



#OBAMACOSTS

 **BAMACARE**
NOT READY FOR
PRIMETIME

REPUBLICAN NATIONAL COMMITTEE
RESEARCH BRIEFING BOOK
OCTOBER 1, 2013

TODAY, THE OBAMACARE EXCHANGES GO LIVE

Today “Is The Long-Awaited Kickoff Of” ObamaCare. “Tuesday is the long-awaited kickoff of President Obama’s signature health care law, when millions of Americans can start signing up for new insurance options.” (Abby Goodnough, “Health Insurance Exchanges Scramble To Be Ready As Opening Day Nears,” [The New York Times](#), 9/30/13)

EVEN THOUGH OBAMA PROMISED THE EXCHANGES WOULD BE READY TODAY...

Obama Said The Exchanges Would Be Completed By October 1. OBAMA: “So here’s how this is going to work. We’re setting up a new online marketplace, where beginning October 1, you can go online or talk to organizations in every State that are going to have this set up, and you can then comparison shop an array of private health insurance plans. You can look at them side by side, just like you’d go online and compare cars.” (President Obama, [Remarks On Health Insurance Reform](#), Washington, D.C., 5/10/13)

- **In July, Obama Doubled-Down On His Assurance That The ObamaCare Exchanges Will Be Open On October 1.** OBAMA: “Beginning October 1st, Americans will be able to log on and comparison shop an array of private health insurance plans, side-by-side -- just like you go online and compare the best deal on cars or the best deal on computers.” (President Obama, [Remarks On Presenting New Management Agenda](#), Washington, D.C., 7/8/13)

Health And Human Services Secretary Kathleen Sebelius Stated That The ObamaCare Exchanges Will Be Open For Enrollment On October 1. SEBELIUS: “As I answered before Congressman, we will be open for open enrollment on October 1, of 2013 and we will be enrolling Americans across the country, January 1, 2014.” (Committee On Ways And Means, U.S. House, [Hearing](#), 4/12/13)

... OFFICIALS HAVE BEEN “SCRAMBLING” TO LAUNCH THE EXCHANGES

Across The Country, Officials Have Issued Warnings That The New Insurance Exchanges “Will Not Be Fully Operational For Weeks Or Even Months.” “Yet across the country, officials are issuing warnings that despite fevered efforts, their new insurance exchanges — online markets where people can shop for health plans and see if they qualify for federal subsidies — will not be fully operational for weeks or even months.” (Abby Goodnough, “Health Insurance Exchanges Scramble To Be Ready As Opening Day Nears,” [The New York Times](#), 9/30/13)

- **The Wall Street Journal Headline: “Health Law Hits Late Snags As Rollout Approaches”** (Christopher Weaver, Timothy W. Martin, and Louis Radnofsky, “Health Law Hits Late Snags As Rollout Approaches,” [The Wall Street Journal](#), 9/29/13)

The Exchanges Will Be On “Web Sites That May Be Incomplete, Vulnerable To Glitches And Perhaps Not Ready For An Onslaught Of Customers.” “Many of the 16 directors of state-run exchanges are describing October as a ‘soft launch’ period, when Americans can start exploring their coverage options — but on Web sites that may be incomplete, vulnerable to glitches and perhaps not ready for an onslaught of customers.” (Abby Goodnough, “Health Insurance Exchanges Scramble To Be Ready As Opening Day Nears,” [The New York Times](#), 9/29/13)

- **“Consumers In 36 States” Could Be Affected By Glitches In The ObamaCare Exchanges.** “If not resolved by the Oct. 1 launch date, the problems could affect consumers in 36 states where the federal government is running all or part of the exchanges. About 32 million uninsured people live in those states, but only a fraction of them are expected to sign up in the next year.” (Christopher Weaver, Timothy W. Martin, And Jennifer Corbett Dooren, “Pricing Glitch Afflicts Rollout Of Online Health Exchanges,” [The Wall Street Journal](#), 9/19/13)

The Federal Government Is “Having Readiness Problems Of Its Own” In Implementing The Exchanges. “The federal government, which will operate all or part of the exchanges in more than 30 states that declined to create their own, mostly because of political opposition to the law, is having readiness problems of its own. In one example, the Obama administration said on Thursday that small

businesses would not be able to buy coverage online through federally run exchanges until November.” (Abby Goodnough, “Health Insurance Exchanges Scramble To Be Ready As Opening Day Nears,” [The New York Times](#), 9/29/13)

- **In Preparation For The Opening Of The Health Exchanges Today, Obama Officials “Keep Hitting Technical Problems.”** “Obama administration officials scrambling to get the health law's insurance marketplaces ready to open on Tuesday keep hitting technical problems, while government-funded field workers across the country say they aren't fully prepared to help Americans enroll in the program.” (Christopher Weaver, Timothy W. Martin, and Louis Radnofsky, “Health Law Hits Late Snags As Rollout Approaches,” [The Wall Street Journal](#), 9/29/13)

