering or removing text and non-text content	
2. Altering or removing links	
3. Moving an entire webpage or collection of webpages or establishing redirects	
4. Altering or removing an entire pertinent section of a webpage or collection of webpages	
5. Removing an entire webpage or document	
6. Overhauling or removing an entire website	Yes
7. Altering or removing search engines and open data platforms	
8. Altering, removing, or deleting datasets	

The Sunlight Foundation’s Web Integrity Project does not intend to assess any government agency’s intentions in presenting the changes to webpages or other Web content that appear in this report.

Removal of “Facts and Features” Website from HHS.gov

Overview

In 2017, the U.S. Department of Health & Human Services (HHS) made a series of changes to HHS.gov, to remove, move, or make less accessible content related to the Affordable Care Act (ACA). Among these changes was the removal of the “Facts and Features” website, with at least 85 webpages. The homepage of this website, also titled “Facts and Features,” linked to five subpages in the sidebar of the page. One of the subpages, titled “Health Care Facts Sheets,” contained a list of links to 29 healthcare-related fact sheets dated between February 9, 2011 and December 13, 2016. Another subpage, titled “State by State,” contained links to 51 pages, each of which documented the “Impact of the Affordable Care Act” in all 50 states and the District of Columbia.

Note: *The removal of this website was part of a larger overhaul of HHS’s “Health Care” website (<https://www.hhs.gov/healthcare>). Other websites and collections within <https://www.hhs.gov/healthcare>, including the “About the Law” website and “Delivery System Reform” pages, were also altered and/or removed. For more information, see reporting in the New York Times: [The Same Agency That Runs Obamacare Is Using Taxpayer Money to Undermine It](#) (9/4/2017) and Gov404: The Web Integrity Project’s Censorship Tracker: [Removal of ACA-related content and pages from the HHS website](#) (2/26/2019).*

Background

Agency details: The Department of Health and Human Services (HHS) is a cabinet-level department of the U.S. federal government with the [mission](#) “to enhance and protect the health and well-being of all Americans” and is the [“nation’s principal agency for protecting the health of all Americans and providing essential human services.”](#) The agency’s website, HHS.gov, provides information on a variety of health topics, including information about the Affordable Care Act available at the URL <https://www.hhs.gov/healthcare>.

Communications about changes: The office has not proactively communicated about or explained the changes described within this report.

Known archives: An official web archive for HHS’s “Health Care” website, which contained the “Facts and Features” website, was collected at the request of the agency and can be found at the URL https://wayback.archive-it.org/8498/*/https://www.hhs.gov/healthcare/.

Description of Most Notable Changes

1. The “Facts and Features” website and related pages were removed from HHS.gov between January and September 2017.
2. The homepage of the “Facts and Features” website, which had the URL path www.hhs.gov/healthcare/facts-and-features/ and consisted of at least 85 pages, was removed between [January 30, 2017](#), and [February 9, 2017](#) ([Webpage 1](#)).
 - a. The page contained a sidebar menu with links to other subpages within the “Facts and Features” website. All of the pages have now been removed (See [Table 1](#) for details).
3. The “Health Care Fact Sheets” page at the URL <https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/index.html> was removed from HHS.gov between [January 30, 2017](#), and [September 26, 2017](#) ([Webpage 2](#)).
 - a. The page contained a list of links to 29 health care-related fact sheets dated between February 9, 2011 and December 13, 2016. (See [Table 2](#) for details).
 - i. Each fact sheet has been removed and the URLs redirect to the “About the Affordable Care Act” page at the URL <https://www.hhs.gov/healthcare/about-the-aca/index.html>.
 - b. The page is an example of one of the subpages removed from the “Facts and Features” website and was formerly linked to in the website’s sidebar menu ([Webpage 1](#), [Table 1](#)).
4. The “State by State” page at the URL <https://www.hhs.gov/healthcare/facts-and-features/state-by-state/index.html> was removed from HHS.gov between [January 30, 2017](#), and [February 7, 2017](#) ([Webpage 3](#)).
 - a. The page contained a map of the United States and links to 51 pages, each linking to a page related to the ACA in each of the 50 states or the District of Columbia.
 - i. Each linked page has been removed and the URLs redirect to the “About the Affordable Care Act” page at the URL <https://www.hhs.gov/healthcare/about-the-aca/index.html>.
 - b. The page is a second example of one of the subpages removed from the “Facts and Features” website and formerly linked to in the website’s sidebar menu.

