

Sent: Fri, 18 Oct 2013 19:27:31 -0400
From: DMCOS <dmcos@who.eop.gov>
To: [REDACTED]
Subject: FW: Positive ACA Rollout Coverage -- Organized by State

P6/b(6)

Mr. President,

This is one of the documents we are pushing around to our friends.

Thanks,
DM

Positive ACA Rollout Coverage

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10/18/13: New Republic: “The Success Of States Like Kentucky And New York And Connecticut And California Are Important For Their Own Sake: By My Count, They Constitute About A Fourth Of The National Population. But They Are Also Important For What They Show About How The Law Can Work, Once The Technology Piece Is In Place.” “The success of states like Kentucky and New York and Connecticut and California are important for their own sake: By my count, they constitute about a fourth of the national population. But they are also important for what they show about how the law can work, once the technology piece is in place.” [The New Republic, [10/18/13](#)]

10/18/13: Mother Jones: “...I Started To Receive Tweets From Americans Across The Country Telling Tales Of How Obamacare Has Lowered Premiums For Them Or Provided Better Insurance At Similar Rates...I Also Received Tweets From People Who Noted They Have Benefited From Obamacare In Other Ways, Such As Receiving Coverage Previously Denied Due To Pre-Existing Conditions. In Several Instances, Tweeps Cited The ACA As Life-Changing, If Not Life-Saving.” “...I started to receive tweets from Americans across the country telling tales of how Obamacare has lowered premiums for them or provided better insurance at similar rates. As these reports poured in, I retweeted the most compelling testimonials, and more pro-ACA anecdotes appeared. I also received tweets from people who noted they have benefited from Obamacare in other ways, such as receiving coverage previously denied due to pre-existing conditions. In several instances, tweeps cited the ACA as life-changing, if not life-saving.” [Mother Jones, [10/18/13](#)]

10/16/13: Associated Press: “More Small Businesses Than Expected Are Signing Up For Health Insurance On State Exchanges That Opened This Month...Officials At State-Run Exchanges In New York, Minnesota And Vermont Say Small Business Enrollments Have Surpassed Expectations.” “More small businesses than expected are signing up for health insurance on state exchanges that opened this month. The insurance markets began operating Oct. 1 under the health care law. They were designed to offer low-cost insurance for individuals and small businesses. Many business owners have been pleasantly surprised by the rates and coverage, according to accounts from owners and state officials...Officials at state-run exchanges in New York, Minnesota and Vermont say small business enrollments have surpassed expectations.” [Associated Press, [10/16/13](#)]

10/16/13: Rolling Stone: “... Around 45,000 People Across The Country Have Already Enrolled In The Insurance Program Set Up By The Affordable Care Act, With Almost Two Months Left Until The

December 15th Deadline To Be Covered Starting In January... It's Clear That These Successes Should More Than Outweigh A Few Frozen Screens During The Application Process. "But despite the hand-wringing and rumor-mongering, and despite some gleefully reported website glitches, around 45,000 people across the country have already enrolled in the insurance program set up by the Affordable Care Act, with almost two months left until the December 15th deadline to be covered starting in January. (Open enrollment for this first year will be available even later, through March 15th.) For those who have enrolled, many of whom were previously uninsured or were hit with massive co-pays, Obamacare is a total success... In fact, there are large numbers of people that will benefit from Obamacare, from those with increased risk of breast and ovarian cancer who will now get plans that make it mandatory to allow preventive genetic testing, to working-class and middle-class adults and children who will now be covered under an expansion of Medicaid, providing even more uninsured with a new chance to finally get coverage. To the program's defenders, it's clear that these successes should more than outweigh a few frozen screens during the application process." [Rolling Stone, [10/16/13](#)]

10/15/13: Modern Healthcare: "A Few States Running Their Own Insurance Exchanges Are Touting High Levels Of Interest From Young People..." "A few states running their own insurance exchanges are touting high levels of interest from young people, leaving observers to speculate about the likelihood of attracting a demographic group widely viewed as the linchpin of the healthcare reform law's success. In an Oct. 11 update, Maryland Health Connection, the state's exchange, said the most common age group among its initial 25,000 verified accounts was 25 to 29 years old. Thirty-six percent of those 25,000 accounts were created by people under 35. 'Marylanders have continued to show tremendous interest in accessing quality, affordable health coverage,' officials said in the report. Nearly a third of the initial 1,157 applicants to Access Health CT, Connecticut's insurance exchange, were under 35, Kevin Counihan, Access Health CT's CEO, said during an Oct. 8 meeting with state officials." [Modern Healthcare, [10/15/13](#)]

10/13/13: Bill Keller, New York Times: "Unless You've Been Bamboozled By The Frantic Fictions Of The Right Wing, You Know That The Affordable Care Act, Familiarly Known As Obamacare, Has Begun To Accomplish Its First Goal: Enrolling Millions Of Uninsured Americans, Many Of Whom Have Been Living One Medical Emergency Away From The Poorhouse...What You May Not Know Is That The Affordable Care Act Is Also Beginning, With Little Fanfare, To Accomplish Its Second Great Goal: To Promote Reforms To Our Overpriced, Underperforming Health Care System. Irony Of Ironies, The People Who Ought To Be Most Vigorously Applauding This Success Story Are Republicans, Because It Is Being Done Not By Government Decree But Almost Entirely With Market Incentives." "Unless you've been bamboozled by the frantic fictions of the right wing, you know that the Affordable Care Act, familiarly known as Obamacare, has begun to accomplish its first goal: enrolling millions of uninsured Americans, many of whom have been living one medical emergency away from the poorhouse. You realize those computer failures that have hampered sign-ups in the early days — to the smug delight of the critics — confirm that there is enormous popular demand.

You have probably figured out that the real mission of the Republican extortionists and their big-money backers was to scuttle the law before most Americans recognized it as a godsend and rendered it politically untouchable. What you may not know is that the Affordable Care Act is also beginning, with little fanfare, to accomplish its second great goal: to promote reforms to our overpriced, underperforming health care system. Irony of ironies, the people who ought to be most vigorously applauding this success story are Republicans, because it is being done not by government decree but almost entirely with market incentives.” [New York Times, [10/13/13](#)]

10/7/13: GovTech: “...Many State-Based Marketplaces Have Quietly Amassed Thousands Of Completed Applications For Coverage. Smaller State-Based Exchanges In Particular Have Shown Early Success...” “While the federal government has grabbed headlines for slow enrollment in its health insurance exchanges, many state-based marketplaces have quietly amassed thousands of completed applications for coverage. Smaller state-based exchanges in particular have shown early success, with Kentucky reporting 7,000 completed applications after two days, Hawaii posting totals of 1,200 in its first day and Connecticut announcing 1,000 since its exchange went online Oct. 1 along with most of the country.” [GovTech, 10/7/13]