Failures At Launch Will Hurt The Obama Administration Politically

“From A Political Standpoint, A Successful Opening Day Will Shape Perceptions Of Obama's Signature Policy Initiative.” (Sharon Begley, “Race To Get ObamaCare Online Sites Running Goes To The Wire,” [Reuters](#), 9/28/13)

The Expected Quirks “Could Deter People Who Are On The Fence About Buying Coverage—Especially Young, Healthy People Needed To Make The Law Work.” “Implementation of the law is expected to proceed even if the government partially shuts down because Congress fails to pass the necessary spending bills. But insurers, who are counting on the law to usher in new customers, say that even short-lived quirks could sour Americans on participating. That could deter people who are on the fence about buying coverage—especially young, healthy people needed to make the law work.” (Christopher Weaver, Timothy W. Martin, and Louis Radnofsky, “Health Law Hits Late Snags As Rollout Approaches,” [The Wall Street Journal](#), 9/29/13)

ObamaCare Delays “Will Probably Fuel Perceptions That The Law Is Not Ready To Be Implemented.” “But it could give many people a false impression that they cannot afford coverage. And it will probably fuel perceptions that the law is not ready to be fully implemented.” (Lena H. Sun and Sandhya Somashekhar, “District's Health Exchange Hits Major Snag But Will Still Open Oct. 1,” [The Washington Post](#), 9/25/13)

- **Insurance Industry Consultant: The Obama Administration “Set Expectations They Can't Meet.”** ““Why do they keep saying everything's fine when things aren't fine?” said Robert Laszewski, an insurance industry consultant tracking the progress of the exchanges. “They set expectations they can't meet, and that undermines Obamacare.”” (Lena H. Sun and Sandhya Somashekhar, “District's Health Exchange Hits Major Snag But Will Still Open Oct. 1,” [The Washington Post](#), 9/25/13)

“Insurers Worry Younger, Healthier Adults Who Are Critical To The Health Law's Success May Give Up On The Exchanges Because Of Early Technical Problems.” “Still, insurers worry younger, healthier adults who are critical to the health law's success may give up on the exchanges because of early technical problems.” (Christopher Weaver, Timothy W. Martin, and Louis Radnofsky, “Health Law Hits Late Snags As Rollout Approaches,” [The Wall Street Journal](#), 9/29/13)

TODAY, AMERICANS CAN EXPECT A “MESSY” ROLLOUT

Gary Cohen, Deputy Administrator And Director Of The CCHIO Said That The ObamaCare Exchange Rollouts “Will Be Messy.” “Gary Cohen, deputy administrator and director of the Center for Consumer Information and Insurance Oversight at the Centers for Medicare and Medicaid Services, told a friendly audience at the Brookings Institution that the early kinks in ObamaCare should eventually even out, but that the beginning will be messy.” (Paul Bedard, “Top ObamaCare Official Sees Problems, Would Be ‘Surprised’ If It Starts Well,” [Washington Examiner](#), 6/25/13)

- **Cohen: “Will It Be As Wonderful On The First Day As It Is On The 30th Day, Or The 60th Day, Or The 90th Day, Or Year Five? Maybe Not.”** “Citing critical press reports questioning whether the administration will be ready on January 1, the official kickoff of Obamacare, Cohen said, ‘Will it be as wonderful on the first day as it is on the 30th day, or the 60th day, or the 90th day, or year five? Maybe not.’” (Paul Bedard, “Top ObamaCare Official Sees Problems, Would Be ‘Surprised’ If It Starts Well,” [Washington Examiner](#), 6/25/13)

CBS New's Bill Plante: W.H. Officials Privately Admit ObamaCare Implementation Will Be "Very Bumpy." PLANTE: "But his appearance today comes at a difficult political time for the overall health of the healthcare law, the president is going to be talking about the benefits of the new law every few weeks, but privately, White House officials admit that the next six months leading up to the full implementation of the president's law are going to be 'really bumpy.' And they're hearing it even from their political allies. One senior official said, 'we know our friends say we have problems, so we use the president to talk up the positive.'" ([CBS News](#), 7/18/13)

IN STATES ACROSS THE COUNTRY, THE OBAMACARE EXCHANGES WILL NOT BE READY FOR PRIMETIME

Colorado

Colorado's ObamaCare Exchange Is Already Facing A Delay At Launch. "Two other states that are running their own exchanges—Colorado and Oregon—have already announced delays." (Jennifer Corbett Dooren, "Key Functions Of D.C. Health Exchange Delayed," [The Wall Street Journal](#), 9/25/13)

Colorado's Exchange Has Had To Delay Signing Up For ObamaCare Online. "Colorado said this week that people who want to apply for a tax credit will have to work through the state's customer-service center for at least the month of October. (Jennifer Corbett Dooren, "Key Functions Of D.C. Health Exchange Delayed," [The Wall Street Journal](#), 9/25/13)