Table of Contents

Report Section	Webpage Title	URL	Page Status
Webpage 1	Facts & Features	https://www.hhs.gov/healthcare/facts-and-features/index.html	Removed
Webpage 2	Health Care Fact Sheets	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/index.html	Removed
Webpage 3	State by State	https://www.hhs.gov/healthcare/facts-and-features/state-by-state/index.html	Removed

Detailed Description of Changes in Access and Content

Note: Throughout the entire report, links to captures of pages from the Internet Archive's Wayback Machine's (IAWM) on specified dates are provided for reference. IAWM displays time in GMT, but WIP reports dates and times in EST/EDT.

Webpage 1: Facts & Features

- URL: <https://www.hhs.gov/healthcare/facts-and-features/index.html>
- Changes occurred between [January 30, 2017](#) and [February 9, 2017](#)
- A previous version of this webpage from [January 30, 2017](#), collected at the request of U.S. Department of Health and Human Services, is available.

Webpage 1 Details:

1. The homepage of the "Facts and Features" website, which consisted of at least 85 pages, was removed between [January 30, 2017](#), and [February 9, 2017](#) ([Screenshot 1.1](#)):
 - a. The page's URL now redirects to the "About the Affordable Care Act" page at the URL <https://www.hhs.gov/healthcare/about-the-aca/index.html>.
2. The page contained the following sections:
 - a. A running list of links under the "Recent Facts & Features" section, each linked to a page available on two of the website's subpages, "Health Care Fact Sheets" ([Webpage 2](#)) and "State by state" ([Webpage 3](#)).
 - b. A "Features of the Health Law" section with links to two pages in HHS's "Health Care" website that have also been removed:
 - i. [ACA Timeline: See all timeline items on one page](#)
 - ii. [Read the Law: Read and search the Affordable Care Act in full or section by section](#)

Note: The linked texts lead to archived versions of the removed pages from when they were live.

3. The page contained a sidebar menu with the following links to subpages in the website that have been removed ([Table 1](#)):
 - i. [Features of the Health Law](#)
 - ii. [Healthcare Fact Sheets](#)
 - iii. [Latest Blog Posts](#)
 - iv. [#CoverageMatters: Share Your Story](#)
 - v. [State by State](#)

Note: The linked texts lead to archived versions of the removed pages from when they were live.

Screenshot 1.1: The top portion of the [January 30, 2017](#) version of the removed “Facts & Features” homepage, captured by the Internet Archive’s Wayback Machine. See [Table 1](#) for the details of links featured in the sidebar of this page.

The screenshot shows the top portion of the HHS.gov Health Care Facts & Features page. At the top, there is a Wayback Machine header with the URL <https://www.hhs.gov/healthcare/facts-and-features/index.html> and a calendar showing the date as January 31, 2017. Below the header is the HHS.gov logo and the text "U.S. Department of Health & Human Services". A search bar contains the text "I'm looking for..." and a magnifying glass icon. To the right of the search bar is a link to "HHS A-Z Index". Below the search bar are four main navigation buttons: "Insurance Marketplace", "Delivery System Reform", "About the Law", and "Coverage to Care". Below these is a button for "Facts & Features". Below the navigation buttons is a breadcrumb trail: "HHS Home > Health Care > Facts & Features". On the left side, there is a sidebar with a "Facts & Features" header and a minus sign. The sidebar contains the following links: "Features of the Health Law", "Health Care Fact Sheets", "Latest Blog Posts", "#CoverageMatters: Share Your Story", and "State by State". On the right side, there are utility links for "Text Resize", "Print", and "Share" (with icons for Facebook, Twitter, and a plus sign). The main content area has a "Facts & Features" heading and a "Recent Facts & Features" section. The recent facts and features are listed as follows: "New Report Details Impact of the Affordable Care Act" (December 13, 2016), "The ACA is Working for Middle-Class Families" (October 31, 2016), "The ACA is Working for Young Adults" (July 21, 2016), "The ACA is Working for Women" (July 21, 2016), "The ACA is Working for the Latino Community" (July 21, 2016), and "Engaging and Empowering Individuals from Coverage to Care" (March 25, 2016).

