

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
15		2013-09-30 19:48:25
16		2013-09-30 20:30:55
17	Your posted time at 11:58 PM on Get Started page reads 9:00...You can't even synchronized your clock.....Pathetic	2013-10-01 00:00:17
18	this was suppose to start on 10/1/2013, its 10/1/2013 and nothing is working.	2013-10-01 00:03:42
19		2013-10-01 00:08:28
20	While the info on the text pages is fine, what's the deal with "Get Started" not behaving as expected? In chrome, at least, there's a permaloop with the modal popup that asks you to check the consumer info or remain on the page you're currently on. If you can't really "get started" why have that link in the first place? As a MD web developer, that's not cool to see :(2013-10-01 00:13:54
21	it is 12:13 and I have not been able to get into the Individual and family plan section. I have tried a dozen times already!	2013-10-01 00:15:50
22	Where is the form to fill out to apply for insurance. I think that is fairly important and should be easily accessible. Yes? Not anywhere that I could find on the site. Seriously? Wowzer.	2013-10-01 00:16:04
23	Graphics displaying poorly. Text overlaid by graphics. Scroll bars overlaid by pictures. Graphics with float over triggers are very disruptive displaying information when not desirable causing text and graphics to appear and disappear rapidly in unintended ways. Where is the information on the Plans, benefits, rates. It is hard to believe you have been working on this site as long as you have. You need some new designers and a qualified QA team. You appear to be lacking both.	2013-10-01 00:18:24
24		2013-10-01 00:20:48
25	it's not working!	2013-10-01 00:21:46
26	still not able to apply, its now 12:21 on 10/01/2013, the federal site is up and running why isn't thsi one?	2013-10-01 00:22:16
27	Site doesnt work. cant get past consumer information screen	2013-10-01 00:24:43
28		2013-10-01 00:26:52
29	I support the ACA but this website is a complete failure.	2013-10-01 00:27:03
30	Its not clear where to get started.	2013-10-01 00:31:00
31	It just keeps going to the information update page and there is no way to apply for insurance or continue. Wow...really bad. I guess implementation should have been delayed as its not ready. The Federal site seem sto work fine.	2013-10-01 00:34:25
32	Looks like you are not ready for prime time at all. What a disappointment!!! A complete waste of time!	2013-10-01 00:38:27
33		2013-10-01 00:41:56
34	After clicking on "Get Started" I cannot get past the System Updates to shop. I can find no Continue button on the System Updates page and returning to the Individual and Family page just puts me back in the same endless loop.	2013-10-01 00:44:42
35		2013-10-01 00:45:41
36	I work with websites for a living and I could not navigate through this thing to get a health care quote. I thought this was suppose to be open today? Well, guess its just another fallacy about the ACA. Good luck, you're going to need it.	2013-10-01 00:48:08
37		2013-10-01 00:52:29
38	I have been unable to find the pages where I can view and select health care coverage. I understand I need to submit my email and I will be contacted via email to set up an online account. I have been unable even to find the location to enter my email address to start the process. I clicked on the "Get Started" link but it just popped up a message box asking me to read "Important Notices" on the Consumer Information Update page. When I clicked on the "Consumer Information Update" link, it took me to a page with no updates and there was no link to get started on selecting a health care plan. I have been anxiously awaiting October 1st to view my options but am disappointed to find that there is still no real information available on your website.	2013-10-01 00:53:05
39		2013-10-01 00:53:48
40	When I click "Get Started", it tells me to read the Consumer Information Update, but there is no consumer information update and it doesn't let me get started! :(2013-10-01 00:54:17
41	Your navigation is confusing and overwhelming. It is not clear. Where the hell are the prices for everyone? Where are the list of insurances and precise benefits. There is nothing at all of value here. The samples are the same which have been ready for months are still the same and inadequate as descriptors. More information, better information, and a better layout of the website should have been achieved long before now. The only thing that is clear is this set of assessment questions. There is no place I can see to sign up for insurance. Even DC has a better site. Your Maryland state employees site is better except for the awful choice of sticking all useful information in pdf files. Usability experts...none here. Web standards missing... How about disability standards. are those incl on this awful site? And you don't even want my name or email to provide me with helpful information.	2013-10-01 00:54:31
42	The sign up portion of the site does not appear to be functional as yet! When can I expect this site to be fully operational? Sincerely _____ s Maryland Resident	2013-10-01 00:55:20
43		2013-10-01 00:57:30
44	It is 1 am and I have been trying for 1 hour to get into the individual health care section.	2013-10-01 00:57:46
45		2013-10-01 01:09:13
46	The site is not working. The "updates" screen that pops up when one attempts to start now simply sends the user to the information that there are no system updates, and then back to the page that offers a start now button - and back and forth infinitely. It is NOT possible to browse plans or apply. The cute visuals and the video do not make up for the fact that the site can't be navigated to get actual plan and cost information. This is just the kind of wrong priorities - cute, not functional - that gratifies opponents of the ACA - and it wastes citizens' time and prevents them getting the service that is the entire point of the cute website.	2013-10-01 01:10:39

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47	I was so excited that I couldn't wait to visit your site to see how it works. When you get to your site you keep getting taken to a page about consumer updates and when you click to go back you end up back on the home page. There's nothing "clear and obvious" to click on to begin the application process, just a bunch of information and no instructions. I know if I found it confusing as a computer savvy person individual, then many others did as well. Thank you	2013-10-01 01:11:31
48	I'm told to click "Get Started", when I do it tells me I need to read the "Update" section...well, ok, so I click on that and it says "there are no updates"...well, then there's nothing else to click on...I just get stuck in a loop...so how do I "shop"? How do I apply online when I can't get passed the "get started" button????	2013-10-01 01:13:52
49	I cannot figure out how to see the insurance options available. I cannot figure out how to apply.	2013-10-01 01:14:25
50	I never did get to the "Application" page, no matter how many times I hit "Get Started". I'm STILL not signed up!	2013-10-01 01:14:37
51	It's not here. Circular reference! I click "Get Started" and am told to read Consumer Alerts. There are no Consumer Alerts but there is also no option to Get Started. Back to the How It Works page. Guess what? Doesn't work. Pull it together people! All those against this program now have hard evidence it won't work. I am very disappointed! Shutdown, & no exchange. Ridiculous. All RIDICULOUS!	2013-10-01 01:18:24
52	The website doesn't actually do anything. I thought I'd see plans and prices, but it's a pretty website with a FAQ. I hope we didn't pay too much for this.	2013-10-01 01:20:51
53	Won't let me sign up for anything. It keeps taking me to the page to check for site updates and then won't let me do anything from there.	2013-10-01 01:21:39