- **Colorado Customers Will Have To Call A Call Center Instead Of Receiving Subsidies For ObamaCare Online.** "Pitched to the public as a Travelocity-style online marketplace for health insurance, Colorado's new health exchange won't allow customers to get online tax credits for at least the first month. Colorado exchange managers revealed Monday during a board meeting that customers who want tax credits to make health insurance more affordable will have to call for help, rather than navigating the multi-million dollar computer system on their own." (Katie Kerwin McCrimmon, "Want Tax Credits? You Won't Get Them Online," [Health Policy Solutions](#) (University Of Colorado-Denver), 9/24/13)

Colorado's ObamaCare Exchange Is Having Trouble Integrating Its Exchange System With The State's Medicaid System. "One of the most difficult IT jobs has been to integrate each health insurance exchange with its state Medicaid system. These legacy systems are typically decades old. In Massachusetts, for instance, the system runs on the COBOL programming language, which is to today's languages like a rotary phone is to an iPhone-5. ... To determine eligibility for federal subsidies, explained Nathan Wilkes, a member of the board of Connect for Health Colorado, the system 'first goes through Medicaid determination. That means connecting to a legacy system,' he said." (Sharon Begley, "Race To Get ObamaCare Online Sites Running Goes To The Wire," [Reuters](#), 9/28/13)

- **"Colorado's Exchange Tested 100,000 Scenarios To See How Its Software Calculated Subsidies, And Got Error After Error."** (Sharon Begley, "Race To Get ObamaCare Online Sites Running Goes To The Wire," [Reuters](#), 9/28/13)
- **Nathan Wilkes, Board Member Of Colorado's Exchange: "It's An IT Nightmare."** "'It's an IT nightmare,' Wilkes said." (Sharon Begley, "Race To Get ObamaCare Online Sites Running Goes To The Wire," [Reuters](#), 9/28/13)

New York

New York's ObamaCare Exchange Is Unable "To Transfer Data To Some Insurers Instantaneously." "In New York, the exchange is not able to transfer data to some insurers instantaneously, as planned, one carrier told Reuters." (Sharon Begley, "Race To Get ObamaCare Online Sites Running Goes To The Wire," [Reuters](#), 9/28/13)

Oregon

Oregon's ObamaCare Exchange Is Already Facing A Delay At Launch. "Two other states that are running their own exchanges—Colorado and Oregon—have already announced delays." (Jennifer Corbett Dooren, "Key Functions Of D.C. Health Exchange Delayed," [The Wall Street Journal](#), 9/25/13)

Oregon Has Delayed ObamaCare Signups Due To Glitches. "Last month, Oregon said it wouldn't allow individuals to enroll online on Oct. 1 until glitches with the system are worked out." (Jennifer Corbett Dooren, "Key Functions Of D.C. Health Exchange Delayed," [The Wall Street Journal](#), 9/25/13)

- **Oregon Has Already Announced That Due To Software Problems, Consumers Will Have To Enroll Offline.** "The remaining 14 states are running separate marketplaces with their own software. One of those states, Oregon, has already announced that it would delay some features to fix software bugs, though consumers will be able to enroll offline." (Christopher Weaver, Timothy W. Martin, And Jennifer Corbett Dooren, "Pricing Glitch Afflicts Rollout Of Online Health Exchanges," [The Wall Street Journal](#), 9/19/13)

Oregon's Exchange Is Unable To Display Information On Insurance Plans, Which "Could Mislead Customers About Deductibles, Prices And Other Details." "As late as this week, Oregon also had trouble correctly displaying information about insurance plans on a test site. The problem could mislead customers about deductibles, prices and other details if it occurs on the live site Tuesday." (Sharon Begley, "Race To Get ObamaCare Online Sites Running Goes To The Wire," [Reuters](#), 9/28/13)

Rocky King, Executive Director Of Oregon's New Health Insurance Exchange, Said "We Could Crash And Burn And Have To Close It Down." "Rocky King, the executive director of Oregon's new health insurance exchange, has done everything in his power to tamp down expectations for its opening on Tuesday. ... 'I have no idea what this thing's going to look like on Oct. 1,' Mr. King said one afternoon last week as dozens of tense-looking programmers, scattered through the exchange offices outside Portland, rushed to finish testing and fix problems. 'We could crash and burn and have to close it down.'" (Abby Goodnough, "Health Insurance Exchanges Scramble To Be Ready As Opening Day Nears," [The New York Times](#), 9/29/13)

Washington, D.C.

Washington, D.C.'s ObamaCare Exchange Won't Be Ready To Launch As Envisioned. "Last week, the District of Columbia's exchange announced that it would not immediately be able to determine online whether people qualify for Medicaid, which about half the states are expanding under the law, or for a federal subsidy to help cover the cost of private coverage." (Abby Goodnough, "Health Insurance Exchanges Scramble To Be Ready As Opening Day Nears," [The New York Times](#), 9/30/13)

"A Major Part" Of Washington D.C.'s ObamaCare Exchange Will Be Delayed Due To "A High Error Rate." "District officials announced Wednesday that a major part of a new health insurance system it is building under President Obama's health-care overhaul will not be ready on Tuesday because of 'a high error rate' discovered during recent testing." (Lena H. Sun and Sandhya Somashekhar, "District's Health Exchange Hits Major Snag But Will Still Open Oct. 1," [The Washington Post](#), 9/25/13)