Table 1: Links listed in the “Facts and Features” sidebar menu. The following table provides details on the “Facts and Features” sidebar menu. The “Fact and Features” homepage was removed between [January 30, 2017](#), and [February 9, 2017](#). As of May 6, 2019, the URLs for the links featured in this table all redirect to <https://www.hhs.gov/healthcare/about-the-aca/index.html>, the “About the Affordable Care Act” page. The links provided in the "Does URL Redirect?" column are the earliest redirect captures provided by IAWM.

Index	Link Text	Link URL	Page Status	Last IAWM Capture	Does URL Redirect?
1	Features of the Health Law	https://www.hhs.gov/healthcare/facts-and-features/key-features-of-aca/index.html	Removed	1/30/17	Yes
2	Healthcare Fact Sheets	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/index.html	Removed	1/30/17	Yes
3	Latest Blog Posts	https://www.hhs.gov/healthcare/facts-and-features/latest-blog-posts/index.html	Removed	1/30/17	Yes
4	#CoverageMatters: Share Your Story	https://www.hhs.gov/healthcare/facts-and-features/coverage-matters/index.html	Removed	1/30/17	Yes
5	State by State	https://www.hhs.gov/healthcare/facts-and-features/state-by-state/index.html	Removed	1/30/17	Yes

Webpage 2: Health Care Fact Sheets

- URL: <https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/index.html>
- Changes occurred between [January 30, 2017](#) and [September 26, 2017](#)
- A previous version of this webpage from [January 30, 2017](#), collected at the request of U.S. Department of Health and Human Services, is available.
- This is an example of one of the subpages that were linked from the removed “Facts and Features” website’s sidebar menu ([Webpage 1](#), [Table 1](#)).

Webpage 2 Details:

1. The “Health Care Fact Sheets” webpage was removed between [January 30, 2017](#) and [September 26, 2017](#) ([Screenshot 2.1](#)):
 - a. The page contained a list of links to 29 health care related fact sheets dated between February 9, 2011 and December 13, 2016. See [Table 2](#) for details.
 - b. Examples of removed pages linked from the “Health Care Fact Sheets” page include:
 - i. [The ACA is Working for Women](#)
 - ii. [The ACA is Working for the Latino Community](#)

Note: *The linked texts above lead to archived versions of the removed pages.*

Table 2: Links listed on the removed “Health Care Fact Sheets” webpage. The following table details links listed on the removed “Health Care Fact Sheets” webpage. The page was removed between [January 30, 2017](#), and [September 26, 2017](#). As of May 6, 2019, the URLs for the links featured in this table redirect to <https://www.hhs.gov/healthcare/about-the-aca/index.html>. The link provided in the "Does URL Redirect?" column is the earliest redirect capture for the page provided by IAWM.

Index	Link Text	URL	Status	Last IAWM Capture	Does URL Redirect?
1	New Report Details Impact of the Affordable Care Act	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/new-report-details-impact-affordable-care-act.html	Removed	1/30/17	Yes
2	The ACA is Working for Middle-Class Families	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-working-middle-class-families/index.html	Removed	1/30/17	Yes
3	The ACA is Working for Young Adults	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-working-young-adults/index.html	Removed	1/30/17	Yes
4	The ACA is Working for Women	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-working-women/index.html	Removed	1/30/17	Yes
5	The ACA is Working for the Latino Community	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-working-latino-community/index.html	Removed	1/30/17	Yes
6	Engaging and Empowering Individuals from Coverage to Care	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/engaging-and-empowering-individuals-from-coverage-to-care.html	Removed	1/30/17	Yes
7	New Toolkit Highlights High Impact Opportunities to Support Healthy Students	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/hhs-and-ed-partner-develop-toolkit-support-healthy-students.html	Removed	1/30/17	Yes
8	Better Care, Smarter Spending, Healthier People: Improving Our Health Care Delivery System With an Engaged and Empowered Consumer at the Center	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/better-care-smarter-spending-healthier-people.html	Removed	1/30/17	Yes
9	Moving Toward a Better, Smarter Health Care System With an Engaged and Empowered Consumer at the Center	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/moving-toward-better-smarter-health-care-system.html	Removed	1/30/17	Yes