54	If clicking the "Get Started" button doesn't allow one to ever get started, then this website is the product of a staggering degree of incompetence. I don't expect a new technological system to work perfectly, but if I can't even "Get Started", then this is really amateur hour in Maryland.	2013-10-01 01:25:10
55		2013-10-01 01:27:04
56	The "floating" oval banner at the top and the floating help oval at the bottom are obnoxious and make it hard to read the actual page. The 'get started' link only takes me to an 'consumer information updates' page which has no updates and doesn't even take me to a marketplace. So much for taking up the top 1/4 of my screen. I can't even FIND THE MARKETPLACE just a bunch of useless info trying to hype the benefits of a marketplace and 'sell' me on what I already want to find, but cant. Oh and thanks to the overuse of javascript it's hard as hell to click on the right-side, green 'family' links because it keeps popping up the business links when I move my mouse. Send your web designer back to school.	2013-10-01 01:30:20
57	Web page is concise, clear and easy to negotiate. I am so very thankful for this service. Sincere thanks to President Obama and the democrats in congress. Many people, my own family members included, are in desperate need of health care and now its more possible than ever before for them to attend to their health needs. THANKS SO VERY MUCH! MB Bowie, Maryland	2013-10-01 01:39:19
58	There are 2 choices when you click on start up. Read an update or return to the previous page. Either one when chosen does not allow you to move forward with the application process. I am very disappointed. I hope this get fix very soon or the system will be gridlocked. I stayed up to avoid that problem to no avail. Can someone please contact me ASAP or email me at _____ Thank: _____	2013-10-01 01:41:58
59	the "get started" tab directs you to either read some consumer info or to say "no thanks " and take me back...when I said no thanks and take me back...i wasn't directed to any new area to navigate...only the same screen....kinda confusing. If I can help you work out the bugs, I'd be more than willing...I don't want others to get discouraged and not take advantage of the services they may be entitled to	2013-10-01 01:42:57
60	typical government product - worthless	2013-10-01 01:43:17
61	nothing is working	2013-10-01 01:45:56
62	When I hit "get started" I was redirected to the Consumer Information Update, but was never able to create an account. The site is pretty, but it doesn't work yet, or if it does work, it's not clear how it works.	2013-10-01 01:54:40
63	The site is a mess. There is no way to actually browse information or "Get Started". This site will be used by people who are not, in any way whatsoever, computer savvy. The navigation is confusing, the design is ugly and the links are a little misleading. I stumbled upon the insurance levels (silver, gold, etc.) purely by accident. Keep it simple. Keep it clean. Make the information easy to find and navigate. This site does none of that.	2013-10-01 01:57:58
64	When you click on the "Get Started" button, it prompts you to visit a consumer information page. When you go to that page, it has no updates, and nothing to offer and nowhere to navigate. And thus, you never can actually "get started."	2013-10-01 02:06:59
65	When clicking on the "Get Started" button for individual/family plans, there is no way to progress. You have to click on a "Consumer Information Update" button in a pop-up, but the new page you're taken to has no "Continue" button or any other way to start the enrollment process! If there is a way to get past the update page, it's very, very unclear how to do so. I tried it on both IE9 and Firefox 23 with the same result.	2013-10-01 02:10:39
66	This website was supposed to be available at midnight and it isn't. Extremely disappointed.	2013-10-01 02:16:27
67		2013-10-01 02:18:46
68	Consider a link that advances the user to the next step after they read the Update page. Right now, it is a dead circle. Get started->Read Update (none at this time)->back to Home Page-> Get started->etc. I will figure it out, but it is not as intuitive as it could be...thought you would like to know.	2013-10-01 02:19:23
69	Very juvenile website. The option to create and online profile and shop plans is not available as promised by October 1st. I'm sure it's a sign of the shitshow to come.	2013-10-01 02:31:24
70	It would not allow me to "Get Started" and took me to the Consumer Update Page. Then on that page, there was no way to continue on to enroll in a health plan.	2013-10-01 02:33:28
71	I'm not sure who put this site together, but it's bad. I'm a web-tech. and can't even find the plans. Please lets get it together, you had plenty of time. Whoever sold the to you, and you accepted it. shame on you.	2013-10-01 03:31:51
72	For individual and family I hit Get Started. I have to hit Consumer Information Update then. After that point I could not tell how to see plans and premiums.	2013-10-01 03:42:32

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73	Maryland isn't ready! You led me on a wild goose chase for 2 hours! There is no online application at all! When I saw an application I couldn't fill it out online-it wouldn't take my information! When I printed it out it was UNREADABLE and covered in GIBBERISH! Your site lies about online applications! I even put the word "application" in the search box and several paragraphs about applications came up but NO LINKS TO ACTUAL APPLICATIONS! GET IT TOGETHER! People are dying from their health problems and you're screwing around! SHAME ON YOU MARYLAND! You were supposed to be ready before the rest of the country. Your deplorable excuse for a website shows that you HATE Maryland residents and have NO INTENTION OF COVERING ANYBODY. Your site is THE WORST I'VE EVER SEEN! Every other state will provide coverage for their residents and corrupt Maryland officials will pocket the funds. I hope the illnesses and deaths of your citizens will be worth your lifestyle upgrades. YOU'RE NOTHING BUT LOUSY SCUMBAGS MASQUERADING AS A VALUABLE RESOURCE. The true VALUE here is the people of this state and you're throwing us directly in the TRASH! I hope you LOWLIFES rot in prison for this!!!!!!!	2013-10-01 04:06:17
74	selecting "getting started" led me nowhere. The option to create an account was unavailable. Clicking "getting Started" led me to "consumer updates". I tried both option--- take me back and read now. Both options led me back to the Maryland home page still unable to create an account or shop for insurance.	2013-10-01 04:12:57
75	How much money was wasted on this? There is nothing here.	2013-10-01 04:14:36
76		2013-10-01 04:20:47
77	Way too wordy!	2013-10-01 04:46:38
78	The pages are too busy. There are too many graphics and drop-downs. All I want to do is apply for coverage.	2013-10-01 04:52:25
79	I was unable to "Get Started". After selecting both options numerous time I've concluded that the logic for the page is messed up since absolutely nothing happens. So far I am not impressed and I really wanted to speak positively about the plans that are available and the website. Alas, I cannot access the information I need to!	2013-10-01 04:59:57
80	The Get Started link does not work as documented. After clicking Get Started, you view the Consumer Information update which says there are no system changes, and then nothing. I thought pricing was available online? I do not see any pricing and really do not want to call the support center. The steps were clearly laid out on the page, but the site does not appear to follow the steps.	2013-10-01 05:02:53
81	it is 5:07 am oct 1 st and there is no pricing on this site!!!! come on get it together!	2013-10-01 05:08:11