Personal Stories

10/4/13: ThinkProgress: “On Tuesday Morning, [Joshua] Pittman Logged On To Healthcare.Gov And After Some Initial Glitches And Delays, Successfully Enrolled In A Bronze-Level Obamacare Health Insurance Plan. Pittman Doesn’t Believe That Obamacare Is Perfect, But Says Republicans In Congress Should Stop Trying To Repeal The Law And Give It A Chance To Work. ‘As A Republican, I Think [The GOP’s Repeal Effort] Is Childish And I Think This Is The Wrong Way To Lead... It’s Babyish And I Think As A Party It Just Reflects Negatively Upon Us,’ He Explains.” “...on Tuesday morning, Pittman logged on to HealthCare.gov and after some initial glitches and delays, successfully enrolled in a Bronze-level Obamacare health insurance plan. ‘It took me all day, really,’ he says with a laugh. ‘It kicked me out and told me you have to try again, but I knew what I was getting into with so many people exploring it.’ Pittman doesn’t believe that Obamacare is perfect, but says Republicans in Congress should stop trying to repeal the law and give it a chance to work. ‘As a Republican, I think [the GOP’s repeal effort] is childish and I think this is the wrong way to lead... it’s babyish and I think as a party it just reflects negatively upon us,’ he explains. He predicts that other conservatives will set aside their party politics and do what they feel is best for themselves and their families. ‘I think there are Republicans that are all types of people who are making these decisions and they’re not basing them on political party. It’s just common sense kind of things. And I think that’s the only way we’re going to make a change in this country if people start thinking on those lines, instead of political party lines.’” [Think Progress, [10/4/13](#)]



State Level Numbers

10/15/13: Arkansas Times: “After Just Two Weeks Of Enrollment, The Arkansas Department Of Human Services Announced Today That 56,288 Adults Have Informed DHS That They Wish To Enroll In The ‘Private Option’ Program; Nearly All Of Them Are Now Enrolled. That Already Puts DHS About A Quarter Of The Way Toward The Total Number Of People Projected To Be In The Program...” “After just two weeks of enrollment, the Arkansas Department of Human Services announced today that 56,288 adults have informed DHS that they wish to enroll in the ‘private option’ program; nearly all of them are now enrolled. That already puts DHS about a quarter of the way toward the total number of people projected to be in the program, which uses Medicaid funds via the federal Affordable Care Act to pay for private health insurance plans for low-income Arkansans on the Health Insurance Marketplace.” [Arkansas Times, [10/15/13](#)]

Personal Stories

10/2/13: ThinkProgress: “A Lifelong Republican, [Butch Matthews] Was Heavily Skeptical Of The Affordable Care Act When It First Passed...But After Doing A Little Research, Matthews Eventually Realized How Much The Law Could Help Him. And On Tuesday, His Local Blue Cross Blue Shield (BCBS) Provider Confirmed That He Would Be Able To Buy A Far Better Plan Than His Current Policy While Saving At Least \$13,000 Per Year Through Arkansas’ Obamacare Marketplace.” “Butch Matthews is a 61-year-old former small business owner from Little Rock, Arkansas who used to wake up every morning at 4 A.M. to deliver canned beverages to retailers before retiring in 2010. A lifelong Republican, he was heavily skeptical of the Affordable Care Act when it first passed. ‘I did not think that Obamacare was going to be a good plan, I did not think that it was going to help me at all,’ he told ThinkProgress over the phone. But after doing a little research, Matthews eventually realized how much the law could help him. And on Tuesday, his local Blue Cross Blue Shield (BCBS) provider confirmed that he would be able to buy a far better plan than his current policy while saving at least \$13,000 per year through Arkansas’ Obamacare marketplace...‘Our home is paid for, vehicle’s paid for, this is our expense that we have. We have more expense on medical care than everything else put together, so this is going to be a great help for us.’” [ThinkProgress, [10/2/13](#)]



State Level Numbers

10/18/13: Washington Post: “California Has Signed Up 600,000 Low-Income Golden Staters For The Law's Expanded Medicaid, And Over 100,000 Are In Some Stage Of Applying For Insurance On The

Marketplaces.” “California has signed up 600,000 low-income Golden Staters for the law's expanded Medicaid, and over 100,000 are in some stage of applying for insurance on the marketplaces.”
[Washington Post, [10/18/13](#)]

10/15/13: L.A. Times: “After Two Weeks Of Open Enrollment, Californians Have Started Nearly 95,000 Applications For Health Insurance Through The State's New Exchange.” “After two weeks of open enrollment, Californians have started nearly 95,000 applications for health insurance through the state's new exchange. Covered California, the state marketplace, announced the latest figures Tuesday and it said consumer interest in the federal healthcare law remains strong. State officials had previously reported 43,616 complete and partial applications for the first five days of enrollment through Oct. 5. These latest numbers would indicate more than 50,000 new applications through Oct. 12.” [L.A. Times, [10/15/13](#)]

10/15/13: L.A. Times: “Both Web Traffic And Call Volume Eased Somewhat During The Second Week...The Average [Call] Wait Time Improved Significantly To Less Than Two Minutes.” “Both Web traffic and call volume eased somewhat during the second week. Unique Web visits to [www.coveredca.com](#) dropped from 987,000 over the first five days to 603,000 last week. Calls slipped from 59,000 to 46,000, but the average wait time improved significantly to less than two minutes.” [L.A. Times, [10/15/13](#)]

Personal Stories

10/16/13: Letter To The Editor, Santa Maria Times: “My Wife Would Not Have Insurance Coverage At All As Of Jan. 1, If Not For Obamacare. And, Here's The Kicker - We Now Are Saving \$8,000 Per Year, For A Very Much Better Plan.” “With so much controversy regarding Obamacare, you may be interested in our family's experience. I am a retired engineer on Medicare, and my wife had long been insured by Cigna, under a group plan from my engineers' society. Because of minor pre-existing conditions, she could not leave that plan, because no other plan would insure her. The Cigna premiums increased to \$5,000 per quarter, or \$20,000 per year, just for my wife. This year, Cigna canceled the entire plan, leaving her with no insurance. So, we turned to Obamacare. She found it simple and easy to sign up through an agent in a 10-minute phone call. She obtained their best plan, providing much much better coverage than in the past, at a cost of \$3,000 per quarter. My wife would not have insurance coverage at all as of Jan. 1, if not for Obamacare. And, here's the kicker - we now are saving \$8,000 per year, for a very much better plan.” [Santa Maria Times, [10/16/13](#)]

10/12/13: KNTV Bay Area (CA): “Right Now Rakesh Rikhi Pays \$950 A Month To Insure Himself, His Wife And Two Children With Kaiser. He Came To The Health Trust In San Jose To Get Help Determining If The New Affordable Care Act Truly Will Be Affordable. Rikhi Was Stunned To Learn That Through Covered California He Can Get A Similar Kaiser Plan For His Family For \$400 Less A Month.” “Right now Rakesh Rikhi pays \$950 a month to insure himself, his wife and two children with

Kaiser. He came to the health trust in San Jose to get help determining if the new Affordable Care Act truly will be affordable. Rikhi was stunned to learn that through Covered California he can get a similar Kaiser plan for his family for \$400 less a month. He quickly did the math and found he had just saved \$5,000 a year. Rikhi is also a small business owner. He has an auto repair shop with four employees. He's hoping with the savings he will be able to afford to offer his workers medical insurance." [NBC Bay Area, [10/12/13](#)]

10/10/13: Associated Press: "After Some Initial Trouble On The Website, [Janice Brown] Got Through To A Help Line And Downloaded An Application To Buy A Plan For \$1,500 A Month For Herself And Her Husband. That's \$1,000 Less Than Her Current Private Plan. 'I'm Thrilled,' Said Brown, 61. 'The Coverage Is Better. It's Fantastic.'" "Count Janice Brown, a semiretired travel agent from Prather, Calif., among those who had a positive experience. After some initial trouble on the website, she got through to a help line and downloaded an application to buy a plan for \$1,500 a month for herself and her husband. That's \$1,000 less than her current private plan. 'I'm thrilled,' said Brown, 61. 'The coverage is better. It's fantastic.'" [Associated Press, [10/10/13](#)]

