



Reliving Last Week

The Obama Administration Still Can't Get Its Act Together On The ObamaCare Exchanges

"The Second Week Of ObamaCare Enrollment Started A Lot Like The First: With Error Messages."

(Kyle Cheney and Jason Millman, "ObamaCare Exchange Websites Still Full Of Glitches And Errors," [Politico](#), 10/7/13)

- ***The Associated Press* Headline: "Health Law's Online Glitches Still Widespread."** (Ricardo Alonso-Zaldivar, "Health Law's Online Glitches Still Widespread," [The Associated Press](#), 10/8/13)

The ObamaCare Exchange Website's Glitches Stem "From The Failure Of A Major Software Component." "The technical problems that have hampered enrollment in the online health insurance exchanges resulted from the failure of a major software component, designed by private contractors, that crashed under the weight of millions of users last week, federal officials said Monday." (Michael Shear, "Health Exchange Delays Tied To Software Crash In Early Rush," [The New York Times](#), 10/8/13)

- **The Identified Failures "Prevented Many People From Viewing Any Of Their Insurance Options."** "Todd Park, President Obama's top technology adviser, said the failure occurred in the part of the Web site that lets people create user accounts at the beginning of the insurance sign-up process. The crash prevented many people from viewing any of their insurance options or gaining access to information on what federal subsidies might be available." (Michael Shear, "Health Exchange Delays Tied To Software Crash In Early Rush," [The New York Times](#), 10/8/13)

The Obama Administration Claims The Problems Stem From Traffic; Experts Say The Real Problem Is Incompetence

Obama's Top Technology Advisor: "At Lower Volumes, It Would Work Fine ... At Higher Volumes, It Has Problems." "At lower volumes, it would work fine," Mr. Park said of the Web site, healthcare.gov. 'At higher volumes, it has problems.'" (Michael Shear, "Health Exchange Delays Tied To Software Crash In Early Rush," [The New York Times](#), 10/8/13)

- ***USA Today*: "That's Like Saying That Except For The Torrential Rain, It's A Really Nice Day."** "That's like saying that except for the torrential rain, it's a really nice day. Was Park not listening to the administration's daily weather report predicting ObamaCare's popularity? Park said the administration expected 50,000 to 60,000 simultaneous users. It got 250,000. Compare that with the similarly rocky debut seven years ago of exchanges to obtain Medicare drug coverage. The Bush administration projected 20,000 simultaneous users and built capacity for 150,000." (Editorial, "Exchange Launch Turns Into Inexcusable Mess: Our View," [USA Today](#), 10/7/13)
- **President Of A Database Company About The ObamaCare Website: "People Higher Up Are Given The Excuse That There Are Too Many Users. That's A Convenient Excuse For The**

Managers To Pass Up The Chain.” “‘It’s poorly designed,’ said Luke Chung, the president of a database company in Virginia who has publicly criticized the site in recent days. ‘People higher up are given the excuse that there are too many users. That’s a convenient excuse for the managers to pass up the chain.’” (Michael Shear, “Health Exchange Delays Tied To Software Crash In Early Rush,” [The New York Times](#), 10/8/13)

USA Today: “Alas, The Administration Managed To Turn The Experience For Most Of Those Visitors Into A Nightmare.” “Alas, the administration managed to turn the experience for most of those visitors into a nightmare. Websites crashed, refused to load, or offered bizarre and incomprehensible choices. Even though the system was shut down for repairs over the weekend, Monday’s early reports continued to suggest an epic screw-up.” (Editorial, “Exchange Launch Turns Into Inexcusable Mess: Our View,” [USA Today](#), 10/7/13)

- **USA Today Headline: “Exchange Launch Turns Into Inexcusable Mess.”** (Editorial, “Exchange Launch Turns Into Inexcusable Mess: Our View,” [USA Today](#), 10/7/13)

Outside Experts Slammed Obama’s White House Officials For Spending More Time “Recruiting Hollywood Celebrities To Promote” ObamaCare Instead Of Spending More Time On Fixing The Website. “But because of the initial failures, other parts of the complex system have yet to be proved under the intense strain of real-world conditions. And outside experts said that White House officials should have spent more time tending to the computer code and technology of the Web site, rather than recruiting Hollywood celebrities to promote it.” (Michael Shear, “Health Exchange Delays Tied To Software Crash In Early Rush,” [The New York Times](#), 10/8/13)