- **"In Tests Of Complex Family Situations, The Software Was Getting Subsidies Wrong 15 Percent Of The Time, Said Exchange Spokesman Richard Sorian."** (Sharon Begley, "Race To Get ObamaCare Online Sites Running Goes To The Wire," [Reuters](#), 9/28/13)

The Exchange "Will Lack Key Functions When It Opens Oct. 1." "The new health-insurance exchange for people living in Washington, D.C., will lack key functions when it opens Oct. 1, officials said Wednesday, in the latest sign of trouble states are having preparing for open enrollment under the health-care law." (Jennifer Corbett Dooren, "Key Functions Of D.C. Health Exchange Delayed," [The Wall Street Journal](#), 9/25/13)

- **D.C. Citizens Will Be Unable To Determine Medicaid Eligibility Or Whether They Will Receive Subsidies Online.** "But it will not be able to immediately determine online whether people are eligible for Medicaid, the state-federal program for the poor, or for government subsidies to afford premiums." (Lena H. Sun and Sandhya Somashekhar, "District's Health Exchange Hits Major Snag But Will Still Open Oct. 1," [The Washington Post](#), 9/25/13)

OBAMACARE'S SMALL BUSINESS EXCHANGE IS FAILING TO LAUNCH AS INTENDED

States Across The Country Are Falling Behind In Creating ObamaCare's Small Business Exchanges.

"New health insurance marketplaces for small businesses are scheduled to open across the country next week, and while most states are ready to begin enrollment, others have fallen behind, delaying some of the savings employers were promised under ObamaCare." (J.D. Harrison, "One Week Away, ObamaCare's Small Business Insurance Exchanges Not All Ready For Launch," [The Washington Post](#), 9/23/13)

"Two Sources Tell The Associated Press That Small Businesses Will Not Be Able To Enroll Online Starting Oct. 1 When New Health Insurance Markets Go Live." "Administration officials are quietly telling key interest groups to expect initial glitches signing up online for coverage under President Barack Obama's health care overhaul. Two sources tell The Associated Press that small businesses will not be able to enroll online starting Oct. 1 when new health insurance markets go live. Instead, one of the sources, a person who was briefed on the situation, said business owners will initially have to mail or fax their information so that they can enroll." (Ricardo Alonso-Zaldivar, "Health Law Online Sign-Up Delayed For Small Firms," [The Associated Press](#), 9/26/13)

- **"Entrepreneurs In The 35 Exchanges Being Partly Or Fully Run By The Federal Government Won't Be Able To Complete Their Enrollment Online Until November 1."** "But entrepreneurs in the 35 exchanges being partly or fully run by the federal government won't be able to complete their enrollment online until November 1, the Department of Health and Human Services announced Thursday. They will be able to look at the plans offered in their area online and enroll via fax or by mail. Businesses won't know the amount of their federal tax credits -- and thus their exact premium cost -- until November." (Tami Luhby, "Not All ObamaCare Exchanges Will Open Oct. 1," [CNN Money](#), 9/30/13)
- **"Senior Administration Officials Said The Government Is Delaying Online Enrollment Because It Wants To Make Sure The Technology Is Working Properly."** (Tami Luhby, "Not All ObamaCare Exchanges Will Open Oct. 1," [CNN Money](#), 9/30/13)

ObamaCare's Federal Small Business Exchange Is Offering Less Flexibility To Small Businesses Across The Country. "The same may be true of the federal government's new insurance exchanges. Most states, including Virginia, elected to fall back on marketplaces set up and run by the U.S. Department of Health and Human Services, which has said the federal exchanges for individuals and employers in those states will be ready to open next week. However, this summer, officials announced that the federal government's small business portal will not allow employers the same flexibility business owners will have in the District." (J.D. Harrison, "One Week Away, ObamaCare's Small Business Insurance Exchanges Not All Ready For Launch," [The Washington Post](#), 9/23/13)

The Small Business Exchange Was Touted As "A Major Selling Point" Of ObamaCare That Would "Provide Affordable Health Insurance To Small Businesses." "Unable to meet tight deadlines in the new health care law, the Obama administration is delaying parts of a program intended to provide affordable health insurance to small businesses and their employees — a major selling point for the health care legislation." (Robert Pear, "Health Law Provision For Small Business Delayed," [The New York Times](#), 4/1/13)

- **The Measure "Was Portrayed As A Major Advantage" Of ObamaCare.** "The promise of affordable health insurance for small businesses was portrayed as a major advantage of the new health care law, mentioned often by White House officials and Democratic leaders in Congress as they fought opponents of the legislation." (Robert Pear, "Health Law Provision For Small Business Delayed," [The New York Times](#), 4/1/13)