82	It is 5:20 am and the I still can not get into the site to enroll and see what policies are available to me. When will it be working?	2013-10-01 05:22:18
83	I am trying to enroll the Obamacare, and this is not helpful, the system has no options to enroll, really disappointed!!!!!!!	2013-10-01 05:23:35
84	You sent me to an update page (alrready?) that had no updates, nor did it have a way to navigate to the site that I was trying to visit in the first place. About as I expected, unfortunately...	2013-10-01 05:24:50
85	I can't figure out how to shop for health insurance!	2013-10-01 05:30:43
86		2013-10-01 05:34:05
87	How do I complete the forms online? I cannot easily find a link that will take me to family/individual form online form for completion.	2013-10-01 05:34:58
88	Aghh-- I got stuck at the consumer update page and the system will not let me continue to review policies. It is October 1st?!	2013-10-01 05:58:03
89	I just wanted to know what I can buy, how much it costs, how to I buy it, and if my doctor is on any lists. I couldn't find any of this!!!!	2013-10-01 06:01:31
90	JUST A HEADS UP THAT THERE IS ANOTHER SITE THAT I went to by mistake--has - between Maryland and health and connection and entered information.	2013-10-01 07:22:03
91	Keep up the good work, despite the Republican Shutdown!	2013-10-01 07:22:53
92		2013-10-01 07:47:06
93	I do not have a first and middle name. My whole, full, complete, and legal name consists of one word. Your form will not accommodate my name. I cannot use it. Why in the world would you insist on a middle name when not everyone has one? In my case, I don't have a middle name or a first name. I am unable to register because of your form. How unnecessarily frustrating! Why don't you let people input their names in one name from field? Design the form and the database to accommodate non-standard names.	2013-10-01 08:03:43
94	8:05 and not working	2013-10-01 08:04:46
95	Your enrollment site isn't working 10/1/13 8:14 am.	2013-10-01 08:14:23
96	all links were dead and nothing worked at 8:00 as stated	2013-10-01 08:15:55
97	Website said it would be available at 8:00 am...I couldn't "get started". I tried calling the phone #, the line was either busy or not in service.	2013-10-01 08:17:23
98		2013-10-01 08:20:50
99	The website is slow and I couldn't get to any info. I was told to come back after noon!	2013-10-01 08:20:55
100	how unfortunate that a accessible system could not be delivered given the amount of tax dollars spent on this initiative.	2013-10-01 08:21:43
101	You've had how many years to get ready for this? And we're supposed to trust you with our health? Shut it down & go away!	2013-10-01 08:22:31
102	It's 8:22. I keep getting the message that the site will be available at 8. Didn't happen. Why?	2013-10-01 08:23:13
103		2013-10-01 08:23:30
104	Fuck Obama! and the democrat scum of the earth! I will NEVER JOIN!	2013-10-01 08:24:26
105	This is BS	2013-10-01 08:24:37
106		2013-10-01 08:25:39
107	How can you not have anticipated heavy traffic when you launch the site? You should be ashamed of yourselves for not being better prepared.	2013-10-01 08:26:28
108		2013-10-01 08:26:46
109		2013-10-01 08:27:00

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110	will not let me apply I have tried everyway possible this is very poor	2013-10-01 08:27:03
111		2013-10-01 08:27:56
112	I am unable to see what the plans cover. I am unable to see what the plans cost. I am unable to sign up for plans.	2013-10-01 08:29:25
113	If you give everyone a MANDATE then you should EXPECT that everyone in MD would be looking at your website. Learn to plan.	2013-10-01 08:29:49
114	Site "opens" at 8am, not available @ 8:30. Way to go!	2013-10-01 08:30:29
115	Wake up guys!!! Let's get this thing up and running!	2013-10-01 08:30:49
116	website is not user friendly.	2013-10-01 08:31:04
117	It is the first day I can not get a quote and I called your help desk no answer. Not a good start	2013-10-01 08:31:28
118	you suck just like Obamacare	2013-10-01 08:31:29
119	You MANDATE that we have the insurance, and yet your website cannot handle the TRAFFIC? Way to plan. Good to know my tax dollars are going towards something FUNCTIONAL.	2013-10-01 08:31:30
120	The site won't let my get started. The help phone lines don't answer.	2013-10-01 08:31:51
121	Whoever designed the site focused on appearance not usability. Using on an iPhone and (1) no links with answers to questions like show me plans and costs (2) where is the link to get started -- it's not even under the site map.	2013-10-01 08:32:19
122	cannot get to page to browse different plans and I was never able to get it to load - home page is too busy - if you really think some 23 year-old is going to navigate through this mess you should go to Starbucks and watch how they surf multiple sites simultaneously. I tried to call to get info on telephone - operator said she could not hear me and requested I call back later. Very, very disappointing.	2013-10-01 08:32:40
123	the state has been touting this website and sign up for weeks and the day it is set to begin it cant be accessed!!!!!! you should have had the bugs worked out long before this, as you all knew the date was coming.	2013-10-01 08:32:54
124	Y'all cant run government for shit.	2013-10-01 08:33:12
125	How the hell can the website be broken on the first day 30 minutes after it opens? You are idiots. Did you not plan for people to actually use it? How much of my money has been wasted on a non functional site so you bloated pigs can have a job and free healthcare from the state, which I am probably paying for with the taxes I actually earned, unlike you! Great Job!	2013-10-01 08:34:07
126	It is not available and it has only been 30 minutes! Unacceptable	2013-10-01 08:34:17
127		2013-10-01 08:34:28
128	Nothing worked. Took me no place to fill in an application. Discouraging to say the least. Should have hired Amazon.com to create your website. They know how to do it right!	2013-10-01 08:34:42
129	!?! How could you?!	2013-10-01 08:35:10
130	Website is not responding properly, keep clicking get start, it takes me to a blank page	2013-10-01 08:38:24
131	This is Bullshit. I made a good faith effort to buy insurance and you have wasted my whole morning October 1, 8:09am We apologize for the inconvenience. Thank you for visiting Maryland Health Connection. We are experiencing connectivity issues. Please visit the site again at 12 Noon.	2013-10-01 08:38:33
132	you suck	2013-10-01 08:40:58
133	The Design of this website sucks.	2013-10-01 08:41:22
134	It didnt work and no chat window available for assistance	2013-10-01 08:41:33
135	very confusing	2013-10-01 08:43:43
136	I keep trying to access "Get Started" link on the website and it keeps saying it'll be open at 8am on October 1st. It's now 8:43am and I'm still not able to do anything.	2013-10-01 08:44:31
137	You failed!	2013-10-01 08:44:48
138		2013-10-01 08:45:28
139	are you going to extend the deadline since the site is not operational?	2013-10-01 08:46:12
140	Can't believe that the site was not available @ 8:30 on Oct. 1 2013 as promised...unacceptable!!!! I fear hugr problems with this plan...And I need insurance!!!!	2013-10-01 08:46:42
141		2013-10-01 08:47:41
142	Total Disaster!	2013-10-01 08:47:50
143		2013-10-01 08:52:33
144	Today is the deadline from my employer to sign up. Yet I tried to access this site to compare rates and services so that I can take a reasonable decision you guys decided on your first day to have connection problems. All I get is a message that you will have something by noon. It's a little after 8:00AM here and now I have to waste time and pushing things around until you get your "stuff" together. Didn't you anticipate high traffic on day 1 when rates are up and employers are playing games with their employees? Who are you really working for? The people? I don't think so!	2013-10-01 08:52:51