10	The ACA is Working for the African-American Community	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-working-african-american-community/index.html	Removed	1/30/17	Yes
11	The Affordable Care Act is Working	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-is-working/index.html	Removed	1/30/17	Yes
12	La Ley de Cuidado de Salud a Bajo Precio Funciona	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/la-ley-de-cuidado-de-salud-a-bajo-precio-esta-funcionando/index.html	Removed	1/30/17	Yes
13	The Affordable Care Act and Maternity Care	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-and-maternity-care/index.html	Removed	1/30/17	Yes
14	Creating Jobs by Addressing Primary Care Workforce Needs	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/creating-health-care-jobs-by-addressing-primary-care-workforce-needs/index.html	Removed	2/1/17	Yes
15	The Affordable Care Act and Older Americans	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-and-older-americans/index.html	Removed	1/30/17	Yes
16	Health Coverage and Federal Income Taxes	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/health-coverage-and-federal-income-taxes/index.html	Removed	1/30/17	Yes
17	Health Insurance and Mental Health Services	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/health-insurance-and-mental-health-services/index.html	Removed	1/30/17	Yes
18	The Affordable Care Act and Asian Americans, Native Hawaiians, and Pacific Islanders	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-and-asian-americans-native-hawaiians-and-pacific-islanders/index.html	Removed	1/30/17	Yes
19	Breast Pumps and Insurance Coverage: What You Need to Know	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/breast-pumps-and-insurance-coverage-what-you-need-to-know/index.html	Removed	1/30/17	Yes
20	How the Health Care Law Benefits You	https://www.hhs.gov/healthcare/facts-and-features/state-by-state/how-the-health-care-law-benefits-you/index.html	Removed	1/30/17	Yes
21	The Affordable Care Act - What it Means for Rural America	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/what-aca-means-for-rural-america/index.html	Removed	1/30/17	Yes

22	How Does the Affordable Care Act Impact American Indians and Alaska Natives?	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-and-american-indian-and-alaska-native-people/index.html	Removed	1/30/17	Yes
23	At Stake: What Repealing the Affordable Care Act Would Mean for Middle Class Families	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/at-stake-what-aca-means-for-middle-class-families/index.html	Removed	1/30/17	Yes
24	Affordable Care Act Rules on Expanding Access to Preventive Services for Women	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-rules-on-expanding-access-to-preventive-services-for-women/index.html	Removed	1/30/17	Yes
25	Preventive Services Covered Under the Affordable Care Act	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/preventive-services-covered-under-aca/index.html	Removed	1/30/17	Yes
26	State-Level Estimates of Gains in Insurance Coverage Among Young Adults	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/state-level-estimates-of-gains-in-insurance-coverage-among-young-adults/index.html	Removed	1/30/17	Yes
27	The Affordable Care Act and Immunization	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-and-immunization/index.html	Removed	1/30/17	Yes
28	The Affordable Care Act and the School-Based Health Center Capital Program	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/aca-and-the-school-based-health-center-capital-program/index.html	Removed	1/30/17	Yes
29	Building Healthier Communities by Investing in Prevention	https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/building-healthier-communities-by-investing-in-prevention/index.html	Removed	1/30/17	Yes

Screenshot 2.1: The top portion of the [January 30, 2017](#) version of the removed “Health Care Fact Sheets” webpage, captured by the Internet Archive’s Wayback Machine. See [Table 2](#) for the details of links featured on this page.