THE FEDERAL EXCHANGE IS CAUSING PROBLEMS FOR INSURERS, ENROLLEES AND STATES ACROSS THE COUNTRY

Insurers Are Receiving Faulty Applications From The Obama Administration

“Insurers Are Getting Faulty And Incomplete Data” From The Exchanges. “Insurers are getting faulty and incomplete data from the new U.S.-run health exchange, which may mean some Americans won’t be covered even after they sign up for an insurance plan.” (Drew Armstrong and Alex Nussbaum, “Insurers Getting Faulty Data From U.S. Health Exchanges,” [Bloomberg](#), 10/8/13)

“Each Night, Healthcare.Gov Is Supposed To Send A Batch Of New Enrollments To The Insurers. Called ‘834 Files,’ The Data Have Long Been An Industry Standard In The Private Sector.” (Drew Armstrong and Alex Nussbaum, “Insurers Getting Faulty Data From U.S. Health Exchanges,” [Bloomberg](#), 10/8/13)

- **Insurers That Receive ObamaCare Enrollee Data Have To Fix The Faulty Files, Potentially Creating A Large Backup.** “To fix the files, insurers have to go through them by hand. When thousands of people sign up, as the U.S. is hoping will happen before mid-December, it may create a large backup, the two consultants said.” (Drew Armstrong and Alex Nussbaum, “Insurers Getting Faulty Data From U.S. Health Exchanges,” [Bloomberg](#), 10/8/13)

Amongst The Files Insurers Are Receiving, Some Are Unable To Be Opened “Or Have So Much Missing Information On New Enrollees They’re Unusable.” “While it’s not clear how widespread the problem is, the reports from industry consultants are the first hint that the technical troubles faced by consumers trying to enroll in health plans under the Affordable Care Act may also be hitting the insurers. The companies are receiving electronic files that can’t open or have so much missing information on new enrollees they’re unusable, the consultants said.” (Drew Armstrong and Alex Nussbaum, “Insurers Getting Faulty Data From U.S. Health Exchanges,” [Bloomberg](#), 10/8/13)

Even The State-Run Exchanges Are Hampered By Glitch-Ridden Federal Systems

Minnesota's ObamaCare Exchange "Is Being Hampered With The Federal Government's Identify Verification System." "A Minnesota official said the state's insurance website, MNsure, is being hampered by new troubles with the federal government's identify verification system that's needed to create an account to buy health insurance." (Jennifer Corbett Dooren, "Minnesota Health Exchange Reports ID Problems," [The Wall Street Journal's Washington Wire](#), 10/7/13)

- **The New Problem "Appears Related To A System Update Installed Over The Weekend."** "April Todd-Malmlov, MNsure's executive director, didn't elaborate on what the exact problem was but said late Monday that it 'appears to be a different issue' than one prevented many consumers from setting up an account late last week. She said MNsure staff is currently trying to figure out the details of the new problem with the federal government but said it appears related to a system update installed over the weekend meant to fix the original glitches." (Jennifer Corbett Dooren, "Minnesota Health Exchange Reports ID Problems," [The Wall Street Journal's Washington Wire](#), 10/7/13)

The "Federal Identity Verification Service" Problems Are Also Impacting The Other State-Run ObamaCare Exchanges. "The federal government is running the marketplaces for 36 states while 14 states and the District of Columbia are fully running their own marketplaces. But, problems with things like the federal identity verification service are also impacting many state insurance marketplaces." (Jennifer Corbett Dooren, "Minnesota Health Exchange Reports ID Problems," [The Wall Street Journal's Washington Wire](#), 10/7/13)

Oregon's ObamaCare Exchange Is Still Unable To Enroll Applicants In The Exchange. "Cover Oregon, the state's health insurance exchange, has received more than 230,000 unique website visitors and 7,300 phone calls after nearly a week of existence, but the website is still not able to finish enrolling applicants in coverage. Cover Oregon officials hope to have the website fully functional by the end of the month, Michael Cox, a spokesman for the exchange, said Monday." (Jonathan Cooper, "230,000 Visit Cover Oregon, But Glitch Remains," [The Associated Press](#), 10/7/13)

- **"The System Has Had Trouble Accurately Determining Whether People Are Eligible For Subsidies ..."** "The system has had trouble accurately determining whether people are eligible for subsidies, so officials are waiting until the issues are resolved before they allow people to enroll. They plan to open the site initially to licensed insurance agents and community organizations that have a contract with the state, and ultimately to the general public." (Jonathan Cooper, "230,000 Visit Cover Oregon, But Glitch Remains," [The Associated Press](#), 10/7/13)