145	Governor - why were you late? You had plenty of time to get ready for health exchange visitors!	2013-10-01 08:53:31
146		2013-10-01 08:54:00
147	Its difficult to work on the website when it shuts down with "connectivity" issues 1 hour and 9 mins after it opened.	2013-10-01 08:54:33
148		2013-10-01 08:54:44

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149		2013-10-01 08:55:01
150	I was unable to "get started" shopping for health insurance prices. I called the help line number and my call was disconnected. I called back a second time and got to speak with a person but they informed me that they "were having technical difficulties and would have to call me back". Very dissappointing.	2013-10-01 08:55:04
151		2013-10-01 08:55:16
152		2013-10-01 08:55:28
153		2013-10-01 08:55:43
154	How long have you had to get this right and it still doesn't work as advertised??? Very shotty work by the government.	2013-10-01 08:56:40
155	So, I cannot find the actual plans anywhere. Do I have to create an ID even to see and compare the plans? If so, why? Lots of good background on this site but it just teases the main course, which I never did find.	2013-10-01 08:58:05
156	Not Working!!!	2013-10-01 08:59:22
157	WTF? If it's not ready why didn't you delay it?	2013-10-01 09:01:39
158	very disappointing start	2013-10-01 09:02:22
159		2013-10-01 09:02:30
160		2013-10-01 09:03:17
161		2013-10-01 09:03:32
162	Connectivity Problems. Could not access	2013-10-01 09:04:02
163		2013-10-01 09:05:13
164	You should have known there would be a huge influx of people trying to enroll and get information, in addition there is a backlog on the phone support and I would have to travel 30 minutes to wait in line for hours to get to talk to someone. I pay way too much taxes for this,	2013-10-01 09:05:43
165	you are fucked up your phone dont answer	2013-10-01 09:06:54
166	It is 9:00 and the web site still is telling me it is open at 8:00.... if this is how you run a healthcare system... forget it!!	2013-10-01 09:07:23
167	Really - you expect me to wait on you to get my insurance? typical government run program - and I am a democrat!	2013-10-01 09:07:45
168	you got to be kidding my family!!	2013-10-01 09:08:51
169		2013-10-01 09:09:21
170	I thought you were ready?!! How are we supposed to make informed decisions when you website is so unreliable???	2013-10-01 09:09:53
171	Not working. Really! After all this time. Even the phone service was not work and the website	2013-10-01 09:11:06
172		2013-10-01 09:11:38
173	Cannot believe that after all these months of preparation and advertising that you are not online!! Good grief!!!	2013-10-01 09:12:09
174	off to a bad start Maryland, you can do better	2013-10-01 09:13:40
175	It would be more helpful if the site was functioning.	2013-10-01 09:13:42
176		2013-10-01 09:13:59
177	really - you didn't test it? It's been coming for 2 years and the computer system is down before we started. That's ridiculous.	2013-10-01 09:15:29
178	Was told website was unavailable and to try back at noon.....	2013-10-01 09:15:34
179	The Maryland Health Connection website is down.	2013-10-01 09:16:23
180		2013-10-01 09:17:18
181		2013-10-01 09:20:15
182	You suck! Fuck this govt	2013-10-01 09:23:32
183	The text keeps telling me I can fill out an application online and yet there is no link to an online application from any of the pages ... not even from the sitemap page! Where is the online application and how do I use it to find out if I am eligible for Medicaid or other coverage?	2013-10-01 09:24:04
184	Supposed to be open at 8...now not open until 12. GREAT way to kick it off guys!	2013-10-01 09:26:32
185	this is the bullsh__ we all knew it would be. Thanks for nothing you commie idiots.	2013-10-01 09:27:03
186		2013-10-01 09:29:13
187		2013-10-01 09:29:48
188	Idiots.	2013-10-01 09:29:49
189		2013-10-01 09:30:41
190	none needed...	2013-10-01 09:36:25
191	Why did say it would open at 9:00am and then after 9:00am it said it would open at Noon?	2013-10-01 09:36:55
192	Why is not open?	2013-10-01 09:37:24

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193		2013-10-01 09:37:47
194	The web site is closed	2013-10-01 09:37:52
195		2013-10-01 09:38:04
196		2013-10-01 09:38:21
197	The web site is not working	2013-10-01 09:38:21
198	This is perhaps the worst site I have ever tried to use. The answer to where to get help on what plans are available simply referred me to the website I was already on. After more than 30 minutes I have not been able to locate any information on the actual programs available and the cost of the programs. As a Maryland citizen I am embarrassed by this site. There is not even a place to send in a written request with a specific question.	2013-10-01 09:38:49
199		2013-10-01 09:39:45
200	No ability to shop at all. Only paper application? Baltimore Sun said that you demonstrated a site to reporters. Where is it?	2013-10-01 09:40:40
201	Could not connect. Got message that website was down.	2013-10-01 09:41:08
202	It was not working when it was supposed to be working -- telling me to wait until noon does not qualify as working -- this is going to suck	2013-10-01 09:45:08
203	THIS IS PATHETIC!	2013-10-01 09:49:35
204	It doesn't work!	2013-10-01 10:01:02
205	I'm supposed to trust my healthcare to an outfit that can't even spell "difficult"? My god, I can only imagine the mistakes you're making that we can't see!! Pathetic idiots.	2013-10-01 10:02:02
206		2013-10-01 10:03:10
207		2013-10-01 10:04:14
208	There is no link to enroll, nor any page to review plans!	2013-10-01 10:06:53
209	Well were do I start. (1) The information provided in the frequently asked questions did not answer the question, but gave some generic blurb that had no content. (2) I got on early Oct. 1st to sign up, I get a message saying sorry for the inconvenience, but our site will not be ready till noon... Come on! really!! this site should of been up and running with enough resources to support all the people who want to sign in. I've been trying to find out for over a month about what plans were available and how much they cost and all I here is wait until Oct. 1. It's Oct. 1 and now I can't even get signed in to see the plans and information. I'm a supporter of the Affordable Care Act and you've disappointed me, so I can just imagine what you're doing to those who don't like it. Get your act together!	2013-10-01 10:09:41
210		2013-10-01 10:14:52
211	website sucks	2013-10-01 10:16:19
212		2013-10-01 10:19:33
213		2013-10-01 10:23:18
214	This site and this system is obviously not working.	2013-10-01 10:27:34
215	Website broken on the first day!!!!!! How am I supposed to get my Obamacare!!!	2013-10-01 10:30:28
216		2013-10-01 10:31:58
217	you suck	2013-10-01 10:34:11
218	This web site is WORTHLESS!!!!!!!!!!!!!! Where are detailed descriptions of costs, benefits and deductibles.	2013-10-01 10:35:14
219		2013-10-01 10:37:10
220		2013-10-01 10:42:11
221	HORRIBLE!!!!!!!!!!!!!!	2013-10-01 10:43:09
222	where are the rates?	2013-10-01 10:44:41
223		2013-10-01 10:45:51
224	You are not ready for prime time. This is a disgrace to those of us who live in Maryland.	2013-10-01 10:52:47
225	Each page in the website, particularly the home page needs a click on link to application forms. I have been on the site for 30 minutes and still have not found a form to print or preferably a form to complete online. When I go to the Application link, I get an explanation of the various application forms, but am directed to www.marylandhealthconnection.gov to complete the application online.....yes, it tells me to go to the site I am already on.	2013-10-01 10:53:01
226	The site wasn't available at 8am as stated.	2013-10-01 10:54:38
227	Years to test and this crap cant wait till you handle medical records.	2013-10-01 11:00:29