10/4/13: KQED: "[Paul Cello] Enrolled In A Blue Shield PPO Plan With A \$1,500 Deductible And Maximum Out-Of-Pocket Costs Of \$5,000. Because He Qualifies For A Subsidy, He'll Pay \$178 A Month, Shaving More Than \$300 A Month Off What He Pays Now. 'It's Like A Whole 'Nother World,' He Enthused." "Covered California will not be releasing any enrollment figures until mid-November, but San Franciscan Paul Cello says he's already in — and reports his new insurance will have better benefits, at lower monthly cost than the plan he's on now. Cello originally hails from Florida and says he has friends there who are not fans of the Affordable Care Act. So he didn't delay. 'I really wanted to be one of those people who got in line and said, 'Look, this is a good thing,' he said, 'so I could really see what are the plans and how much do they cost.' He enrolled in a Blue Shield PPO plan with a \$1,500 deductible and maximum out-of-pocket costs of \$5,000. Because he qualifies for a subsidy, he'll pay \$178 a month, shaving more than \$300 a month off what he pays now. 'It's like a whole 'nother world,' he enthused. 'The coverage is better ... a lower premium, no pre-existing condition exclusions, I get mental health coverage, so there's way more coverage than I had and I'm going to be saving.' Cello had employer-based insurance until 2003 when he left his job, then continued insurance with COBRA. But once that ran out, he was denied coverage on the individual market due to a heart defect he was born with — what he termed a 'wiring problem' in his heart. He says the issue has never troubled him (although he might one day need a pacemaker), and that his health is good." [KQED, [10/4/13](#)]

10/3/13: Wall Street Journal: "...Leslie Foster, A 28-Year-Old Freelance Filmmaker In Hollywood [Was] Among The First To Sign Up For An Insurance Plan ... At \$62 A Month In Direct Costs To Him, The Plan, Offered By Managed-Care Firm Health Net Inc. Is 'A Great Deal,' Mr. Foster Said. Because He Earns Only About \$20,000 A Year Doing Freelance Videography And Odd Jobs, Mr. Foster Qualifies For Federal Subsidies That Cut Deep Into The Premiums For Health Plans Available In The

New Marketplaces, Which Opened Tuesday Morning. "While millions of consumers stared down error messages on the online insurance marketplaces launched this week, some did make it through to shop the slate of coverage choices under the new federal health law. Among them is Leslie Foster, a 28-year-old freelance filmmaker in Hollywood, among the first to sign up for an insurance plan. ... At \$62 a month in direct costs to him, the plan, offered by managed-care firm [Health Net](#) Inc., is 'a great deal,' Mr. Foster said. Because he earns only about \$20,000 a year doing freelance videography and odd jobs, Mr. Foster qualifies for federal subsidies that cut deep into the premiums for health plans available in the new marketplaces, which opened Tuesday morning. The total monthly premium is \$213.68 according to an online confirmation page Mr. Foster retained for his records. But the subsidies will cover more than \$150 of those costs. ... He compared several plans, but settled on the Health Net option because 'I liked the price, I liked the website, I looked them up on Yelp and I liked what people were saying about them.'" [Wall Street Journal, [10/3/13](#)]



State Level Numbers

10/18/13: Associated Press: "...3,847 Individuals [Have] Signed Up For Coverage Through Access Health CT Between Oct. 1 And Oct. 15..." "Of the 3,847 individuals who signed up for coverage through Access Health CT between Oct. 1 and Oct. 15, 1,857 enrolled in Medicaid; 93 in CHIP for children; 772 in private plans without a subsidy and 1,125 in private plans with a subsidy." [Associated Press, [10/18/13](#)]

10/15/13: Modern Healthcare: "A Few States Running Their Own Insurance Exchanges Are Touting High Levels Of Interest From Young People...Nearly A Third Of The Initial 1,157 Applicants To Access Health CT, Connecticut's Insurance Exchange, Were Under 35, Kevin Counihan, Access Health CT's CEO, Said During An Oct. 8 Meeting With State Officials." "A few states running their own insurance exchanges are touting high levels of interest from young people, leaving observers to speculate about the likelihood of attracting a demographic group widely viewed as the linchpin of the healthcare reform law's success...Nearly a third of the initial 1,157 applicants to Access Health CT, Connecticut's insurance exchange, were under 35, Kevin Counihan, Access Health CT's CEO, said during an Oct. 8 meeting with state officials." [Kaiser Health News, [10/15/13](#)]

Personal Stories

10/1/13: Hartford Courant: "...After Getting Around One Of The Expected Glitches In The System, 30-Year-Old Brendan Mahoney Of Hartford Said Signing Up Took Him About 20 Minutes. Mahoney, A Third-Year Law Student At The University Of Connecticut, Said That By Filling Out The Application Online, He Discovered He Was Eligible For Medicaid. So, Beginning Next Year, He Won't Pay Any Premium At All." "Connecticut's new health exchange opened for business Tuesday, and after getting

around one of the expected glitches in the system, 30-year-old Brendan Mahoney of Hartford said signing up took him about 20 minutes. Mahoney, a third-year law student at the University of Connecticut, said that by filling out the application online, he discovered he was eligible for Medicaid. So, beginning next year, he won't pay any premium at all ... But then he logged on a second time, he said, and the system worked. 'Once it got running, it was fast,' Mahoney said. 'It really made my day. It's a lot like TurboTax.' 'If I get sick, I'll definitely go to the doctor.'" [Hartford Courant, [10/1/13](#)]



Personal Stories

10/16/13: The News Journal: "...[Janice] Baker Said She's Grateful For A Chance To Buy Insurance On The Marketplace. Previously, She Had Been Paying \$1,600 A Month For A Company Insurance Policy For Her And Her Husband... In Baker's New Plan, She Will Be Paying \$700 A Month For Individual Coverage, Almost \$150 Less Than The Cost Of Her Previous Coverage." "Despite the snafus, [Janice] Baker said she's grateful for a chance to buy insurance on the marketplace. Previously, she had been paying \$1,600 a month for a company insurance policy for her and her husband. But after her husband was approved for his own coverage, she had to find her own. During her hunt, Baker was turned down three times because of what she called minor pre-existing health conditions. In the new marketplace, no one can be turned away because of a pre-existing condition. In Baker's new plan, she will be paying \$700 a month for individual coverage, almost \$150 less than the cost of her previous coverage." [The News Journal (Wilmington, DE), [10/16/13](#)]



Personal Stories

10/4/13: Kaiser Health News: "Currently, [Daniel McNaughton] Has A Catastrophic Plan That Pays For Only Three Doctor Visits A Year. On The Federal Exchange, He Picked A Gold-Level Plan, One Of The Most Expensive Options, And A Premium Of \$270 Per Month. But After A Large Federal Subsidy, His Contribution Will Be \$70 A Month – The Same Amount That He Is Currently Paying But For Much Broader Coverage. 'I'm Thrilled,' He Says. 'To Get Something This Good At That Price? It Was A Complete Surprise.'" "Daniel McNaughton, a 22-year-old college student in Orlando, Fla., tried to enroll Tuesday, just when the marketplace opened for business. He tried three or four times the next day and was finally able to enroll Wednesday morning. Currently, he has a catastrophic plan that pays for only three doctor visits a year. On the federal exchange, he picked a gold-level plan, one of the most expensive options, and a premium of \$270 per month. But after a large federal subsidy, his contribution will be \$70 a month – the same amount that he is currently paying but for much broader coverage. 'I'm thrilled,' he says. 'To get something this good at that price? It was a complete surprise.'" [Kaiser Health News, [10/4/13](#)]

