More plans, more choice, more competition—a stronger insurance marketplace for consumers and businesses

ENHANCING
HEALTHCARE.GOV AND THE FEDERALLY FACILITATED MARKETPLACE

CHALLENGE
- Stabilize and enhance
- Improve performance and reliability
- Create a more positive customer experience
- Ensure successful first enrollment
- Build new software for IRS forms

SOLUTION

1. Set up for success
2. Transition and stabilize
3. Innovate and enhance
4. Improve the customer experience
5. Prepare for the next enrollment period

RESULTS

Accenture mobilized 500+ PROFESSIONALS in 6 weeks to oversee maintenance and operations during peak open enrollment.

Transition took 8 weeks—4 WEEKS FASTER than proposed (and several months sooner than typical for scope of project).

450 KNOWLEDGE TRANSFER SESSIONS to capture over 700 knowledge artifacts.

ZERO DOWNTIME—no unplanned downtime—for the second and third open enrollments, for all Accenture-driven components.

ACCELERATED online response times to UNDER A QUARTER OF A SECOND.

Connected Centers for Medicare & Medicaid Services with 800 INSURANCE COMPANIES to process claims information IN THE CLOUD.

9.6 MILLION1 Americans enrolled and re-enrolled through Healthcare.gov during the 2016 open enrollment.

Integrated 38 STATES on the individual marketplace and 33 STATES on the Small Business Health Options Program.

J.D. Power study2: satisfaction among enrollees UP 55 POINTS over previous enrollment period.