228	System is down. In light of the changes taking effect today, what has been announced for months, the system should be in working order.	2013-10-01 11:01:27
229	LOOKS LIKE A MAJOR FAIL.	2013-10-01 11:02:14
230	I was trying to see what type of form I fill out for a self employed individual in Maryland. I put that question in to your 'search' and other than phone numbers, nothing came back. I have information from the Small Business Admin. that says I'm eligible, but from Maryland I have no idea which form I do fill out. Couldn't be that hard to put a link in for the self employed to explain the forms to us. Thanks.	2013-10-01 11:05:06

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
231		2013-10-01 11:10:48
232	You've had how long to implement this website, and it fails on the very first day. And not just the website, but the call center too. Why am I not surprised.	2013-10-01 11:14:15
233	Site was not up when it was supposed to be. Please get your act together, your messing with peoples lives... the least you can do is follow through with what we paid you for.	2013-10-01 11:21:33
234	Where is the "Get Started" icon? Worst Experience if it's not up then say clearly you can not get started today. If you can Make a big 'Get Started' icon!!!! WORST WEB SITE FOR THE SIMPLEST THING GETTING STARTED	2013-10-01 11:25:57
235		2013-10-01 11:26:43
236	you have got to be kidding, really, try back later....	2013-10-01 11:27:02
237		2013-10-01 11:30:43
238	Poor	2013-10-01 11:33:05
239	yuck	2013-10-01 11:33:55
240	No	2013-10-01 11:34:09
241	No way	2013-10-01 11:34:27
242	huh	2013-10-01 11:34:41
243	I can't find where to check plan rates, or to register.	2013-10-01 11:34:47
244	There is no information here ...just like yesterday. I was told yesterday that we would be able to see all the plans today. My employer has decided to take away our insurance and pay the fines instead.	2013-10-01 11:36:04
245	It doesn't work. I tried very early this morning and it still doesn't work. The whole Affordable Care Act WON'T WORK!!!!!!	2013-10-01 11:41:33
246	I can't believe you guys screwed this site up so much - every time I click "Get started" it tells me to read some page and that is all it does.	2013-10-01 11:43:21
247	bloated site. It looks like you preferred fancy site than functional site	2013-10-01 11:45:01
248	I can't seem to figure out how to see what plans are available, what they cover and how much they cost. And I can't sign up for anything either. I guess I'm missing something but I can't seem to do anything useful except complain.	2013-10-01 11:46:19
249	The site leads you in circles. whoever created it should be fired.	2013-10-01 11:50:03
250	the website is horribly put together and difficult to navigate. I cannot find the area to get quotes. you really need to rethink this site.	2013-10-01 11:53:46
251	Website is extremely poor. There is an area which explains that there are different coverages available but no way to access this information.	2013-10-01 11:54:23
252	Terrible!	2013-10-01 11:54:50
253	I notice typos on this page and the link to get started is not activated, instead it sends me to the info page with no easy way to navigate through. please fix so people won't get discouraged.	2013-10-01 11:55:19
254	Ive tried accessing this multiple times and the site doesn't work, just hangs... https://prod.marylandhealthconnection.gov/CitizenPortal	2013-10-01 12:04:23
255	Site is confusing. There is no link to actually enroll...just FAQ's and circular click-throughs. If the enrollment site is down, post a notice,please	2013-10-01 12:05:51
256	nightmare	2013-10-01 12:08:30
257	It just don't work, forget about using the tool, I can not even cross first page	2013-10-01 12:11:14
258	I didn't accomplish what I intended to do at this site	2013-10-01 12:11:26
259	I cannot see how to sign up online	2013-10-01 12:12:59
260	The design of this website is TERRIBLE. I just wanted to navigate through to find out about coverage, options, and subsidies available to me, and after 15 minutes I can't do it. I keep getting thrown back to general information pages. I have a Phd. How do you expect this to succeed?	2013-10-01 12:13:57
261	I want to see what health plans are available and the cost & could not figure out how to do this without entering all my personal information. I tried to call your phone number, but there were too many options to go through. Don't you have a page where someone can look to see the plans, the deductibles etc and the overall cost without entering all my information?	2013-10-01 12:15:03
262	This is a very sad representation of things to come...	2013-10-01 12:15:55
263	I'm getting hung up on clicking on the "get started" button	2013-10-01 12:16:04
264	1. I just wanted to see the plans and a coverage comparison. I do NOT want to have to create an account just to see what plans might be available. You want to encourage registration? Then don't hide the information. 2. Someone really likes their layers on this site. When sliding layers are covering up essential information, that's bad design.	2013-10-01 12:16:55
265	is it working?	2013-10-01 12:19:15
266	I'm shocked that this website is not Sec. 508 compliant. as a blind resident of Maryland, I wish this website developer tested it. I've used Mozilla and IE and continually run into problems in addition to the overall problem that your system is not up and running.	2013-10-01 12:21:17
267	the website application wont load and your representatives on the phone hangup please hire people who want to work not people who dont want to help people	2013-10-01 12:22:05
268		2013-10-01 12:24:20
269	Has to be the worst website setup I've ever experienced. Completely useless	2013-10-01 12:24:40
270	its clocking for ever	2013-10-01 12:25:05

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
271	Was not able to fill out online application to see if I qualify for low cost.	2013-10-01 12:28:49
272	Pretty bad for all the money that has been spent!	2013-10-01 12:28:56
273	Can't even get to a page to view the different options.	2013-10-01 12:35:54
274	Finally able to access the portal. But, why do I need an account to see your pricing information? Is this a free market?	2013-10-01 12:37:13
275	Not only can't I get through on the website, the phone is busy. You are really disappointing me. You probably shouldn't have had your people on the media chirping about how great you are as it was way premature. You should have stayed in the office answering phone calls, and getting this ridiculously inept computer program to function.	2013-10-01 12:38:41
276		2013-10-01 12:39:14
277	Unable to get a quote on premiums...but the video that looks like it's designed for a first grader, works fine...go figure.	2013-10-01 12:39:42
278	this is such a mess. govt shutdown. website not working. then I call and the lady says "I can't hear you, our phone systems are down" get it together people!!!!!!!	2013-10-01 12:40:29
279		2013-10-01 12:47:41
280	The home page is a mess. You really need to do usability testing. when you move your mouse from right to left, as people tend to do, the business flyover hides the individual and it's difficult to get to the individual section.	2013-10-01 12:51:55
281	https://prod.marylandhealthconnection.gov/selfservice/ link will not load.	2013-10-01 12:52:24
282	Either I'm totally stupid, or the plans and rates aren't visible. You've got all of this crap on the site with lots of links that go to simple definitions. From the home page I should be able to navigate to plans/prices in a couple of clicks. AND - I shouldn't have to go to google or twitter or make a phone call to figure out if the site is up -- PUT IT ON THE HOME PAGE. This is frustrating.	2013-10-01 12:53:24
283	I went on the website to see what plans are available, and all I found was information on Medicaid. I need to see the plans that are available through commercial companies.	2013-10-01 12:53:40