Personal Stories

10/3/13: Chicago Tribune: "...[Kathy] Kanak Was Able To Compare And Purchase New Coverage, The Price Offset With A Subsidy Based On Her Age, Family Size And Income. With Federal Tax Credits, The Kanaks Will Pay About \$390 Less Per Month On Premiums For Coverage With Blue Cross And Blue Shield Of Illinois And Be Able To Retain Their Family Doctor, She Said. Further, Their Annual Deductible Will Drop To \$1,500 Next Year, Down From \$5,000 This Year." "Kathy Kanak on Wednesday night laid to rest fears that no one in Illinois was able to sign up for new health insurance plans made available a day earlier under the Affordable Care Act. After several failed attempts to log on to a federal website that hosts the Illinois insurance exchange, the Libertyville 57-year-old finally broke through in the late afternoon and signed up for new coverage that starts in 2014 for herself and her husband, Brant... Unlike many who visited healthcare.gov on Tuesday and Wednesday without success, Kanak was able to compare and purchase new coverage, the price offset with a subsidy based on her age, family size and income. With federal tax credits, the Kanaks will pay about \$390 less per month on premiums for coverage with Blue Cross and Blue Shield of Illinois and be able to retain their family doctor, she said. Further, their annual deductible will drop to \$1,500 next year, down from \$5,000 this year." [Chicago Tribune, [10/3/13](#)]

State Level Numbers

10/18/13: KY.Gov: "41,845 Applications For Health Care Coverage Have Been Started; 29,792 Are Completed...15,480 Individuals Are Enrolled In New Affordable Health Care Coverage ... 358 Small Businesses Have Started Applications For Health Insurance For Employees..." "Kynect statistics (As of 7:00 a.m. Eastern Time on 10/18/2013): 257,215 unique visitors to kynect.ky.gov; viewing 5,806,970 web pages ... 229,523 people conducted pre-screenings to determine qualifications for subsidies, discounts or programs like Medicaid...41,845 applications for health care coverage have been started; 29,792 are completed...15,480 individuals are enrolled in new affordable health care coverage ... 358 small businesses have started applications for health insurance for employees ... 61,058 calls managed by kynect contact center at 1-855-4kynect (1-855-459-6328)." [Kentucky.gov, accessed 10/18/13]

10/18/13: Washington Post: "Kentucky's Online Marketplace Has Been A Model Of Glitch-Free Performance..." "Kentucky's online marketplace has been a model of glitch-free performance, with more than 10,000 signing up on the first day alone." [Washington Post, [10/18/13](#)]

10/17/13: Kynect (KY): "Over 5.5 Million Page Views, 222,000 Customers Pre-Screened For Coverage, 33,000 Accounts Established, 39,000 Applications Initiated, And 28,000 Applications Submitted." "Over 5.5 million page views, 222,000 customers pre-screened for coverage, 33,000 accounts established, 39,000 applications initiated, and 28,000 applications submitted." [Twitter, @kynectky, [10/17/13](#)]

10/12/13: Kynect (KY): "The Numbers Keep Climbing, As Over 9,500 Kentuckians Count Themselves Among Those As Having New Health Insurance As A Result Of #Kynect." "The numbers keep climbing, as over 9,500 Kentuckians count themselves among those as having new health insurance as a result of #kynect." [Twitter.com, [10/12/13](#)]

10/8/13: Associated Press: "Nearly 175,000 People Have Gone Online To Visit The Kentucky Health Benefit Exchange To Review Information About Health Insurance Coverage." "Nearly 175,000 people have gone online to visit the Kentucky Health Benefit Exchange to review information about health insurance coverage. Gov. Steve Beshear's office said in a news release Monday that nearly 7,000 of those people have purchased health insurance policies that will go into effect on Jan. 1. Kentucky launched the health benefit exchange, an online marketplace for people shopping for insurance coverage, last Tuesday." [Associated Press, [10/8/13](#)]

10/8/13: USA Today: "The Website For The State [Of Kentucky], Which Had More Than 600,000 Uninsured People In 2011, Got 3.1 Million Page Views The First Week It Was Up... 'All Of These Numbers Are, Obviously, More Than We Expected,' Said Jill Midkiff, Spokeswoman For Kentucky's Health Cabinet. 'We've Heard A Lot Of Good News Stories About People Who Were Really Excited — Many In Their 40s And 50s Who Said They Had Never Had Insurance Before.'" "The website for the state [of Kentucky], which had more than 600,000 uninsured people in 2011, got 3.1 million page views the first week it was up. By Monday, more than 14,000 had completed applications, and almost 7,000 had enrolled in plans. An additional 155,000 people had checked to see if they were eligible for subsidies or for Medicaid. And 209 small businesses had started applications. 'All of these numbers are, obviously, more than we expected,' said Jill Midkiff, spokeswoman for Kentucky's Health Cabinet. 'We've heard a lot of good news stories about people who were really excited — many in their 40s and 50s who said they had never had insurance before.'" [USA Today, [10/8/13](#)]

Personal Stories

10/8/13: New York Times: "Brandon Hardy, 31, Of Louisville, Ky., Was One Of The First To Sign Up For Health Insurance Through Kentucky's State-Run Exchange, Working With An Application Counselor Who Guided Him Through The Process Last Wednesday. Mr. Hardy, Who Is Uninsured And Has Epileptic Seizures That Land Him In The Hospital Every Few Months, Spent About 45 Minutes Filling Out The Online Application, And Learned That He Would Be Eligible For Medicaid Under The Health Care Law." "Brandon Hardy, 31, of Louisville, Ky., was one of the first to sign up for

health insurance through Kentucky's state-run exchange, working with an application counselor who guided him through the process last Wednesday. Mr. Hardy, who is uninsured and has epileptic seizures that land him in the hospital every few months, spent about 45 minutes filling out the online application, and learned that he would be eligible for Medicaid under the health care law. 'It was pretty easy,' Mr. Hardy said of the process. 'What I really need is a neurologist, and now hopefully that will happen. This is like a huge relief.'" " [New York Times, [10/8/13](#)]



State Level Numbers

10/16/13: Baltimore Sun: "...Officials Say Just Over 16,000 Have Completed Applications Online And Been Told Whether They Qualify For Subsidies. More Than 1,120 Have Enrolled In A Plan. More Have Filled Out Paper Applications With The Help Of 'Navigators' Hired To Aid Consumers." "The state has about 800,000 uninsured and officials say just over 16,000 have completed applications online and been told whether they qualify for subsidies. More than 1,120 have enrolled in a plan. More have filled out paper applications with the help of 'navigators' hired to aid consumers." [Baltimore Sun, [10/16/13](#)]