INTERNET ARCHIVE
Wayback Machine
49 captures
13 Oct 2015 - 27 Sep 2018

https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/index.html Go DEC JAN MAR
2016 31 2017 2018

HHS.gov
Health Care
U.S. Department of Health & Human Services

I'm looking for... HHS A-Z Index

Insurance Marketplace **Delivery System Reform** **About the Law** **Coverage to Care**

Facts & Features

HHS Home > Health Care > Facts & Features > Health Care Fact Sheets

Facts & Features Text Resize A A A Print Share f t +

Health Care Fact Sheets

- [New Report Details Impact of the Affordable Care Act](#)
December 13, 2016
- [The ACA is Working for Middle-Class Families](#)
October 31, 2016
- [The ACA is Working for Young Adults](#)
July 21, 2016
- [The ACA is Working for Women](#)
July 21, 2016
- [The ACA is Working for the Latino Community](#)
July 21, 2016
- [Engaging and Empowering Individuals from Coverage to Care](#)
March 25, 2016
- [New Toolkit Highlights High Impact Opportunities to Support Healthy Students](#)
January 15, 2016
- [Better Care, Smarter Spending, Healthier People: Improving Our Health Care Delivery System With an Engaged and Empowered Consumer at the Center](#)
October 9, 2015
- [Moving Toward a Better, Smarter Health Care System With an Engaged and Empowered Consumer at](#)

Webpage 3: State by State

- URL: <https://www.hhs.gov/healthcare/facts-and-features/fact-sheets/index.html>
- Changes occurred between [January 30, 2017](#) and [February 7, 2017](#)
- A previous version of this webpage from [January 27, 2017](#), collected at the request of U.S. Department of Health and Human Services, is available.
- This is an example of one of the subpages that were linked from the removed “Facts and Features” website’s sidebar menu ([Webpage 1](#), [Table 1](#)).

Webpage 3 Details:

2. The “State by State” webpage was removed between [January 30, 2017](#) and [February 7, 2017](#) ([Screenshot 3.1](#)):

- a. The page contained the following text:

“A new wave of powerful evidence points to one clear conclusion: The Affordable Care Act is working to make health care more affordable, accessible and of a higher quality, for families, seniors, businesses, and taxpayers alike. This includes previously uninsured Americans, and Americans who had insurance that didn’t provide them adequate coverage and security.

Thirty-one states plus the District of Columbia have expanded Medicaid under the Affordable Care Act.

Select your State to learn how the Affordable Care Act is helping people where you live.”

- b. Underneath the text was a map of the United States and a list of links to 51 pages, each about the impact of the ACA in a different state and the District of Columbia. (See, for example: [Impact of the Affordable Care Act in Georgia](#))
 - i. Each of the state-specific pages followed a similar format:
 1. Titled “Impact of the Affordable Care Act in...” a particular state.
 2. Included an introductory paragraph about “an extensive compilation of state-level data [released by HHS] illustrating the substantial improvements in health care for all Americans over the last six years.”
 3. Included a quote from previous Secretary Sylvia M. Burwell.
 4. Contained a series of bullet points organized around the themes of “Employer Coverage,” “Medicaid,” “Individual market,” and “Medicare.”
 - ii. Each of the state-specific pages has been removed.

Screenshot 3.1: The top portion of the [January 30, 2017](#), version of the removed “Health Care Fact Sheets” webpage, captured by the Internet Archive’s Wayback Machine.

https://www.hhs.gov/healthcare/facts-and-features/state-by-state/index.html

94 captures
12 Oct 2015 - 20 Dec 2018

HHS.gov
Health Care

U.S. Department of Health & Human Services

I'm looking for...

HHS A-Z Index

Insurance Marketplace

Delivery System Reform

About the Law

Coverage to Care

Facts & Features

HHS Home > Health Care > Facts & Features > State by State

Facts & Features

Features of the Health Law

Health Care Fact Sheets

Latest Blog Posts

#CoverageMatters: Share Your Story

State by State

Text Resize A A A | Print | Share

State By State

A new wave of powerful evidence points to one clear conclusion: The Affordable Care Act is working to make health care more affordable, accessible and of a higher quality, for families, seniors, businesses, and taxpayers alike. This includes previously uninsured Americans, and Americans who had insurance that didn't provide them adequate coverage and security.

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