



Off With A Glitch

Twenty-Four Hours After ObamaCare's Launch, Exchanges Across The Country Have Been Marred By "Glitches" And "Meltdowns"

"ObamaCare Is Off To A Rocky Start." ObamaCare is off to a rocky start. State-based insurance exchange web sites scheduled to launch this morning were riddled with glitches, rendering many unusable." (Kate Pickert, "ObamaCare Exchanges Riddled With Glitches," [Time](#), 10/1/13)

- **Yesterday Morning, ObamaCare "Experienced A Range Of Technical Glitches."** "ObamaCare's new health insurance marketplaces experienced a range of technical glitches Tuesday morning as they opened to enroll patients for the first time." (Elise Viebeck, "Technical Problems Mar Launch Of ObamaCare Exchanges," [The Hill's Health Watch](#), 10/1/13)

The Wall Street Journal's MarketWatch "Went 0-For-51 In Trying To Apply Online For ObamaCare In All 50 States And The District Of Columbia." "MarketWatch went 0-for-51 in trying to apply online for Obamacare in all 50 states and the District of Columbia. Well, really 0-for-15 for D.C. and the states setting up their own exchanges, and we also struck out on HealthCare.gov, which is handling applications in the other 36 states." (Russ Britt, "First-Day Batting Average For Online ObamaCare Applications: .000," [The Wall Street Journal's MarketWatch](#), 10/1/13)

CONSUMERS EXPERIENCED ISSUE AFTER ISSUE ACCESSING THE EXCHANGES

Consumers Are Faced Long Wait Times And "Problems With The Application Process." "Early issues that some people are seeing include long wait times for accessing the site, problems with the application process and long waits to chat with customer service representatives online." (Jason Millman, "HHS: 'Aware' Of HealthCare.gov Issues," [Politico](#), 10/1/13)

"The Myriad Errors Underscore" The Challenges Facing ObamaCare Exchanges. "The myriad errors underscore the challenge for federal health officials in mounting the online marketplaces, which are meant to enroll millions of patients in the next six months." (Elise Viebeck, "Technical Problems Mar Launch Of ObamaCare Exchanges," [The Hill's Health Watch](#), 10/1/13)

Consumers Across The Country Received A Rude ObamaCare Awakening

Alabamians That Went To The ObamaCare Exchange Website Were Unable To Sign Up. "Karla George, a 63-year-old fitness instructor, came to the health festival in Birmingham to dance today, but she came away with something else: the possibility of getting affordable health insurance. ... AIDS Alabama could have signed her up right there but website slowdowns on healthcare.gov, apparently caused by high traffic, plagued the site today, leaving some consumers frustrated." (Kim Chandler, "ObamaCare Exchanges Debut With Glitches," [Birmingham News](#), 10/1/13)

Colorado's ObamaCare Exchange Website "Hit A Wall" While Glitches Had To Be Fixed. "Affordable Care Act reforms in Colorado hit a wall just hours after launch Tuesday, with a primary web site telling consumers they couldn't create accounts because of overwhelming volume. The Connect for Health Colorado web site, where consumers without insurance go to seek subsidies and buy plans, was encouraging customers to keep browsing while it fixed glitches." (Michael Booth, "Colorado ObamaCare Exchange Web Site Overwhelmed, Stalls On First Day," [The Denver Post](#), 10/1/13)

Connecticut And Delaware's ObamaCare Exchange Acknowledged Delays Via Twitter. "Access Health CT, Connecticut's state-run exchange, and Choose Health Delaware, which the state is running in partnership with the feds, braced consumers for delays. But they also reminded Twitter followers that they've got plenty of time to sign up." (Jason Millman, "ObamaCare Exchanges Tweet Their Apologies," [Politico](#), 10/1/13)