10/15/13: Modern Healthcare: "A Few States Running Their Own Insurance Exchanges Are Touting High Levels Of Interest From Young People... In An Oct. 11 Update, Maryland Health Connection, The State's Exchange, Said The Most Common Age Group Among Its Initial 25,000 Verified Accounts Was 25 To 29 Years Old. Thirty-Six Percent Of Those 25,000 Accounts Were Created By People Under 35." "A few states running their own insurance exchanges are touting high levels of interest from young people, leaving observers to speculate about the likelihood of attracting a demographic group widely viewed as the linchpin of the healthcare reform law's success. In an Oct. 11 update, Maryland Health Connection, the state's exchange, said the most common age group among its initial 25,000 verified accounts was 25 to 29 years old. Thirty-six percent of those 25,000 accounts were created by people under 35. 'Marylanders have continued to show tremendous interest in accessing quality, affordable health coverage,' officials said in the report." [Kaiser Health News, [10/15/13](#)]

10/8/13: USA Today: "This State-Run Site Saw Tremendous Interest: 170,000 Unique Visitors To Maryland Health Connection By Noon Monday. The Call Center Received More Than 10,000 Calls, And 13,500 People Created Accounts." "This state-run site saw tremendous interest: 170,000 unique visitors to Maryland Health Connection by noon Monday. The call center received more than 10,000 calls, and 13,500 people created accounts. The site experienced problems early on, and officials added server capacity, made technical adjustments and planned to update the system software." [USA Today, [10/8/13](#)]



State Level Numbers

10/13/13: Associated Press: “[Michigan’s] Online Premium Estimator Was Used About 120,000 Times Between Oct. 1 And Thursday. A State Website With Information About The Federally Controlled Insurance Exchange Had More Than 14,000 Visitors, According To Caleb Buhs, A Spokesman For The Michigan Department Of Insurance And Financial Services.” “Michigan is among 36 states using the federal government’s site, HealthCare.gov, which the Obama administration said has had millions of unique visitors. The administration has declined to release enrollment statistics, saying that will be done monthly. Michigan officials have no control over the function of the marketplace, but the state’s online premium estimator was used about 120,000 times between Oct. 1 and Thursday. A state website with information about the federally controlled insurance exchange had more than 14,000 visitors, according to Caleb Buhs, a spokesman for the Michigan Department of Insurance and Financial Services.” [Associated Press, [10/13/13](#)]

Personal Stories

10/13/13: Associated Press: “[Adnin Hammad,] The Community Health Director At The Dearborn-Based Nonprofit ACCESS Said His Staff Has Helped Hundreds Of People Enroll In Plans Under The Federal Health Care Overhaul And Educated Thousands About The Options... Hammad Said Things Have Steadily Improved And ACCESS Has Boosted The Hours Of The Workers Dubbed ‘Navigators’ To Keep Up With Demand.” “Amid the problems and political finger-pointing since the launch of online health care exchanges, Adnan Hammad sees progress. The community health director at the Dearborn-based nonprofit ACCESS said his staff has helped hundreds of people enroll in plans under the federal health care overhaul and educated thousands about the options. That’s despite technical problems that have plagued the site and frustrated consumers in Michigan and across the country since its Oct. 1 debut... Hammad said things have steadily improved and ACCESS has boosted the hours of the workers dubbed ‘navigators’ to keep up with demand.” [Associated Press, [10/13/13](#)]



State Level Numbers

10/16/13: New York Times: “Minnesota’s State-Run Health Insurance Exchange Reported Wednesday That 5,569 Households Had Completed Applications For Coverage In The First Two Weeks Of Operation, Representing 11,684 People...In All, 12,011 Accounts Were Created On The Exchange Web Site, MNsure.Org, In The First Two Weeks Of Business, [Mnsure Executive Director April Todd-Malmlov] Said. She Said That About 96 Percent Of People Who Try To Create Accounts On The Site Are Now Succeeding.” Minnesota’s state-run health insurance exchange reported Wednesday that 5,569 households had completed applications for coverage in the first two weeks of

operation, representing 11,684 people. The exchange portal has run relatively smoothly after struggling with technology problems for a few days after it opened on Oct. 1, said April Todd-Malmlov, the executive director... In all, 12,011 accounts were created on the exchange Web site, MNsure.org, in the first two weeks of business, she said. She said that about 96 percent of people who try to create accounts on the site are now succeeding." [New York Times, [10/16/13](#)]

10/16/13: Associated Press "MNsure Officials Said 3,769 People Have Either Finalized Enrollment Or Are Waiting For Payments To Be Processed, While An Additional 1,800 People Have Completed The Application Process But Not Yet Chosen An Insurer." "Minnesota's health insurance exchange on Wednesday released its first data on enrollment, showing that two weeks into its launch more than 3,700 people have signed up for health insurance coverage...MNsure officials said 3,769 people have either finalized enrollment or are waiting for payments to be processed, while an additional 1,800 people have completed the application process but not yet chosen an insurer." [Associated Press, [10/16/13](#)]

10/16/13: MNsure: "So far, @MNsure has awarded \$3.91M to support 29 organizations that will ultimately reach more than 300K people. <http://www.mnsure.org/images/Bd-2013-10-16-Grant-Outreach-Summary.pdf> ..." [Twitter.com, 10/16/13]

Personal Stories

10/8/13: New York Times: "Robyn J. Skrebes Of Minneapolis Said She Was Able To Sign Up For Health Insurance In About Two Hours On Monday Using The Web Site Of The State-Run Insurance Exchange In Minnesota, Known As MNsure. Ms. Skrebes, Who Is 32 And Uninsured, Said She Had Selected A Policy Costing \$179 A Month, Before Tax Credit Subsidies, And Also Had Obtained Medicaid Coverage For Her 2-Year-Old Daughter, Emma. 'I Am Thrilled,' Ms. Skrebes Said, Referring To Her Policy." "Robyn J. Skrebes of Minneapolis said she was able to sign up for health insurance in about two hours on Monday using the Web site of the state-run insurance exchange in Minnesota, known as MNsure. Ms. Skrebes, who is 32 and uninsured, said she had selected a policy costing \$179 a month, before tax credit subsidies, and also had obtained Medicaid coverage for her 2-year-old daughter, Emma. 'I am thrilled,' Ms. Skrebes said, referring to her policy. 'It's affordable, good coverage. And the Web site of the Minnesota exchange was pretty simple to use, pretty straightforward. The language was really clear.'" [New York Times, [10/8/13](#)]

Personal Stories

10/11/13: NPR: "MEREDITH STARK: Why I Keep Trying Is Because This Is Something We Need. JEFFREY HESS: After A Week Of Trying, 29 Year Old Hotel Desk Clerk Meredith Stark Became One Of

The Few Who Managed To Sign Up. With A Household Income Just Over \$20,000, She Was Able To Get Subsidized Health Insurance For Herself And Her Husband For \$60 A Month.

STARK: I Feel Really Lucky. I Mean, That Is Less Than A Cell Phone Bill. Like Obama Said, It Is Less Than A Cell Phone Bill.” “JEFFREY HESS, BYLINE: I'm Jeffrey Hess in Jackson, Mississippi which is one

of the 34 states letting the federal government take the lead in establishing a health insurance exchange. Heavy web traffic and software problems have made it nearly impossible to use the new web site since it opened last week.

MEREDITH STARK: Why I keep trying is because this is something we need.

HESS: After a week of trying, 29 year old hotel desk clerk Meredith Stark became one of the few who managed to sign up. With a household income just over \$20,000, she was able to get subsidized health insurance for herself and her husband for \$60 a month.

