

States working to fix hobbled health care websites

November 16 2014, by Steve Leblanc

The state that served as a template for President Barack Obama's Affordable Care Act had so much trouble coordinating with the federal government that it became a model of another sort: ineptitude.

The Massachusetts website, designed by the same contractor that worked on the troubled federal website, performed so poorly it prompted a public apology from Gov. Deval Patrick.

Massachusetts is one of several states where the ambition of running its own health insurance marketplace inside a new federal system ran into the reality of how difficult it would be.

Some states, like Oregon and Nevada, folded and decided to go with the federal exchange for the second round of open enrollment that began Saturday. A few states, including Colorado and Kentucky, managed successful website rollouts.

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