- **"Access Health Connecticut Says They Want To Warn Folks That This Was A System That Was Rushed To Meet A Deadline And Because Of That, They Are Still Working Out All Of The Kinks."** ABBY NIEZGODA: "That is exactly right, Brad. And you know it's been a mad dash for the state to get this health insurance marketplace up and running in time. And now that time has run out as you can see. As you mentioned this storefront, not going to open today. You were supposed to be able to walk in here easily and sign up for coverage today, but because of construction delays, you're going to have to find another way to enroll, at least for the next few weeks. ... Now Access Health Connecticut says they want to warn folks that this was a system that was rushed to meet a deadline and because of that, they are still working out all of the kinks." ([WVIT-CT](#), 10/1/13)

In Florida, "Attempts To Register And Find Out What Health Care Plans Were Available In Florida Were Stymied By Computer Issues That Failed To Show The Security Questions Needed To Establish Enrollment." "Attempts to register and find out what health care plans were available in Florida were stymied by computer issues that failed to show the security questions needed to establish enrollment. Another glitch filled the enrollment screen with computer coding symbols." (David Hackett, "Hiccup At Florida ACA Exchange Site," [Herald-Tribune](#), 10/1/13)

In Georgia, Users Had Trouble Accessing The ObamaCare Exchange. ANCHOR: "You can start shopping for health insurance through the new ObamaCare online marketplace exchanges. We're already experiencing some problems ourselves in trying access the exchanges. We've gotten some Facebook comments, some comments from you that you've tried and had trouble. So we tried overnight to set up an account but kept getting error messages. We're now working to get answers as to when the problems will be resolved." (WXIA-ATL's ["News At 6AM,"](#) 10/1/13)

Hawaii's ObamaCare Exchange Did Not Open Yesterday Due To Software Problems "That Will Prevent Consumers From Comparing The Various Plans." "The state's health insurance exchange, a key provision of the Affordable Care Act, will not be ready for consumers to shop and compare health plans at the start of open enrollment today. The online marketplace known as the Hawaii Health Connector is having software problems that will prevent consumers from comparing the various plans." (Kristen Consillio, "Software Stymies Start Of Health Exchange," [The Honolulu Star-Advertiser](#), 10/1/13)

Kentuckians Faced "Technical Glitches" When They Visited The State's ObamaCare Page. "The large number of people accessing the site caused 'a few technical glitches' at Kynect.ky.gov, but 1,000 applications had been processed by 9:30 a.m., according to Gwenda Bond, a spokeswoman for the Cabinet for Health and Family Services." (Mary Meehan, "Glitches Hamper Access To Kentucky's ObamaCare Website," [The Lexington Herald Leader](#), 10/1/13)

In Illinois, “Heavy Internet Traffic And System Problems Plagued The Launch Of The New Health Insurance Exchanges Tuesday Morning.” “Heavy Internet traffic and system problems plagued the launch of the new health insurance exchanges Tuesday morning. Consumers attempting to log on were met with an error message early Tuesday due to an overload of Internet traffic.” (Peter Frost, “Heavy Traffic Hits Health Care Exchange Websites On First Day,” [Chicago Tribune](#), 10/1/13)

- **“That Wasn’t The End Of The Problems. Once Logging Into The Exchange, A List Of Required Security Questions Were Left Blank, And An Attempt To Reload The Page Was Met With Another Error Message.”** “That wasn’t the end of the problems. Once logging into the exchange, a list of required security questions were left blank, and an attempt to reload the page was met with another error message: ‘The system is down at the moment. We’re working to resolve the issue as soon as possible. Please try again later.’” (Peter Frost, “Heavy Traffic Hits Health Care Exchange Websites On First Day,” [Chicago Tribune](#), 10/1/13)

In Louisiana, “Opening Day Glitches Were Apparent” In The Online Exchanges. “Opening day glitches were apparent Tuesday as the online insurance marketplaces at the heart of the national health-care overhaul opened.” (Kevin McGill, “Health Insurance Exchange Opens In Louisiana With Glitches,” [The Associated Press](#), 10/1/13)