STARK: I feel really lucky. I mean, that is less than a cell phone bill. Like Obama said, it is less than a cell phone bill.” [NPR, [10/11/13](#)]

State Level Numbers

10/4/13: Kaiser Health News: “...It Takes Less Than 20 Seconds To Start Shopping For A Health Plan On The Nevada, Colorado And Connecticut Exchanges Where You Can Get A List Of Plans And Prices By Entering Your Zip Code, Age And Annual Income... The Nevada Web Site Has Had 77,000 Unique Visitors As Of Wednesday Night And Nearly 19,000 User Accounts Were Created.” “...it takes less than 20 seconds to start shopping for a health plan on the Nevada, Colorado and Connecticut exchanges where you can get a list of plans and prices by entering your zip code, age and annual income. Kevin Walsh, senior vice president of eligibility and insurance exchange services at Xerox, said about 75 percent of the people using the Nevada exchange so far are anonymously browsing. Xerox is the key private contractor that helped build the Nevada exchange. ‘It was part of our plan to make the site as user friendly and non-intimidating as possible,’ he said. The Nevada web site has had 77,000 unique visitors as of Wednesday night and nearly 19,000 user accounts were created.” [Kaiser Health News, [10/4/13](#)]

Personal Stories

10/17/13: Las Vegas Sun, Guest Writer Michelle Holzman: “I Recently Enrolled In Obamacare; It Was Overwhelmingly A Positive Experience For Me. I Am Currently On A HIPAA-Guaranteed Plan That Costs Me \$565 A Month. If I Get Sick And Need An Urgent Visit, Mammogram Or Other OB-GYN Services, I Have To Drive To Las Vegas From Pahrump. That’s Going To Change. I Enrolled In A Plan That Will Save Me More Than \$200 A Month And Provide Local Urgent Visit And OB-GYN Services In Pahrump.” “I recently enrolled in Obamacare; it was overwhelmingly a positive experience for me. I am currently on a HIPAA-guaranteed plan that costs me \$565 a month. If I get

sick and need an urgent visit, mammogram or other OB-GYN services, I have to drive to Las Vegas from Pahrump. That's going to change. I enrolled in a plan that will save me more than \$200 a month and provide local urgent visit and OB-GYN services in Pahrump. However, if the Republicans are successful in defunding or even delaying the Affordable Care Act, I will join the millions of Americans who are uninsured, as I received a letter from my current insurance company advising me that now that they are not required to honor the HIPAA laws and my plan will no longer be offered after Dec. 31. So I ask Sen. Dean Heller and Rep. Mark Amodei, both of whom have fought so hard to stop this landmark legislation in its tracks: What should I do? Should I simply lose my insurance and, if I get sick, let nature take its course?" [Holzman, Las Vegas Sun, [10/17/13](#)]

Personal Stories

10/6/13: Associated Press: "Deborah Lielasus Has An Extra Reason To Smile About The Insurance She Bought Through The Online Markets Created By The Federal Health Overhaul Law — New Dental Coverage. ...[Through The Exchanges] She And Her Husband Will Be Paying \$874 A Month For Health Insurance — About \$550 Less Than Their Previous Premiums For A Plan With Fewer Benefits. And They Added A Stand-Alone Dental Plan For \$56 A Month." "Deborah Lielasus has an extra reason to smile about the insurance she bought through the online markets created by the federal health overhaul law — new dental coverage. It took Lielasus three days to sign up for coverage after enrollment opened Tuesday — one day to register, one day to fill out an application and one day to enroll. She and her husband will be paying \$874 a month for health insurance — about \$550 less than their previous premiums for a plan with fewer benefits. And they added a stand-alone dental plan for \$56 a month." [Associated Press, [10/6/13](#)]

State Level Numbers

10/8/13: Albuquerque Journal: "The First Full Week Of Operation Saw 524 New Mexico Employers Use The State Health Insurance Exchange To Sign Up 1,074 Employees To Receive Coverage, According To Mike Nuñez, The Exchange's Interim CEO." "The first full week of operation saw 524 New Mexico employers use the state health insurance exchange to sign up 1,074 employees to receive coverage, according to Mike Nuñez, the exchange's interim CEO...The state exchange will offer only business insurance until 2015, but its websites are portals that allow individuals to reach the federal exchange, where they can shop for insurance." [Albuquerque Journal, [10/8/13](#)]

10/8/13: Albuquerque Journal: "The State Exchange Websites – [Www.bewellnm.Com](#) And [Www.seguroquesinm.Com](#) – Have Had 37,000 Unique Visitors Since The Exchange Opened For

Business Oct. 1. “The state exchange websites – www.bewellnm.com and www.seguroquesinm.com – have had 37,000 unique visitors since the exchange opened for business Oct. 1. The state exchange will offer only business insurance until 2015, but its websites are portals that allow individuals to reach the federal exchange, where they can shop for insurance.” [Albuquerque Journal, [10/8/13](#)]

10/8/13: USA Today: **“‘This Is Much More Than I Was Expecting To Get,’ Said Mike Nuñez, Interim CEO For New Mexico Health Insurance Exchange. ‘We Were Hoping For 1,500 To 2,000 For The Whole Year.’ New Mexico’s System Went Live On Day 1 And Remained In Good Shape For The Rest Of The Week, Nuñez Said.”** “New Mexico. State officials are deferring to the federal exchange until implementing their own in 2015. They did set up a Small Business Health Options Program, or SHOP. By Monday, 486 employers had begun the application process to cover 890 people. ‘This is much more than I was expecting to get,’ said Mike Nuñez, interim CEO for New Mexico Health Insurance Exchange. ‘We were hoping for 1,500 to 2,000 for the whole year.’ New Mexico’s system went live on Day 1 and remained in good shape for the rest of the week, Nuñez said. Next year, the same team will create the individual exchange.” [USA Today, [10/8/13](#)]

10/1/13: Albuquerque Business First: **“At Least 100 New Mexico Small Businesses Signed Up To Buy Health Insurance On New Mexico’s Exchange During Its First Six Hours Of Business Tuesday.”** “At least 100 New Mexico small businesses signed up to buy health insurance on New Mexico’s exchange during its first six hours of business Tuesday.” [Albuquerque Business First, [10/1/13](#)]

Personal Stories

10/1/13: Albuquerque Business First: **“Michael Cadigan, President And Owner Of The Cadigan Law Firm P.C., Said He Signed Up The Firm’s Four Employees Tuesday For An Insurance Policy And Got A Quote That Was \$1,000 Less A Month Than He’s Currently Paying. ‘I Was Very Pleasantly Surprised. I Thought It Was Going To Be An Administrative Nightmare And It Literally Took Me 15 Minutes Once I Found Everybody’s Birthdates, Social Security Numbers And ZIP Codes,’ Cadigan, A Former Albuquerque City Councilor, Said.”** “The New Mexico Health Insurance Exchange saved one Albuquerque small business owner \$1,000 a month in insurance premiums Tuesday. Michael Cadigan, president and owner of the Cadigan Law Firm P.C., said he signed up the firm’s four employees Tuesday for an insurance policy and got a quote that was \$1,000 less a month than he’s currently paying. ‘I was very pleasantly surprised. I thought it was going to be an administrative nightmare and it literally took me 15 minutes once I found everybody’s birthdates, Social Security numbers and ZIP codes,’ Cadigan, a former Albuquerque city councilor, said. ‘They gave me a quote that would save me \$1,000 over what I was paying at Pres [Presbyterian Health Plan], so I’m psyched.’ Cadigan said he chose a gold level plan, which pays 80 percent of medical expenses, for the firm.” [Albuquerque Business First, [10/1/13](#)]

