



Crash Landing On The ObamaCare Relaunch

Despite Obama's Best Efforts To Market ObamaCare, The Product Is Still Defective

Today, Obama Will Once Again Try To Sell ObamaCare To The Public. "President Barack Obama will launch a coordinated campaign Tuesday by the White House, congressional Democrats and their outside allies to return attention to why the Affordable Care Act passed in first place." (Carrie Budoff Brown and Jonathan Allen, "White House Back To ObamaCare Sales Mode," [Politico](#), 12/2/13)

- **"Obama Will Host A White House Event Kicking Off A Three-Week Drive To Refocus The Public On The Law's Benefits."** "After two months of intense coverage of the botched HealthCare.gov rollout, Obama will host a White House event kicking off a three-week drive to refocus the public on the law's benefits, senior administration officials told POLITICO." (Carrie Budoff Brown and Jonathan Allen, "White House Back To ObamaCare Sales Mode," [Politico](#), 12/2/13)

OBAMA'S OUTREACH EFFORT TODAY COMES JUST DAYS AFTER OBAMACARE'S ROCKY REBOOT

The Updated ObamaCare "Website Got Off To A Bumpy Relaunch." "The Obama administration's overhauled health care website got off to a bumpy relaunch Monday as a rush of consumers caused an uptick in errors and forced the administration to put thousands of shoppers on the HealthCare.gov site on hold." (Noam N. Levey, "HealthCare.gov Has Rocky Relaunch," [Los Angeles Times](#), 12/2/13)

- **"The New Problems Came Just A Day After The Administration Announced That It Had Hit Its Goal Of Rescuing HealthCare.Gov From Its Disastrous Launch Two Months Ago."** (Noam N. Levey, "HealthCare.gov Has Rocky Relaunch," [Los Angeles Times](#), 12/2/13)

The ObamaCare Website's "Back-Up System" Had To Be Launched Due To Errors And Long Response Times

"A Back-Up System Was Deployed For HealthCare.gov On Monday At A Lower Traffic Rate Than Federal Officials Projected, Signaling There Could Be Further Trouble With The System." "A back-up system was deployed for HealthCare.gov on Monday at a lower traffic rate than federal officials projected, signaling there could be further trouble with the system. The Centers for Medicare and Medicaid Services (CMS) acknowledged that the site's try-again-later system was initiated as roughly 35,000 users tried to access HealthCare.gov at the same time. ... Officials said the decision came in response to a slight rise in

error rates and response times across the site.” (Elise Viebeck, “Back-Up System Goes Into Effect For HealthCare.gov,” [The Hill’s Health Watch](#), 12/2/13)

- **“CMS Had Previously Said The Back-Up System Would Be Used Only When Healthcare.Gov Was Coping With 50,000 Simultaneous Visitors.”** (Elise Viebeck, “Back-Up System Goes Into Effect For HealthCare.gov,” [The Hill’s Health Watch](#), 12/2/13)

Website Functionality Began Slipping At 35,000 Visitors. “Officials said over the weekend that improvements to the site would allow 50,000 people to use it simultaneously. But Bataille acknowledged that her agency was forced to start queuing visitors when about 35,000 visitors were on the site Monday morning.” (Noam N. Levey, “HealthCare.gov Has Rocky Relaunch,” [Los Angeles Times](#), 12/2/13)

Efforts By Some ObamaCare Website Users To Enroll In A Health Plan Were Hampered By Glitches. “Reports of the site’s functionality were mixed. Some users appeared able to access the system for the first time since it launched on Oct. 1, while others remained bogged down in technical glitches.” (Elise Viebeck, “Back-Up System Goes Into Effect For HealthCare.gov,” [The Hill’s Health Watch](#), 12/2/13)

- **Brett LoGiurato Of *Business Insider* Received An Error Message And Was Unable To Start An Application.** “A day after the Obama administration touted improvements in the dysfunctional federal health exchange website, I tried to start an application process on the site. I couldn’t even start an application. I got the error message at right.” (Brett LoGiurato, “Here’s The Error Message I Got When I Just Tried Signing Up For ObamaCare,” [Business Insider](#), 12/2/13)
- **Charles Ornstein Of ProPublica Suffered “Long Delays Loading Pages, An Endless Circle Of Tasks And Ultimately An Error Message.”** “After a glowing news conference yesterday citing ‘night and day’ progress on HealthCare.gov, I decided to log in this morning and take the Web site for a test drive, as I’m sure many others are doing. Early reports had been promising. What I found was hardly encouraging — long delays loading pages, an endless circle of tasks (some already completed) and ultimately an error message.” (Charles Ornstein, “‘Please Wait’: New-And-Improved HealthCare.gov Has Same Old Problems,” [ProPublica](#), 12/2/13)
- **“Three CNN Journalists” Had To Wait Hours To Enroll.** “Three CNN journalists who attempted to sign on Monday ended up in the new queue around midday and then two hours later. Their wait lasted a few minutes before they received a prompt on their screen to proceed with enrollment.” (Tom Cohen, “With Website Deadline Met, ObamaCare Scrutiny Increases,” [CNN](#), 12/2/13)