284	how am i supposed to get something that is law and there is no health coverage at this time because of something unknown what now no help or info either u pay the fine for me then	2013-10-01 12:58:05
285	Still uninsuredthanks! Another government "success"	2013-10-01 12:59:17
286	The website lacks useful functionality for mobile users.	2013-10-01 13:07:31
287	A- rent more servers- I'll try again late at night B- The requirement of the plus four zip code is obnoxious. Most (all?) people won't know theirs because there is no reason to care unless you're a mass mailer or a data miner. Or, and hang on to your hat, it's coming...A Perpetrator of An Evil Intrusive Government Plot To Corral All Right Thinking People and Herd Them To Secret Federal Prisons in Montana. (oh, they're out there, and they believe that stuff...) Beyond being a general pain in the ass, it seems like an unnecessary hurdle designed to frustrate / discourage users. Somebody ought to rethink that requirement. It helps the PO sort mail down to delivery route, but do you use it to send Christmas cards? This is not a complaint, it's a heads up, complaints follow.	2013-10-01 13:12:31
288		2013-10-01 13:16:06
289	The website doesn't work.	2013-10-01 13:16:11
290	This is an absolute disaster that is not ready to open.	2013-10-01 13:17:02
291	It's not my ability to navigate so much... Suggesting one review the Consumer Update as part of the process and then NOT HAVING A BACK / LINK to return to previous page is crappy design. You are asking people who don't necessarily use computers every day to figure that out for themselves. I can do it, but somebody has crapped in Joe the Plumber's Wheaties.	2013-10-01 13:19:21
292	I may not be doing this right, I am not an expert on using the computer. I want to know what my cost will be if I use affordable health care. I am not getting any info on what my cost will be. My home phone My e-mail is _____ and I hope to hear from you soon.	2013-10-01 13:21:04
293	I wanted to rail on with some sarcastic comments about what a failure the signup is but you already know that. I'm embarrassed for you. It'd be nice if you could do the work on telling us our +4 ZIP and which doctors are in our plans without forcing us to do that research. This is known as "usability." Not that it matters since signup doesn't work anyway. Please consider having a professional help you get the site ready before the citizens of Maryland are fined for not having the thing you're supposed to be allowing us to sign up for today.	2013-10-01 13:21:30
294	I went to three states (Maryland, Indiana, and Texas) to find out what's available and what it cost. I never found a description of a policy or the price of a policy. Lot's of repetition about things that are already widely advertised like preexisting conditions, and children up to 26, and low income subsidies with descriptions of the income brackets. Not a subsidy in \$ anywhere, not a price on a policy anywhere. If you don't have a product you can't describe it or price it. If you do have a product: What is it? How much? That would be a good link to put on page one and stop repeating the other lines or at least give me a link to skip them.	2013-10-01 13:22:31
295	Everyone from Federal Government to State Governments had plenty of time to set up a website for the "uninsured". I have a feeling Obama's health care plan is going to be a BIG FLOP as the websites are. WOW this is the future, garbage.	2013-10-01 13:22:48
296	The more I try to use this site the more it disappoints. The external "provider search" is useless. Even if you put something in all 4 criteria (guessing as to the plan since the main site doesn't work and so one cannot actually know anything about the plans) -- it returns "more than 200" results. So you can only see the ones that start with "a" and "b" basically. This is backwards. We should be able to put in the provider name and see the plans that apply. I see that you have added caveat after caveat explaining what doesn't work and how we are supposed to work around the defects. Seriously, I am a big supporter of the Affordable Care Act. These examples of implementation are sub-par and will result in people giving up on it before they even get through day one. Really disappointing.	2013-10-01 13:26:27
297	Like the website and it has lots of good info. I found the navigation a bit confusing, no breadcrumb trail and the channel or category names weren't clear, other than the 5 at the top of the page. Most importantly, I couldn't find the "Get Started" link! I could read all about what I needed to do, but could not find the link. Then I realized it is a very small link that is appended to the header - not obvious; the font and treatment of Get Started are much more subdued than the rest of the design elements. Like the last thing you want me to do is to actually get started. Please use larger font and have the Get Started link in several locations, as well as the header.	2013-10-01 13:27:29

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
298		2013-10-01 13:31:20
299		2013-10-01 13:33:20
300	It is now 1:30 pm est. I have been trying to connect since 9am this morning. The message we are getting "web site may be slow, may experience delays" is an understatement.	2013-10-01 13:33:29
301	Where are the policies or plans that we are supposed to be able to look at and it said that you press the get started button, well where is it? This is so confusing and frustrating	2013-10-01 13:36:05
302		2013-10-01 13:36:53
303	Good job Maryland ! You have proven once again that the government cannot compete with private industry.	2013-10-01 13:37:09
304	Call 855-642-8572 after seeing that the individual and family coverage options were not posted as of 1:30PM The young lady I spoke to was thoroughly confused. She seemed to not know what I was talking about. She also claimed not to be able to hear me. When I called back, three time, your staff could not hear me. On the telephone, you have to listen to the entire menu of options even after you make your selection.	2013-10-01 13:40:21
305	Can't even get in	2013-10-01 13:43:28
306	The website has been completely ineffective. You shouldn't have it running if you can't handle the expected volume.	2013-10-01 13:44:15
307	I would give the website a ZERO! MD drives my health care provider out of the State and now I can not see which plans are available to compare them. Total failure by the State of Maryland. Your website is poorly done if you are trying to find actual information. Didn't you test this before roll-out? This doesn't instill confidence.	2013-10-01 13:46:15
308	Like to see upfront an explanation of "gold", "Silver", "platinum" plans. I looked up my internist and seeing a plan and an amount. In some cases the amount is zero. Then I went to my cardiologist and see the same plans with different amounts. Why do you need my 9 digit ZIP code? Surely the costs will not vary by postal route. Is there discrimination based on where I live? What I expect to see is a grid chart perhaps with plans across the top and services down the left side and cost at the intersection.	2013-10-01 13:47:55
309		2013-10-01 13:48:44
310	Try providing a useful website. Leave it to MD to be different. I hate this state and can't wait to move.	2013-10-01 13:52:36
311	Obamacare is a disaster!!!!!!!!!!!!	2013-10-01 13:57:33
312	Could not access anything when click on Get Started. All you see is a message "We are currently experiencing a high volume of users (which the site developers should have expected and cover in advance !) on MarylandHealthConnection.gov and we want to ensure that the experience is positive for everyone. Please be patient if the website is operating slowly or you experience any delays. We apologize for the inconvenience." and a "Please be patient if the website is operating slowly or you experience any delays. We apologize for the inconvenience." without any estimate of time frame as to when the delay would be resolved or when to come back and try again.	2013-10-01 14:03:56
