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February 14, 2014

Executive Director Jean Yang  
Massachusetts Health Connector  
100 City Hall Plaza  
Boston, MA 02108

Dear Ms. Yang,

I am writing to express my concerns regarding the Health Connector's enrollment process. Having heard from a number of my constituents on problems they are experiencing in signing up for health care coverage, I know much of their frustration stems from not getting clear answers and not having a process through which to address these problems. Therefore, I believe it is important to share with you some of the specific barriers that my constituents, and many others across the state, are facing, to highlight some of the areas of the new online enrollment system that could be improved as the Health Connector reviews the enrollment process and repairs its enrollment website.

A significant roadblock to completing the enrollment process has been getting onto the Health Connector's health insurance enrollment website. One of my constituents went as far as to take time off from work in her attempts to enroll. This particular constituent was told to try logging onto the system early in the morning and at night in order to enroll, but after several attempts she was unable to log into the system. Attempts to call the customer service line at the Health Connector were met with long waits on hold. After reaching out to my office, and being put in touch with several Health Connector representatives, she was able to secure health insurance. Individuals seeking health care coverage should never have to go to such extreme lengths to acquire it.

Another issue that a number of my constituents have faced stems, I understand, from the Health Connector's website vendor's failure to transfer enrollment documents from the Health Connector to the member's carrier. In one case, my office was assured that our constituent had secured health insurance, but when she contacted her carrier, the health insurance company had no record of her coverage plan on file. Similarly, there seems to be a failure to notify members of their health insurance status once they have been successfully enrolled. Massachusetts families deserve clear, accurate answers to their health coverage questions, and timely notification of health insurance coverage.

While I am appreciative that the staff at the Health Connector have assisted my staff in addressing and resolving my constituents' specific health coverage concerns, I expect that these overarching issues will be addressed and resolved as the Health Connector reviews and repairs its enrollment website. Further, I expect that the Health Connector's vendor be held responsible for the many Massachusetts families who—as a result of the website's shortcomings and vendor's failures— have waited or continue to wait to hear that their families have secured health insurance.

Sincerely,



Jamie Eldridge  
State Senator  
*Middlesex & Worcester*

CC: Secretary Glen Shore, Executive Office for Administration and Finance;  
Secretary John Polanowicz, Executive Office of Health and Human Services