As Insurers Continue To Experience Problems With The ObamaCare Website, The Obama Administration Remains Tight-Lipped

Insurers Continue To Receive Faulty Data From The ObamaCare Website. “Other issues with the site continue to concern insurance companies, which have been getting inaccurate or incomplete data about consumers who have tried to enroll in health plans through HealthCare.gov.” (Noam N. Levey, “HealthCare.gov Has Rocky Relaunch,” [Los Angeles Times](#), 12/2/13)

- **Insurers Claim That The Website “Is Nowhere Near Fixed.”** “However, insurers counter that the federal website is nowhere near fixed, citing so-called ‘back-end’ issues with the online marketplaces. Insurance companies say they have been unable to receive the data of many users who believe they have successfully enrolled in ObamaCare exchanges.” (Brian Hughes, “Obama Administration Doesn’t Reveal Error Rate For Sharing Data With Insurance Companies,” [Washington Examiner](#), 12/2/13)
- **“More Work Is Needed On The ‘Back-End’ Functions Of The Website.”** “Meanwhile, insurers warn that more work is needed on the ‘back-end’ functions of the website that process payments

and provide enrollment information to the companies.” (Tom Cohen, “With Website Deadline Met, ObamaCare Scrutiny Increases,” [CNN](#), 12/2/13)

“A Significant Portion” Of Enrollment Records Contain Errors, Jeopardizing Health Care Access For People That Have Enrolled For Coverage Through The ObamaCare Exchange. “The enrollment records for a significant portion of the Americans who have chosen health plans through the online federal insurance marketplace contain errors — generated by the computer system — that mean they might not get the coverage they’re expecting next month.” (Amy Goldstein and Juliet Eilperin, “Health Care Enrollment On Web Plagued By Bugs,” [The Washington Post](#), 12/2/13)

- **“Tens Of Thousands Of Consumers Are At Risk Of Not Having Coverage” On January 1.** “The errors, if not corrected, mean that tens of thousands of consumers are at risk of not having coverage when the insurance goes into effect Jan. 1, because the health plans they picked do not yet have accurate information needed to send them a bill. Under the 2010 law designed to reshape the health-care system, consumers are not considered to have coverage unless they have paid at least the first monthly insurance premium.” (Amy Goldstein and Juliet Eilperin, “Health Care Enrollment On Web Plagued By Bugs,” [The Washington Post](#), 12/2/13)
- **The Obama Administration Is Now Pleading For Consumers That Have Already Enrolled In Coverage To Double-Check With Their Insurer To Verify They Have Health Coverage.** “For those who thought they enrolled in a plan through the federal exchange since October, the Obama administration now advises that individuals contact their insurance company to verify coverage and if none exists, to start all over again. ‘Consumers should absolutely call their selected plan, confirm that they have paid their first month’s premium and that coverage would be available to them, beginning January 1st,’ said Julie Bataille, communications director for the Centers for Medicare and Medicaid Services, or CMS.” (Devin Dwyer, “New ObamaCare Headache: Is Your Enrollment Real?” [ABC News](#), 12/2/13)

Centers For Medicare And Medicaid Services Has Refused To Answer How Many 834 Transactions Have Resulted In Errors. “Three reporters -- one from the Los Angeles Times, one from The Wall Street Journal and I -- asked Bataille for information on how many of the 834s sent out so far have had an error. This is a question that I’ve asked on three previous calls, a point made by the Los Angeles Times’s Noam Levey as he asked for his second time.” (Sarah Kliff, “ObamaCare Media Updates Are Starting To Get Tense,” [The Washington Post’s Wonk Blog](#), 12/2/13)

- **The Washington Post’s Sarah Kliff: “I’ve Asked CMS Four Times Now For The 834 Transmission Error Rate. Four Times, No Answer.”** (Sarah Kliff, [Twitter Feed](#), 12/2/13)
- **According To “Government And Health-Care Industry Officials,” One-Third Of The Sign-Up Applications Have Been Riddled With Errors.** “The errors cumulatively have affected roughly one-third of the people who have signed up for health plans since Oct. 1, according to two government and health-care industry officials. The White House disputed the figure but declined to provide its own.” (Amy Goldstein and Juliet Eilperin, “Health Care Enrollment On Web Plagued By Bugs,” [The Washington Post](#), 12/2/13)

CMS Remains Unable To “Quantify The Error Rate For Transmitting Data From HealthCare.gov Website To Insurers.” “Even though a CMS spokeswoman insisted Monday that a bug causing 80 percent of problems with the 834 forms had been fixed, she could not quantify the error rate for transmitting data from the HealthCare.gov website to insurers.” (Brian Hughes, “Obama Administration Doesn’t Reveal Error Rate For Sharing Data With Insurance Companies,” [Washington Examiner](#), 12/2/13)