313	First question is really why I have to register simply to acquire pricing for health plans. Second question is really an observation: May I suggest you visit Blue Cross Blue Shield, Aetna or any of the other larger Health Care providers for suggestions on your website. It is not easy and supplies little information - it seems to have more of a Marketing focus than an information center.	2013-10-01 14:04:44
314	Twice I spent over 30 minutes each time and I still can't get even to the login screen to create an acct. Very poor. Also can't find out any rate information without creating an acct-don't like that. I shouldn't have to create an account just to get rate information to see how this compares with what I can find elsewhere.	2013-10-01 14:04:53
315	I have been telephoning and occasionally returning to the website all day, with no luck. It's bad enough that the system fails on the very first day, and does so through multiple communication channels. But apart from this, all I want to do is see the plans available - not sign up or register. Why isn't this information transparent?????	2013-10-01 14:07:30
316	Please continue to provide as much information as you can to this website, such as the ugly untruths that are floating around in the media. Also provide support information for the untruths from the 2000 page healthcare law, so we may go directly there to see for ourselves. Thank you for your effort in carrying out this endeavor. WE DO APPRECIATE IT!	2013-10-01 14:11:14
317	after 3 years of getting ready for this day this is really poor execution. Not a acceptable result totally disappointed.	2013-10-01 14:14:49
318	Connecting to the "Customer Portal Falls every time. using either Google chrome or Mozilla. Does it even work ? It appears NO!	2013-10-01 14:18:06
319		2013-10-01 14:21:40
320	I cannot create an account. The site hangs up.	2013-10-01 14:27:05
321	WHYYYYYYYYYYYYYYYYY Are you all making this so damn complicated and hard to get information we want. Everyone JUST wants to look at the comparison chart of the various plans and the premiums that will be charged for them so we can pick what's right for us. CAN'T FIND THAT SIMPLE THING ANYWHERE ON THE SITE! I am not interested in all the fluffy chit chat .. I want the insurance .. STOP making me fill out an application for JUST TO LOOK AT A CHART!!!!!!!!!!!!!!!!!!!! I have coverage now, but want to see if this is BETTER! MAKE IT EASY TO LOOK UP! The Federal Employee Health Benefits (FEHB website is MUCH better) post the chart!http://www.opm.gov/healthcare-insurance/healthcare/plan-information/chart/	2013-10-01 14:27:08
322	cant find how to get info for my business	2013-10-01 14:30:41
323	Starting early this morning, I have been trying to get information on the website. At 7:40 am, I read that the site would open at 8:00 am. At 8:40 am, I read that a connectivity problem would delay the opening to 12:00 n. At 8:45 am, I called to get a sense of the problem, only to find out your phones were not working. At 12:00 n., I attempted to gain access to the "Individuals & Families" link, getting as far as the "Create an Account" link, but could go no farther in 30 mins. At 1:45 pm, I tried again, but could get no farther than the "Get Started" button for 40 mins. Navigating the site is not too hard. Getting the site to go to its links is, so far, impossible. So far, you are not ready.	2013-10-01 14:30:47
324	This website should not be so slow and actually work. It's a terrible start to a wonderful program and I'm ashamed that Maryland couldn't get its website together enough to simply work.	2013-10-01 14:37:01
325	unable to get thru on web or phone	2013-10-01 14:39:29
326	The whole thing sucks, repeal or defund. Americans stop giving away your rights. Say no to your government.	2013-10-01 14:43:52
327	Couldn't find cost info.	2013-10-01 14:45:09

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
328		2013-10-01 14:45:52
329		2013-10-01 14:46:57
330	Why do you have to lump everything and have everybody click on 1 button Get Started, then have a big bottleneck. What if some people just want to check the names of the participating Insurance companies, or view the rates being offered for the different situations to shop around even before starting to apply or make any move.	2013-10-01 14:49:49
331	how do we delay this train wreck a year so you knuckleheads can get your act together?	2013-10-01 14:53:25
332	Are you kidding Me.... How could Maryland not know that there would be this kind of traffic on the site.	2013-10-01 14:56:42
333	I could not navigate through the site to find health care plans in order to compare them. The only thing this site does is answer FAQs; it does not let you navigate to find the answers you need. I simply want to compare plans and it would not let me do that. I don't want to sign up and then compare. I want to compare plans before I sign up.	2013-10-01 14:58:57
334	It is not working!!!!	2013-10-01 15:00:22
335	Really? Great job Democrats!	2013-10-01 15:02:23
336	I have tried all day and been unable to connect. You system sucks!	2013-10-01 15:04:08
337		2013-10-01 15:06:16
338		2013-10-01 15:10:02
339	Shocking that a government mandated agency cant actually function. Thanks for an inept and deficient service. Also, thanks for making my employer based HRA not affordable anymore.	2013-10-01 15:11:22
340	I've been trying to access this website ALL DAY today and have YET to be able to! absolutely RIDICULOUS!!	2013-10-01 15:11:56
341	This is the best thing that has ever taken place in the health industry. Thank God it is real in life	2013-10-01 15:12:03
342	Could not even set up an ID in over 7 hours time. Could not get anything done on the phone. Terrible. Contacted the Baltimore Sun.	2013-10-01 15:13:42
343		2013-10-01 15:14:07
344	Hi, You obviously have many kinks to work out on Day 1. I tried to get on the site to find out what coverages were available and at what cost, but could not get to any useful info due to high traffic. Very willing to forgive first-day struggles. Hang in there. . .this has the potential to be great if/when it actually works. One suggestion. . .please post a simple list of the carriers providing coverage thru the exchange. Tried to find this info on line, but could not do so. . .only sketchy info available and nothing at all on maryland health connection site as far as I could access it. Also, there is substantial confusion between marylandhealthconnection website and marylandhbe site. Hard to tell where to go for coverage info. The marylandhealthconnection site should be the first result of a Google search for "Maryland Health Insurance Exchange" and it's not. Thanks. . . hope this feedback is helpful to you.	2013-10-01 15:16:47
345	Very Disappointed in the lack of readiness of the Maryland Health Exchange. The website portal should be ready and available to provide information to consumers. It is reasonable and fair to have this fundamental expectation, especially when the advertised "Start Enrollment Date" arrives. I went to my current health care insurance provider (CareFirst) per a letter and instructions sent to me via USPS and was able to obtain information regarding Care First Plans.	2013-10-01 15:18:00
346	Why would anyone launch a site that is not able to handle the traffic? Just shows the difference between private industry and government. Thank you for spending my tax dollars in such an efficient way. Don't blame me, I voted for the other guy!	2013-10-01 15:19:07
