



# NEWS RELEASE

**FOR IMMEDIATE RELEASE**  
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## **COVERED CALIFORNIA RELEASES STATISTICS FOR ITS HEALTH INSURANCE MARKETPLACE FOR WEEK ENDING NOV. 30**

SACRAMENTO, Calif. — Covered California™ has reached milestone levels in the number of professionals trained to help consumers, face to face, as they obtain affordable, quality health insurance through the agency's online marketplace.

"We are adding in-person assisters by the hundreds each week," said Covered California Executive Director Peter V. Lee. "Our presence in neighborhoods across the state is strong — and growing. Certified Enrollment Counselors, Certified Insurance Agents and county eligibility workers provide consumers with personal, secure and competent help in selecting a health insurance plan that fits their medical needs and budget."

Neighborhood in-person enrollment assistance can be found easily on CoveredCA.com. The website itself is another easy-to-use, do-it-yourself path consumers can take to enroll in health insurance. Millions of consumers will qualify for financial assistance to help them pay for coverage.

"There are many paths to the final destination of health insurance coverage," Lee said. "We have thousands of employees and partners ready to help Californians in person."

Covered California released updated numbers showing that consumer interest in the agency's health insurance marketplace and Medi-Cal remained strong. During the week ending Nov. 30, more than 374,000 unique visits were made to CoveredCA.com, a site created jointly with the California Department of Health Care Services. In addition, 62,520 calls were logged by the Covered California Service Center.

Since open enrollment began Oct. 1, consumers have been shopping for and comparing 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.

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The number of enrollment applications started continues to climb from 385,556 through Nov. 23 to 431,756 through Nov. 30.

Total enrollment for November is scheduled for release in December.

<b>Weekly Report</b>	<b>Nov. 24-30</b>
Unique visits to <b>CoveredCA.com</b>	374,219
Total call volume	62,520
Average wait time	25:00
Average handling time	18:10

<b>Enrollment Assistance Program</b>	<b>Certified or Authorized to Enroll</b>	<b>Certification in Progress</b>
Enrollment Entities	568	84
Enrollment Counselors	2,047	4,047
Insurance Agents	7,700	11,085
County Eligibility Workers *	10,725	
<b>Total</b>	<b>21,040</b>	<b>15,216</b>

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

Here’s what consumers of Covered California’s health insurance plans are saying through post-enrollment surveys:

*“This is such a blessing for my family. We were paying extremely high health care premiums with a high deductible and were not able to afford to go to a doctor because of our high deductible. Thank you President Obama and Covered California for making this all possible.”* — Anonymous (via preliminary enrollment application survey)

*“It is WONDERFUL to be able to choose a health plan, without worry about pre-existing conditions and such!!!”* — Anonymous (via preliminary enrollment application survey)

(more)

*“We are just thankful for help paying our health insurance. It’s nice to shop and fill out forms in the comfort of your home. We are paying out 60% of our income for insurance, this is going to make retirement more pleasant.”* — Anonymous (via preliminary enrollment application survey)

*“I used it on Black Friday, and it was a breeze! I’d rather shop for affordable health insurance than stuff I can’t afford anyway. Thanks so much for helping people like me out!”* — Anonymous (via preliminary enrollment application survey)

### **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](http://www.CoveredCA.com).

### **About the Department of Health Care Services**

The Department of Health Care Services (DHCS) works to preserve and improve the physical and mental health of all Californians. DHCS provides health care services for more than 8.5 million Californians through Medi-Cal, including medical, dental, mental health, substance use treatment services and long-term services and supports. This is accomplished through an investment of approximately \$70 billion annually in public funds for the care of low-income families, children, pregnant women, seniors and persons with disabilities. DHCS focuses on delivering quality, effective services primarily through the more coordinated systems of care provided by 21 Medi-Cal managed care plans located in all of California’s 58 counties. For more information about DHCS, please visit [www.dhcs.ca.gov](http://www.dhcs.ca.gov).

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