



NEWS RELEASE

FOR IMMEDIATE RELEASE
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COVERED CALIFORNIA RELEASES STATISTICS FOR HEALTH INSURANCE MARKETPLACE FOR WEEK ENDING OCT. 26

SACRAMENTO, Calif. — Covered California™ released updated numbers of consumer interest in the agency's health insurance marketplace and Medi-Cal, with more than 543,000 unique visits to its website and more than 53,000 calls to its Service Center during the week ending Oct. 26.

Since open enrollment began Oct. 1, consumers have been shopping and comparing among 12 insurers offering health care coverage through Covered California, where consumers also can determine if they are eligible to enroll, eligible for subsidies or eligible for Medi-Cal.

For the first four weeks of open enrollment, more than 2.1 million unique visits were made to www.CoveredCA.com. The Service Center has handled more than 210,000 calls during the same period. From Oct. 1 through Oct. 26, approximately 179,562 applications were started.

Total enrollment for October will be released in November.

Weekly Report	Oct. 20-26	Total Since Oct. 1
Unique visits to CoveredCA.com	543,300	2,154,572
Total call volume	53,282	210,061
Average wait time	03:38	04:27
Average handling time	15:51	15:41

(more)

Enrollment Assistance Program	Certified or Authorized to Enroll	Certification* in Progress
Enrollment Entities	374	165
Enrollment Counselors	619	4,213
Insurance Agents	3,143	15,907
County Eligibility Workers**	10,725	
Total	14,861	20,285

*The majority of certifications currently in progress are expected to be completed in November.

**Trained by Covered California and authorized to use the agency's enrollment system.

About Covered California

Covered California is the state's marketplace for the federal Patient Protection and Affordable Care Act. Covered California, in partnership with the California Department of Health Care Services, was charged with creating a new health insurance marketplace in which individuals and small businesses can get access to affordable health insurance plans. With coverage starting in 2014, Covered California helps individuals determine whether they are eligible for premium assistance that is available on a sliding-scale basis to reduce insurance costs or whether they are eligible for low-cost or no-cost Medi-Cal. Consumers can then compare health insurance plans and choose the plan that works best for their health needs and budget. Small businesses can purchase competitively priced health insurance plans and offer their employees the ability to choose from an array of plans and may qualify for federal tax credits.

Covered California is an independent part of the state government whose job is to make the new market work for California's consumers. It is overseen by a five-member board appointed by the Governor and the Legislature. For more information on Covered California, please visit www.CoveredCA.com.

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