State Level Numbers

10/10/13: Wall Street Journal: “After Quadrupling Its Server Capacity, New York Now Says Users Aren’t Experiencing Major Delays, And Officials Believe Any Technical Issues Have Been Fixed. The State Says 58,283 People Completed Applications For Health Insurance Through Its Exchange As Of Wednesday Morning.” “After quadrupling its server capacity, New York now says users aren’t experiencing major delays, and officials believe any technical issues have been fixed. The state says 58,283 people completed applications for health insurance through its exchange as of Wednesday morning. ‘It speaks certainly to the amount of interest here,’ said Donna Frescatore, director of the New York exchange. ‘For many New Yorkers, this was really the first time to sign up for coverage that was affordable.’” [Wall Street Journal, [10/10/13](#)]

10/8/13: NY State Of Health: “The NY State Of Health (NYSOH), The Official Health Plan Marketplace, Today Announced That Over 40,000 New Yorkers Have Signed Up For Quality, Low-Cost Health Insurance In Just A Little Over One Week, More Than Any Other State Reporting Thus Far.” “The NY State of Health (NYSOH), the official health plan marketplace, today announced that over 40,000 New Yorkers have signed up for quality, low-cost health insurance in just a little over one week, more than any other state reporting thus far. These 40,000 New Yorkers completed the full application process and were found eligible for health insurance plans allowing them to now choose the low-cost health care plans they applied for.” [NY State Of Health – Press Release, [10/8/13](#)]

Personal Stories

10/16/13: Toledo Blade: “Health-Care Outreach Worker Robin Deters Persisted, And After Many Attempts She Successfully Enrolled In A Health Insurance Plan On The Healthcare.Gov Web Site. She Has Been Without Health Insurance For 18 Years, And Now She And Her Husband Have Coverage And Have Qualified For A ‘Considerable Amount Of Tax Subsidies And Credits’ To Help Cover The Cost Of Their New Silver Plan, Ms. Deters Said.” “Health-care outreach worker Robin Deters persisted, and after many attempts she successfully enrolled in a health insurance plan on the healthcare.gov Web site. She has been without health insurance for 18 years, and now she and her husband have coverage and have qualified for a ‘considerable amount of tax subsidies and credits’ to help cover the cost of their new silver plan, Ms. Deters said. ‘[The site went] down on me several times but finally on Sunday I got through it,’ she said. Ms. Deters is one of four outreach workers hired with grants from the U.S. Department of Health and Human Services and given to nonprofit agencies for training of outreach workers and ‘navigators’ to provide free information about the health-care marketplace to consumers. The program is connected to the implementation of national

health-care coverage given by the Affordable Care Act, or Obamacare. Ms. Deters is gearing up to go out and speak to church and community groups in the Toledo area and help others better understand the nuances of the exchange program. She will soon be joined by three additional outreach workers and 16 navigators, who will help consumers enroll in coverage.” [Toledo Blade, [10/16/13](#)]

Personal Stories

10/8/13: Tulsa World: “Two Callers [To Rep. Markwayne Mullin’s Town Hall] Said They Signed Up For Insurance Through The ACA, Commonly Called ‘Obamacare.’ Another Said Co-Workers Had. When Mullin Tried To Tell Her That Insurance Enrollment Through The Online Exchanges That Went Active On Oct. 1 ‘Isn’t Happening,’ She Said, ‘It Absolutely Is!’” “Second District Congressman Markwayne Mullin heard a different story and told a different tale during his one-hour telephone town hall Monday night. Of the roughly two dozen callers who got through, none demanded the impeachment of President Barack Obama or seemed supportive of Republicans’ continued demand for changes to the Affordable Care Act in exchange for a budget deal. Two callers said they signed up for insurance through the ACA, commonly called ‘Obamacare.’ Another said co-workers had. When Mullin tried to tell her that insurance enrollment through the online exchanges that went active on Oct. 1 ‘isn’t happening,’ she said, ‘It absolutely is!’” [Tulsa World, [10/8/13](#)]

State Level Numbers

10/17/13: The Oregonian: “The Low-Income, Medicaid-Funded Program Has Already Signed Up 56,000 New People, Cutting The State’s Number Of Uninsured By 10 Percent, According To Oregon Health Authority Officials.” “Oregon cuts tally of people lacking health insurance by 10 percent in two weeks: Though Oregon’s health insurance exchange is not yet up and running, the number of uninsured is already dropping thanks to new fast-track enrollment for the Oregon Health Plan. The low-income, Medicaid-funded program has already signed up 56,000 new people, cutting the state’s number of uninsured by 10 percent, according to Oregon Health Authority officials...To enroll, all they have to do is make a phone call or send a form consenting to be enrolled. So far, 56,000 people have done that, coming on top of more than 600,000 already enrolled.” [The Oregonian, [10/17/13](#)]

State Level Numbers

10/12/13: Providence Journal: “In Its First 11 Days Of Operation, Oct. 1 Through Friday,

Healthsource RI Fielded 62,000 Unique Website Visits. Of These Visitors, About 5,500 Started Accounts (Created A Username And Password) And 1,698 Completed Their Applications And Selected A Health Insurance Plan. “In its first 11 days of operation, Oct. 1 through Friday, HealthSource RI fielded 62,000 unique website visits. Of these visitors, about 5,500 started accounts (created a username and password) and 1,698 completed their applications and selected a health insurance plan. These numbers were released Saturday by Christine C. Ferguson, director of the agency, which runs the health insurance marketplace or exchange created under the federal health care overhaul.” [Providence Journal, [10/12/13](#)]

10/12/13: Providence Journal: “From Oct. 1 Through Oct. 5, The Contact Center Received 39,061 Calls And Saw 233 People Who Walked In For In-Person Help.” “In addition to the website, HealthSource RI runs a contact center to help people select health insurance. From Oct. 1 through Oct. 5, the contact center received 39,061 calls and saw 233 people who walked in for in-person help.” [Providence Journal, [10/12/13](#)]

10/8/13: USA Today: “In The First Three Days, Healthsource RI Was Open, 26,039 Rhode Islanders Visited The Site, For A Total Of 30,416 Website Hits. And 580 People Made It All The Way Through The Process... About 3,000 People Created Accounts...” “In the first three days, HealthSource RI was open, 26,039 Rhode Islanders visited the site, for a total of 30,416 website hits. And 580 people made it all the way through the process... About 3,000 people created accounts — or a user name and password — but not everyone was able to get further because of the verification issue. On Day 1, the state site crashed for a couple of hours because of the ‘enormous volume,’ but it came back up the same day.” [USA Today, [10/8/13](#)]