Maryland

Maryland Has Struggled To Ready Its Small Business Exchange, Delaying Its Launch Until Next Year. "Meanwhile, some states have already stumbled out of the gate. In Maryland, for example, the

marketplace for individuals will be ready for launch on Tuesday; however, the state has elected to delay enrollment for its small business exchange until the start of next year, when plans were supposed to take effect. Instead, coverage under those plans will commence in March at the earliest.” (J.D. Harrison, “One Week Away, ObamaCare’s Small Business Insurance Exchanges Not All Ready For Launch,” [The Washington Post](#), 9/23/13)

- **The Administration Gave States Extra Time To Get Its Small Business Exchange Up And Running.** “The state’s decision comes after the federal government said it would give states until January 2015 to get up and running a key piece of the small business exchange that gives employees more insurance options.” (Sarah Gantz, “Maryland Delays Start Of Small Business Health Exchange,” [Baltimore Business Journal](#), 4/3/13)

Maryland Small Businesses Will Now Enroll In January 2014. “The state’s health department changed the start date for businesses to enroll in the small business exchange from October to January 2014.” (Sarah Gantz, “Maryland Delays Start Of Small Business Health Exchange,” [Baltimore Business Journal](#), 4/3/13)

Minnesota

Minnesota Officials Are Warning Of “Glitches And Limitations” In Regards To The “State-Run Small Business Exchanges.” “In Minnesota and Wisconsin, meanwhile, state-run small business exchanges are set to open on schedule, but government officials have in the last few weeks warned that the programs in both states might have some glitches or limitations when they first launch.” (J.D. Harrison, “One Week Away, ObamaCare’s Small Business Insurance Exchanges Not All Ready For Launch,” [The Washington Post](#), 9/23/13)

Minneapolis Star Tribune Headline: “MNsured’s Planning Chief Expects Bumpy Start.” (Lori Sturdevant, “Mnsured’s Planning Chief Expects Bumpy Start,” [Minneapolis Star Tribune](#), 9/30/13)

The Debut Of Minnesota’s Online Health Insurance Exchange Is Giving The Minnesota Management And Budget Commissioner A “Case Of Jitters.” “Tuesday’s debut of MNsure, the state’s online health insurance exchange, is giving Minnesota Management and Budget Commissioner James Schowalter a mild case of jitters—or so it seemed when we chatted Monday about the new insurance marketplace he headed in its early stages.” (Lori Sturdevant, “Mnsured’s Planning Chief Expects Bumpy Start,” [Minneapolis Star Tribune](#), 9/30/13)

“There Are Warnings That Minnesotans Should Not Expect Perfection.” (Don Davis, “Minnesota Health Insurance Exchange Set To Open Tuesday,” [Inforum](#), 9/28/13)

- **Minnesota Exchange Official: “This May Not All Work.”** “‘This may not all work, and it is not because people are not working hard,’ said MNsure board member Tom Forsythe, urging agency staffers to be open about potential problems. ‘Transparency is our friend. ... We would be better served if we had been telling everybody these things.’” (Don Davis, “Minnesota Health Insurance Exchange Set To Open Tuesday,” [Inforum](#), 9/28/13)

Minnesota Human Services Commissioner Agreed There Could Be Glitches And Said “We Need To Be Realistic About Expectations.” Another board member, Human Services Commissioner Lucinda Jesson, agreed that there could be glitches. ‘We need to be realistic about expectations and celebrate the steps of progress.’” (Don Davis, “Minnesota Health Insurance Exchange Set To Open Tuesday,” [Inforum](#), 9/28/13)

“MNsured Executive Director April Todd-Malmlov Said The Project Is So Complex That It Always Has Been Considered To Be At ‘Red Status,’ Meaning There Are Lots Of Places Where Things Can Go Wrong.” (Don Davis, “Minnesota Health Insurance Exchange Set To Open Tuesday,” [Inforum](#), 9/28/13)

Washington

Washington State’s Small Business Exchange Suffers From Lack Of Choices As Only One Insurer Is Participating To Cover Certain Regions. “In Washington state, only one insurance company signed up for the small business exchange, and it will only provide coverage to certain regions. Others will have no

health insurance options when the portal opens next week, and it is unclear how (or if) they will be able to access the credits.” (J.D. Harrison, “One Week Away, ObamaCare’s Small Business Insurance Exchanges Not All Ready For Launch,” [The Washington Post](#), 9/23/13)

Wisconsin

Wisconsin Officials Are Warning Of “Glitches And Limitations.” “In Minnesota and Wisconsin, meanwhile, state-run small business exchanges are set to open on schedule, but government officials have in the last few weeks warned that the programs in both states might have some glitches or limitations when they first launch.” (J.D. Harrison, “One Week Away, ObamaCare’s Small Business Insurance Exchanges Not All Ready For Launch,” [The Washington Post](#), 9/23/13)

- **Small Businesses In Wisconsin “Will Have Only One Or Two Insurers” To Choose From.** “The new federal insurance marketplace for small businesses will have only one or two insurers in much of Wisconsin, including Milwaukee and Madison, though individual consumers will typically have twice as many options, a new list shows.” (Jason Stein, “ObamaCare Small-Business Exchanges Limited To 2 Providers,” [Journal Sentinel](#) (Milwaukee), 9/19/13)