- **According To Blue Cross And Blue Shield Of Louisiana, “No One Among About A Dozen Testers Of The System Was Able To Complete A Transaction Early Tuesday.”** “A spokesman for Blue Cross and Blue Shield of Louisiana — one of four companies providing insurance through the exchange in Louisiana — said no one among about a dozen testers of the system was able to complete a transaction early Tuesday.” (Kevin McGill, “Health Insurance Exchange Opens In Louisiana With Glitches,” [The Associated Press](#), 10/1/13)

“In Maryland, The State’s Maryland Health Connection Website Was Set To Open At 8 A.M. Local Time,” But The Website Informed Morning Visitors To “Try Again At Noon.” “In Maryland, the state’s Maryland Health Connection website was set to open at 8 a.m. local time, but a notice is now telling consumers to try again at noon. The notice said the site is ‘experiencing connectivity issues.’” (Jennifer Corbett Dooren, “Some State Exchanges Delayed Until Afternoon,” [The Wall Street Journal](#), 10/1/13)

In Missouri, The ObamaCare Exchange Was Filled With Glitches, Errors, And Technical Difficulties. REPORTER: “Yeah Dave, our executive producer tried to enroll in Missouri’s online healthcare marketplace and it turned into a difficult task. He received numerous error messages and he eventually got to talk to a member of the health insurance marketplace live chat. the member apologized for the inconvenience and said the site is very busy right now due to the volume of traffic and he also said the site is ‘experiencing a few technical difficulties.’ the health insurance marketplace will officially open at 8 am eastern standard time to accept applications.” (KCTV5’s [“It’s Your Morning.”](#) 10/1/13)

In Minnesota, The ObamaCare Exchange Did Not Open On Schedule Due To “Technical Problems. “Technical problems have delayed efforts by Minnesotans to sign up for the long-awaited online health insurance marketplace that is part of the Affordable Care Act, but MNSure officials said they expect people will be able to access the system later today.” (John Lundy, “Delay Initially Slows Minnesota Health Exchange,” [Duluth News Tribune](#), 10/1/13)

“The New, Federal Health Care Marketplaces Are Off To A Bumpy Start In Nebraska, With Computer Problems That Have Prevented Consumers From Signing Up For Insurance Right Away.” (“Neb. Health Enrollment Slowed By Computer Glitches,” [The Associated Press](#), 10/1/13)

- **Some Health Centers Have Had To Resort To Paper Applications For ObamaCare.** “Roger Furrer, executive director of Community Action of Nebraska, said Tuesday that the federal website

wasn't allowing users to complete the enrollment process. Staff members in the nonprofit's local offices have been rescheduling appointments, and some health centers have resorted to paper applications." ("Neb. Health Enrollment Slowed By Computer Glitches," [The Associated Press](#), 10/1/13)

New York Residents And Business Owners Visiting The ObamaCare Exchange "Were Greeted With Error Messages." "People visiting the NY State of Health website after its launch at 8 a.m. Tuesday were greeted with error messages when clicking on links to register as individuals or families. The links for employers, employees and brokers also experienced periodic problems." ("Glitches Hit NY's Online Health Insurance Web," [The Associated Press](#), 10/1/13)

Oregon's ObamaCare Exchange "Is Still Experiencing Glitches" That Are "Expected To Be Resolved Later In October." "The new 'Cover Oregon' health exchange was expected to open its enrollment Tuesday. But the Associated Press reports late Monday that the state's insurance marketplace is still experiencing glitches — incorrectly determining eligibility for tax credits, the Oregon Health Plan and Healthy Kids. The problem is expected to be resolved later in October." (Kohr Harlan, "'Cover Oregon' Not Quite ready," [The Associated Press](#), 10/1/13)

