Mission

- Provide some perspective on the initial launch of Healthcare.gov
- Get back to First Principles as to how this launch failed, and what can be done going forward
- Solicit feedback from the group and perhaps write a follow-up article discussing relevant issues
se·man·tics
[si-man-tiks]
noun ( used with a singular verb )
1. Linguistics .
a. the study of meaning.
Captain Obvious Strikes!

Computers Don’t Lie!

What’s the not-to-subtle implication here? Let’s make it explicit:

Computers don’t lie...

But people do!
Definition

philosophy
[fi-los-uh-fee]
noun, plural philosophies.
1. the rational investigation of the truths and principles of being, knowledge, or conduct.
Immanuel Kant

Making plans is often the occupation of an opulent and boastful mind, which thus obtains the reputation of a creative genius, by demanding what it cannot itself supply; by censuring, what it cannot improve; and by proposing, what it knows not where to find.
Why the First Rollout of HealthCare.gov Crashed, an Architectural Assessment

From The Washington Post:

HealthCare.gov, built by 55 contractors, is one of the most complex pieces of software ever created for the federal government. It communicates in real time with at least 112 different computer systems across the country. In the first 10 days, it received 14.6 million unique visits, according to the Obama administration.
Immanuel Kant

To appeal to common sense, when insight and science fail, and no sooner -- this is one of the subtle discoveries of modern times, by means of which the most superficial ranter can safely enter the lists with the most thorough thinker, and hold his own. But as long as a particle of insight remains, no one would think of having recourse to this subterfuge. For what is it but an appeal to the opinion of the multitude, of whose applause the philosopher is ashamed, while the popular charlatan glories and confides in it?
Seven weeks after the launch of the new federal health insurance marketplace, “30 to 40 percent” of the online system still has not been built or tested, including the critical component that processes tax credit payments to insurers, a top Obama administration official said today.

“Healthcare.gov, the online application, verification, determination, plan compare, getting enrolled, generating an enrollment transaction, that’s 100 percent there,” said Henry Chao, the Centers for Medicare and Medicaid Services project manager in charge of HealthCare.gov, told a House panel.

“There is the back office systems, the accounting systems, the payment systems. They still need to” be built, Chao said.
Right now, insurance companies are estimating the subsidies they'll receive. What does that mean? They really have little idea what to expect, which means another shock looms.

It also means there will be incremental payoffs to insurance companies. How transparent will those be? What other strings will be attached as the money gets handed out? Will we hear about all that?
Definition

trans·par·ent
[trans-par-uhnt, -par-]
adjective
4. easily seen through, recognized, or detected: transparent excuses.
Quote

Kathleen Sebelius, Secretary of HHS

On dealing with the insurance companies:

“There are only 155 of them!”

Translation?

We can handle choking that many throats!