THE OBAMA ADMINISTRATION HAS FALLEN BEHIND IN TESTING THE EXCHANGES WEBSITES

“A Nationwide Push Is Still Under way To Test And Patch The Technology Behind The Online Sites.” “Just days before the launch of the new U.S. state health insurance exchanges that are the centerpiece of the Affordable Care Act, a nationwide push is still under way to test and patch the technology behind the online sites.” (Sharon Begley, “Race To Get ObamaCare Online Sites Running Goes To The Wire,” [Reuters](#), 9/28/13)

- **Officials Are Acknowledging That “IT Failures Will Prevent Many Of Them From Functioning Fully For Weeks.”** “Officials working on the sites have acknowledged that information technology (IT) failures will prevent many of them from functioning fully for weeks, and perhaps longer. That will slow the government’s drive to enroll millions of uninsured Americans under President Barack Obama’s healthcare reform law starting Tuesday.” (Sharon Begley, “Race To Get ObamaCare Online Sites Running Goes To The Wire,” [Reuters](#), 9/28/13)

The Administration Has Missed Important Security Deadlines

In August, The Obama Administration Was “Months Behind In Testing Data Security For The Main Pillar Of ObamaCare.” “The federal government is months behind in testing data security for the main pillar of ObamaCare: allowing Americans to buy health insurance on state exchanges due to open by October 1.” (Sharon Begley, “ObamaCare Months Behind In Testing IT Data Security,” [Reuters](#), 8/6/13)

- **According To The Report, Missed Security Deadlines Are Being Pushed To One Day Before The Launch Of The Exchanges Today.** “The missed deadlines have pushed the government’s decision on whether information technology security is up to snuff to exactly one day before that crucial date, the Department of Health and Human Services’ inspector general said in a report.” (Sharon Begley, “ObamaCare Months Behind In Testing IT Data Security,” [Reuters](#), 8/6/13)

The Missed Security Deadlines Could Have The Exchanges “Open With Security Flaws.” “As a result, experts say, the exchanges might open with security flaws or, possibly but less likely, be delayed.” (Sharon Begley, “ObamaCare Months Behind In Testing IT Data Security,” [Reuters](#), 8/6/13)

- **“The Most Likely Serious Security Breach Would Be Identity Theft.”** “The most likely serious security breach would be identity theft, in which a hacker steals the social security numbers and other information people provide when signing up for insurance.” (Sharon Begley, “ObamaCare Months Behind In Testing IT Data Security,” [Reuters](#), 8/6/13)

Director At Center For Democracy & Technology: The Obama Administration Has “Removed Their Margin For Error” And A Security Matter “Would Be A Complete Disaster From A PR Viewpoint.”

“‘They’ve removed their margin for error,’ said Devan McGraw, director of the health privacy project at the non-profit Center for Democracy & Technology. ‘There is huge pressure to get (the exchanges) up and running on time, but if there is a security incident they are done. It would be a complete disaster from a PR viewpoint.’” (Sharon Begley, “ObamaCare Months Behind In Testing IT Data Security,” [Reuters](#), 8/6/13)

OBAMACARE’S NAVIGATORS ARE BARELY ABLE TO NAVIGATE

ObamaCare’s Program To “Recruit And Train Workers” To Help People Sign Up For ObamaCare Is “Barely Off The Ground In Many States.” “Opening day for the new health-insurance marketplaces is two months away, but efforts to recruit and train workers to help people enroll are barely off the ground in many states.” (Amy Schatz, “Preparations For Health Exchanges On Tight Schedule,” [The Wall Street Journal](#), 8/5/13)

After The Obama Administration Loosened Requirements, Navigators Aren’t Prepared To Enroll Consumers In The ObamaCare Exchanges

“Hectic Preparations Are In Motion In Communities Across The Country” To Train ObamaCare Navigators. “With the program known as ‘ObamaCare’ only weeks away from its key launch date, hectic preparations are in motion in communities across the country to deal with one of its major practical challenges: hiring and training a small army of instant experts who can explain the intricacies of health insurance to people who’ve never had it.” (Carla K. Johnson, “Groups Race To Hire, Train ‘ObamaCare’ Guides,” [The Associated Press](#), 9/9/13)

Entities That Are Supposed To Increase Enrollment In The Exchanges “Haven’t Yet Had A Chance To Preview The Systems.” “Nonprofit groups and brokers that will help enroll consumers in the marketplaces, known as exchanges, say they haven’t yet had a chance to preview the systems. Technical problems have limited certification for some nonprofit workers involved. And some of these groups say they haven’t fully staffed up for the influx.” (Christopher Weaver, Timothy W. Martin, and Louis Radnofsky, “Health Law Hits Late Snags As Rollout Approaches,” [The Wall Street Journal](#), 9/29/13)

- **“The Online Certification Programs Were Crashing Because Too Many People Were Attempting To Access Them At The Same Time.”** “But, the online certification programs were crashing because too many people were attempting to access them at the same time, according to insurance agents and navigators.” (Christopher Weaver, Timothy W. Martin, and Louis Radnofsky, “Health Law Hits Late Snags As Rollout Approaches,” [The Wall Street Journal](#), 9/29/13)