- **In Oregon And Washington, The ObamaCare Exchanges Are Experiencing "Meltdowns."** ANCHOR: "Despite the shutdown, a key part of the Affordable Health Care Act kicked off today. But people need to brace for potentially months of glitches. We are told The Federal Call Center is experiencing long wait times and there are website meltdowns right now including those in Oregon and Washington." (NWCN-WA's [Northwest News Today](#), 10/1/13)

Pennsylvanians That Tried To Sign Up For ObamaCare Received A "Please Wait" Message. "As of late Tuesday morning, attempts to reach health insurance plans available to Pennsylvania residents were met with this message: 'Please wait ... We have a lot of visitors on our site right now and we're working to make your experience here better. Please wait here until we send you to the login page. Thanks for your patience!'" (David Wenner, "ObamaCare Exchanges Serving Pennsylvania Serves Up early Glitches," [The Patriot-News](#), 10/1/13)

Rhode Island's ObamaCare Exchange Website Was Taken Down Due To Glitches. ANCHOR: "It's starting today. So now, for the first time ever in our history, every American will be expected to have health insurance. The 50 million uninsured are able to start shopping right now. Rhode Island's health care exchange Healthsource RI is open. The website is down today, quickly overwhelmed by visitors. The spokesman says it is just glitches from the launch and officials are working to address the problem." (WLNE-RI's, [News At Noon](#), 10/1/13)

Glitches Riddled The ObamaCare Exchanges For Many Tennesseans. "On Tuesday, the first day that the online insurance marketplace created by the Affordable Care Act opened, a Memphis insurance broker as well as many other Tennesseans found frustration on the exchange website while a Knoxville insurer found its innovative marketing plan halted by state government. Memphis insurance broker Chuck Hudspeth, marketing his services as The ObamaCare Answer Man, said he was stopped by a technical glitch when he tried to shop on the healthcare.gov website where insurance companies are selling policies to individuals and families in each state." (Kevin McKenzie, "Glitches In Memphis, Statewide Reported As Federal Health Insurance Marketplace Opens," [The Commercial Appeal](#), 10/1/13)

In Texas, Houston Area Health Care Providers Spent Hours Trying To "Log Into The Healthcare.gov Site Without Luck." "For hours, Houston-area health care providers and I have been trying to log into the healthcare.gov site without luck. We can't see the dozens of plans that we have been told are available to individuals and families or the rates." ("ObamaCare: Website Glitches Prevent Enrollment," [Houston Chronicle's Health Zone](#), 10/1/13)

In Washington, The State Shut Down The ObamaCare Exchange As Problems Plagued The Exchange Website.

"On the first day ObamaCare rolls out across the country, computer issues are plaguing Washington state's health care sign-up website. As the new website went live Tuesday morning at 7:30, customers were experiencing a sluggish response and other trouble loading their applications. ... The state shut down the website shortly after it went live to make repairs." (Tim Haeck, "Computer Issues Plague Day-One Of Health Care Sign-Ups," MyNorthwest.com, 10/1/13)

Due To Glitches, Jon Tucci Of West Virginia Spent Over Ten Hours Trying "To Enroll In West Virginia's New Insurance Marketplace."

"Jon Tucci stayed up until midnight Monday, hoping to enroll on West Virginia's new insurance marketplace at the first moment possible. Ten hours later -- after two attempts at signing up and one 45-minutes call with a consumer service agent -- technical glitches have prevented the 60-year-old grandfather from purchasing a plan." (Sarah Kliff, "Signing Up For ObamaCare: 'This Was Really Disappointing,'" The Washington Post's WonkBlog, 10/1/13)

- **Tucci: "This Was Totally Disappointing. I'm Just Really Frustrated."** "'I'm pretty fluent on the Internet,' Tucci, who is self-employed in the oil and gas industry, says. 'I've applied for a lot of things, and there are always glitches. But this was totally disappointing. I'm just really frustrated.'" (Sarah Kliff, "Signing Up For ObamaCare: 'This Was Really Disappointing,'" The Washington Post's WonkBlog, 10/1/13)