Personal Stories

10/2/13: Kaiser Health News: “Uninsured For More Than Five Years, Leslie Peters Says She Was ‘Chompin’ At The Bit’ To Get Coverage To Afford Regular Medical Care That She Often Has Gone Without. That’s Why As Soon As Healthsource RI, The Rhode Island Online Health Insurance Exchange, Went Live Tuesday, She Enrolled. ‘I Was So Excited,’ Said Peters, Who Lives In Tiverton, R.I. ... Peters Said She Found The Enrollment Process Easy.” “Uninsured for more than five years, Leslie Peters says she was ‘chompin’ at the bit’ to get coverage to afford regular medical care that she often has gone without. That’s why as soon as HealthSource RI, the Rhode Island online health insurance exchange, went live Tuesday, she enrolled. ‘I was so excited,’ said Peters, who lives in Tiverton, R.I. ... Peters said she found the enrollment process easy. “I was really pleasantly surprised,” she said. Peters had two companies and 11 health plans to choose from on the site. She said it took her 15 minutes to fill out information on the HealthSource web site, though she needed more time on the insurer’s web site to examine what doctors and hospitals were in the health plan networks.” [Kaiser Health News, [10/2/13](#)]

Personal Stories

10/10/13: Salt Lake Tribune: “After Plugging In Particulars About His Family Of Five, The Salt Lake City Business Owner Was Able To Compare 38 Plans And Apply For Tax Credits To Put Toward His Monthly Premiums. He Settled On A Silver-Level Plan From Altius That Retails For About \$850 A Month. After Tax Credits, The Sherburnes Will Pay Just \$123 A Month.” “It took half-a-dozen tries over several days. But Phil Sherburne struck gold on Saturday — silver actually — with family health coverage purchased on the Affordable Care Act’s online exchange. After plugging in particulars about his family of five, the Salt Lake City business owner was able to compare 38 plans and apply for tax credits to put toward his monthly premiums. He settled on a silver-level plan from Altius that retails for about \$850 a month. After tax credits, the Sherburnes will pay just \$123 a month.” [Salt Lake Tribune, [10/10/13](#)]

State Level Numbers

10/18/13: Seattle Times: “Nearly 25,000 Residents Have Enrolled In Health-Care Coverage Through Healthplanfinder Over The Exchange’s First Two Weeks, According To Figures Released Monday By The Washington Health Benefit Exchange, Which Operates The Exchange.” “...the Washington state-run exchange, called Washington Healthplanfinder, is widely perceived to be off to a strong start. Nearly 25,000 residents have enrolled in health-care coverage through Healthplanfinder over the exchange’s first two weeks, according to figures released Monday by the Washington Health Benefit Exchange, which operates the exchange.” [Seattle Times, [10/18/13](#)]

10/18/13: Seattle Times: “Among The 25,000 Who Have Enrolled, Nearly 22,000 Signed Up For Medicaid Coverage And More Than 3,000 Enrolled In Private Health Plans Through The Exchange...An Additional 37,000 Residents Have Gone Through Every Step Of The Application Except The Final One, Which Is Paying Their First Monthly Premium, Not Due Until Dec. 23.”

“Among the 25,000 who have enrolled, nearly 22,000 signed up for Medicaid coverage and more than 3,000 enrolled in private health plans through the exchange, which provides financial assistance to reduce the cost of coverage for those who qualify. An additional 37,000 residents have gone through every step of the application except the final one, which is paying their first monthly premium, not due until Dec. 23. Some applicants have more than one person in their household, so the number of completed applications, without the initial payment, is about 22,000. So altogether, about 62,000 Washington residents have signed up for coverage so far through Washington Healthplanfinder...” [Seattle Times, [10/18/13](#)]

10/16/13: Seattle Times: "About 25,000 Washington State Residents Have Enrolled In Health Plans Through The State's Online Insurance Exchange Marketplace During Its First Two Weeks. That Figure Is Nearly Triple The 9,500 Residents Who Completed Their Enrollment During The First Week That The Exchange, Called Washington Healthplanfinder, Was Open For Enrollment." "About 25,000 Washington state residents have enrolled in health plans through the state's online insurance exchange marketplace during its first two weeks. That figure is nearly triple the 9,500 residents who completed their enrollment during the first week that the exchange, called Washington Healthplanfinder, was open for enrollment. An additional 37,000 people have completed applications to enroll in coverage but have not yet submitted their first payment, which is not due until December. The Washington Health Benefit Exchange, which operates Healthplanfinder, released its latest enrollment figures earlier this week." [Seattle Times, [10/16/13](#)]

10/16/13: Seattle Times: "Traffic On The Healthplanfinder Website Held Steady In The Second Week, With The Number Of Total Site Visits Nearly Doubling To More Than 1.4 Million And The Number Of Page Views Doubling To More Than 5.5 Million. Phone Calls To The Customer Service Center In Spokane Increased From More Than 23,000 During The First Week To More Than 53,000 By The End Of The Second Week." "Traffic on the Healthplanfinder website held steady in the second week, with the number of total site visits nearly doubling to more than 1.4 million and the number of page views doubling to more than 5.5 million. Phone calls to the customer service center in Spokane increased from more than 23,000 during the first week to more than 53,000 by the end of the second week." [Seattle Times, [10/16/13](#)]

10/8/13: USA Today: "The State Exchange Received 160,000 Unique Visitors The First Week And 800,000 Hits, Said Michael Marchand, Director Of Communication For The Washington Health Benefit Exchange...Marchand, Who Handled Public Affairs For His Region During The Medicare Part D Roll Out, Said The 'Bumps In The Road' For Part D Were The Same As For The Exchange. The Site, He Said, Is Now Running Smoothly." "Washington. Officials expected 130,000 people to sign up in time to receive coverage by Jan. 1. Monday the state announced 9,452 people had enrolled in insurance or its Medicaid program. The state exchange received 160,000 unique visitors the first week and 800,000 hits, said Michael Marchand, director of communication for the Washington Health Benefit Exchange. 'I've heard, 'It sounded too good to be true.' But when I went online, I found out it was true,' Marchand said. 'It's going to change their lives.' Marchand, who handled public affairs for his region during the Medicare Part D roll out, said the 'bumps in the road' for Part D were the same as for the exchange. The site, he said, is now running smoothly." [USA Today, [10/8/13](#)]

Personal Stories

10/16/13: KXLY Spokane (WA): "[Jessica Lawson Is] Now One Of About 25,000 People In Washington Who've Signed Up Online. 'I Have Insurance, Thanks To These People Here,' She Said. 'I Just Applied And I Got Approved. I'm Really Happy Now Because Now My Life Is Going To Be A Lot

Better.’ Lawson, Who Has A Disability, Has Been Without Her Medication For Nearly Two Years.”

“An effort to bring affordable health care to everyone in Washington hit the open road as Governor Jay Inslee kicked off the campaign Wednesday in Spokane. The mobile health plan finder unit will be traveling to eight cities across the state, encouraging people to sign up and know what their options are when it comes to paying for health care. The burden of living without health insurance was suddenly lifted this afternoon when Jessica Lawson drove by the mobile health plan finder unit in North Spokane. ‘So something was just speaking out to me so I pulled over and came here,’ Lawson said. Once inside she signed up for health insurance through the Washington health benefit exchange. She’s now one of about 25,000 people in Washington who’ve signed up online. ‘I have insurance, thanks to these people here,’ she said. ‘I just applied and I got approved. I’m really happy now because now my life is going to be a lot better.’ Lawson, who has a disability, has been without her medication for nearly two years. ‘It’s been really hard, it’s been a major struggle for me because I’m unemployed and I don’t have the money to pay for anything out of pocket,’ she said.” [KXLY (Spokane, WA), [10/16/13](#)]