“The People Who Are Supposed To Help Enroll Americans If The Computer Systems Don’t Work Properly Aren’t Fully Ready Either.” “The people who are supposed to help enroll Americans if the computer systems don’t work properly aren’t fully ready either. Health and Human Services awarded grants to navigators and is certifying others, such as social workers at community clinics, to help people enroll.” (Christopher Weaver, Timothy W. Martin, and Louis Radnofsky, “Health Law Hits Late Snags As Rollout Approaches,” [The Wall Street Journal](#), 9/29/13)

After Facing Delays, The Obama Administration Weakened The Training Requirements For ObamaCare’s “Navigators” Program. “With time running short before enrollment kicks off Oct. 1, the Obama administration last week cut back on training requirements for these ‘navigators.’ Officials were concerned there might not be enough time to do more-extensive training before the health-insurance exchanges open.” (Amy Schatz, “Preparations For Health Exchanges On Tight Schedule,” [The Wall Street Journal](#), 8/5/13)

- **The Administration Slashed The Hours Of Training For The Program By A Third.** “Three weeks ago, the administration said navigators would need up to 30 hours of training before they start, but it said last week that 20 hours would be sufficient. ‘We view training as an ongoing

process, and will continue to offer refresher training...throughout the six-month open-enrollment period as we respond to consumers' needs,' said Joanne Peters, a Department of Health and Human Services spokeswoman." (Amy Schatz, "Preparations For Health Exchanges On Tight Schedule," [The Wall Street Journal](#), 8/5/13)

When Asked If It Had Hired Navigators Yet, Arizona Alliance For Community Health Centers Spokeswoman Said "Ack! No." "A small scream came from Tara McCollum Plese when she was asked whether her group, Arizona Alliance for Community Health Centers, has hired any of the 45 workers authorized in its federal grant. 'Ack! No,' she said Thursday." (Carla K. Johnson, "Groups Race To Hire, Train 'ObamaCare' Guides," [The Associated Press](#), 9/9/13)

"Not One Navigator Has Been Hired Yet Under The \$2 Million Grant Obtained By The Ohio Association Of Foodbanks." (Carla K. Johnson, "Groups Race To Hire, Train 'ObamaCare' Guides," [The Associated Press](#), 9/9/13)

Georgetown University Professor: "I Think There's A Lot Of Concern About Whether, With All These State Requirements, They Are Going To Be Ready To Go." "I think there's a lot of concern about whether, with all these state requirements, they are going to be ready to go,' said Katie Keith, a former research professor at Georgetown University, who has been tracking the health care legislation." (Carla K. Johnson, "Groups Race To Hire, Train 'ObamaCare' Guides," [The Associated Press](#), 9/9/13)

Concerns Over Fraud And Identity Theft Continue To Dog The Navigator Program

Several States Don't "Require Criminal Background Checks." "Sixteen states—some that are helping run their own marketplaces and some that aren't—have additional requirements for navigators. Florida, Texas and Ohio, for instance, require criminal background checks." (Amy Schatz, "Preparations For Health Exchanges On Tight Schedule," [The Wall Street Journal](#), 8/5/13)

- **In California, Navigators Will "Have Access To Highly Sensitive Consumer Information Such As Social Security Numbers, Dates Of Birth, Income Data And Tax Returns."** "These enrollers, who will earn \$58 from the state for every application completed, would have access to highly sensitive consumer information such as Social Security numbers, dates of birth, income data and tax returns." (Chad Terhune, "Call For Screening Of Health Care Enrollers Meets Resistance," [Los Angeles Times](#), 3/15/13)

"Consumer Groups Are Worried The Uninsured Could Fall Victim To Fraud, Identity Theft, Or Other Crimes At The Hands Of Some Of The Very People Who Are Supposed To Help Them Enroll." "As California prepares to launch its health care exchange, consumer groups are worried the uninsured could fall victim to fraud, identity theft or other crimes at the hands of some of the very people who are supposed to help them enroll." ("Fraud Fear Raised In California's Health Exchange," [The Associated Press](#), 7/14/13)

California's Insurance Commissioner Dave Jones, A Democrat: "We Can Have A Real Disaster On Our Hands." "We can have a real disaster on our hands,' Jones, a Democrat, said in an interview." ("Fraud Fear Raised In California's Health Exchange," [The Associated Press](#), 7/14/13)

LEADING UP TO TODAY'S LAUNCH, STATES HAVE DELAYED CONSUMER TOOLS

"Some States Are Delaying Online Tools ..." "Struggling with a deadline crunch, some states are delaying online tools that could make it easier for consumers to find the right plan when the markets go live on Oct. 1." (Ricardo Alonso-Zaldivar, "New Health Insurance Markets: Not Like Travelocity," [The Associated Press](#), 7/25/13)

- **Rhode Island "Will Postpone A Feature That Allows Consumers To Enter The Names Of Their Doctors And Instantly Find Out What Insurance Plans They Accept."** "The Rhode Island marketplace will postpone a feature that allows consumers to enter the names of their doctors and instantly find out what insurance plans they accept. Consumer advocates say such a tool is important to help winnow choices. Instead, shoppers will be steered to the doctor directories of

individual plans. The federally run marketplaces will also lack ‘all-plan’ doctor directories.” (Ricardo Alonso-Zaldivar, “New Health Insurance Markets: Not Like Travelocity,” [The Associated Press](#), 7/25/13)

- **Washington “Is Delaying Its Online-Chat Capability, As Well As Mobile Device Features.”** “The marketplace in Washington state is delaying its online-chat capability, as well mobile device features that would enable consumers to check their enrollment status. ‘These are some of the top items that we will focus on for the next version,’ said spokesman Michael Marchand.” (Ricardo Alonso-Zaldivar, “New Health Insurance Markets: Not Like Travelocity,” [The Associated Press](#), 7/25/13)
- **Minnesota Is Delaying The Option For Consumers “To Update Their Coverage To Reflect Life Events.”** “The Minnesota exchange is delaying a feature that would allow consumers to update their coverage to reflect life events such as the birth of a baby because that information won’t be needed right when sign-up begins.” (Ricardo Alonso-Zaldivar, “New Health Insurance Markets: Not Like Travelocity,” [The Associated Press](#), 7/25/13)

Shopping On The ObamaCare Exchanges Won’t Be Like Shopping At Amazon As Obama Has Claimed

Obama Has Claimed That Shopping For ObamaCare Would Be As Simple As Shopping “For A TV On Amazon.” OBAMA: “Now, this is real simple. It’s a website where you can compare and purchase affordable health insurance plans, side-by-side, the same way you shop for a plane ticket on Kayak -- (laughter) -- same way you shop for a TV on Amazon. You just go on and you start looking, and here are all the options.” (Barack Obama, Remarks On The Affordable Care Act, Largo, MD, 9/26/13)

- **But “Many People Will End Up With Something More Mundane Than Online Shopping, Like A Call To The Help Desk.”** “You may have heard that shopping for health insurance under President Barack Obama’s health care overhaul will be like using Travelocity or Amazon. But many people will end up with something more mundane than online shopping, like a call to the help desk.” (Ricardo Alonso-Zaldivar, “New Health Insurance Markets: Not Like Travelocity,” [The Associated Press](#), 7/25/13)

OTHER OBAMACARE EXCHANGE DELAYS LEADING UP TO THE OBAMACARE LAUNCH

The Administration Has Delayed Qualified Health Care Plan Agreements

“The New Timetable For Qualified Plan Agreements Is The Latest In A Series Of Delays For Obamacare.” (David Morgan and Caroline Humer, “Deadline For Finalizing ObamaCare Health Plans Delayed,” [Reuters](#), 8/28/13)

- **The Agreements Are “Crucial To The Launch Of” ObamaCare.** “The Obama administration has delayed a step crucial to the launch of the new health care law, the signing of final agreements with insurance plans to be sold on federal health insurance exchanges starting October 1.” (David Morgan and Caroline Humer, “Deadline For Finalizing ObamaCare Health Plans Delayed,” [Reuters](#), 8/28/13)

ObamaCare’s Out-Of-Pocket Costs Provision Was Delayed

“The Obama Administration Has Delayed A Key Provision In President Obama’s Health Care Reform Law That Would Limit Out-Of-Pocket Insurance Costs For Consumers Until 2015.” (Laura Seligman, “Administration Delays ObamaCare Caps On Out-Of-Pocket Costs,” [The Hill’s Health Watch](#), 8/13/13)

Insurers Will Now Be Able “To Set Higher Limits, Or No Limit At All On Some Costs, In 2014.” “But under a little-noticed ruling, federal officials have granted a one-year grace period to some insurers, allowing them to set higher limits, or no limit at all on some costs, in 2014.” (Robert Pear, “A Limit On Consumer Costs Is Delayed In Health Care Law,” [The New York Times](#), 8/13/13)

- **The Little-Noticed Delay Was Outlined In February, But “Was Obscured In A Maze Of Legal And Bureaucratic Language That Went Largely Unnoticed.”** “The grace period has been

outlined on the Labor Department's Web site since February, but was obscured in a maze of legal and bureaucratic language that went largely unnoticed." (Robert Pear, "A Limit On Consumer Costs Is Delayed In Health Care Law," [The New York Times](#), 8/13/13)

The Spanish-Language Version Of The Exchange Website Will Not Be Ready Today

"The Administration Told Hispanic Groups That The Spanish-Language Version Of Its Healthcare.Gov Website Will Be Not Be Ready To Handle Enrollments For A Few Weeks."

"Separately, the administration told Hispanic groups that the Spanish-language version of its healthcare.gov website will be not be ready to handle enrollments for a few weeks. An estimated 10 million Latinos are eligible for coverage." (Ricardo Alonso-Zaldivar, "Health Law Online Sign-Up Delayed For Small Firms," [The Associated Press](#), 9/26/13)