347	where are the listings of plans????????????????	2013-10-01 15:22:53
348	Phatetic attempt you have known for months about the need to have a stable platform. Your inability to execute the simplest process is exactly why this will fail	2013-10-01 15:23:25
349	I spent over 20 minutes trying to just get started. When I clicked "get started" - it took me to the consumer notices page. Fine, I read that. But from there, there is no link into the application that I can find. I tried "get started" again and it gave me the same prompt about reading notices. Why not have a link to start the application process on EVERY PAGE? I'm so frustrated. And I navigate the web every day of my life and am generally very skilled at it. This was hugely frustrating. Please Please Please fix this silly design problem.	2013-10-01 15:25:57
350	Not very impressive....	2013-10-01 15:29:23
351	Site said it was not allowing connections... Same old song and dance....	2013-10-01 15:30:14
352		2013-10-01 15:30:42
353		2013-10-01 15:31:57
354	Nice job you guys!!! With all the anti health care rhetoric out there, how the system won't work, another boon dogle federal program etc, All you had to do was get the damn website operating correctly, and you SCREWED IT UP.... This has been how many months in the preparation, and this is what we got? Yea, this should put Martin at the top of the presidential list, with such great managerial skills.	2013-10-01 15:32:00
355	Non-alphabetical characters needed to be allowed in names. I could not verify my identity because our last name has a space. Hyphens are also common. If all fields are required with creating an account, that needs to be indicated on the sign-up page, by an asterisk, etc. The middle name and ZIP+4 fields did not indicate that anywhere except on the Help page. Operators in the Call Center need to be versed in the flow of the website, not figuring it out with the caller.	2013-10-01 15:32:24
356	have not been able to access the site all day. Just get the busy pop up message. poor job!	2013-10-01 15:33:42
357	I can't get in at all. Very dissatisfied.	2013-10-01 15:36:37
358	I have spent over an hour clicking items. Much of which gives errors (what, no error checking? Bad Design). I see the "Get Started" but that does not send me to a place where I can see the different policies. There is plenty of talk and words about what I can do but yet I am not able to find a way to see the policies. I have spent decades designing software and web sites and this site is horrible to navigate. Obviously had little to no testing to ensure all use cases were, not only found, but actually work. Sad	2013-10-01 15:36:53

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
359		2013-10-01 15:39:23
360	Fuck Obama Care this is fucking bullshit	2013-10-01 15:40:18
361	That figures. Why didn't you test and anticipate this prior to the open. If it wasn't ready you should have informed the federal government to enable postponement.	2013-10-01 15:43:46
362	This is a joke!	2013-10-01 15:46:24
363		2013-10-01 15:46:25
364	Typical Government screw up..... Should have tested it better before subjecting public to this mess.	2013-10-01 15:47:21
365	Is this website ever going to work?	2013-10-01 15:54:55
366	Have been trying to get information since 8:00 AM this morning without any success. Frustrated??? Gee, maybe so . . . Guess I am still one of the disenfranchised. Actually, no big surprise. Guess, I'll just keep on working, paying taxes, and struggling to keep a roof over my head. The idea I am be able to ever have health insurance is, not doubt, a joke beyond jokes. After so many months of "planning," this is really unacceptable!	2013-10-01 15:56:27
367	the last update was 1240... can we get some new information?	2013-10-01 15:58:05
368	I haven't been successful entering the marketplace yet, keep getting screen that too many visitors. I'm surprised there isn't a way I could at least open an account and read more, even if the traffic in the marketplace is too much.	2013-10-01 15:58:46
369	Cannot even create account!	2013-10-01 16:04:04
370	I tried to get on all day was unable	2013-10-01 16:06:21
371	This is not good. I tried all day to get on and it never worked. This is our government at its best.	2013-10-01 16:13:16
372		2013-10-01 16:15:45
373	I clicked on 'Get Started' and GOT NOWHERE. You had 4 years to get a simple website working. This is a sign of a totally dysfunctional government. Very disgusting!	2013-10-01 16:16:15
374	Obviously, the site does not work. I'm sure you are trying to fix it, though one wonders why the infrastructure wasn't put in place up front. Have to say that the following message posted on the site could not be more passive-aggressively annoying if you tried. So frustrating. "We are currently experiencing a high volume of traffic on MarylandHealthConnection.gov and we want to make the experience as positive for everyone as possible. Please check back later. We apologize for the inconvenience."	2013-10-01 16:19:20
375	Whoever was the designer of the system should have account for all Maryland Citizens to try to access the system at one time. Since there is so many people without insurance in the state they are all required by law to get insurance. And since you hold the monopoly on affordable healthcare for the state you failed to meet the first requirement to provide the service to the citizens of Maryland. This effort has wasted more of the tax money that I pay every year to offer services to the less fortunate. This may turn the people that think they don't need insurance off and my not try the website again	2013-10-01 16:21:12
376		2013-10-01 16:21:41
377	Data base interfaces do not seem to exist! Provider Search led to a plain dead-end!	2013-10-01 16:22:21
378		2013-10-01 16:26:23
379		2013-10-01 16:29:25
380	You had years to prepare for this date and the servers are not sufficient to handle the traffic. Take a page from Facebook first days and realize you needed reliable servers to operate.	2013-10-01 16:30:04
381	I have tried to apply all day and cannot get through.	2013-10-01 16:32:35
382	Very poor website, must be government run.	2013-10-01 16:33:06
383	You've had years to get this thing up and working and it is a total disaster. No wonder my taxes are so high when a computer program a child could set up fails miserably and yet every overpaid state employee involved in getting this thing going still has a job and will continue to draw the same paycheck. Forshame, and I'm a lifelong Democrat!	2013-10-01 16:33:45
384	How many people can log into the server at any time? We have been trying unsuccessfully all day. This is a gross miscalculation in a state that is supposed to be one of the top 2 in the country!!!!!!	2013-10-01 16:34:40
385	Creating an account took forever, then once an account was created, logging in resulted in a black screen with your logo in the center. Pretty poor day 1 implementation, and hopefully not a look at how this program is going to be handled from here on out.	2013-10-01 16:38:40
386	Really? 8.5 hours after launch and it is still "experiencing a high volume" enough that I can't even start? Ridiculous. And maybe make the "get started" button bigger so it's easier to see.	2013-10-01 16:41:49
387	What a nightmare	2013-10-01 16:42:01
388	This is ridiculous! Have been trying this for hours. I am in tears, Is this a cruel joke. How busy can you be . . . who are the "lucky" ones who are getting through when I've been trying since 8 am, when you supposedly opened. What is the secret code. Could it be that Government is shut down and degrading our current life benefits over something that is not even going to happen!!!! I'll wait and try back tomorrow. Am not very hopeful, though.	2013-10-01 16:48:40
389		2013-10-01 16:50:13
390		2013-10-01 16:56:33
391	You're completely incompetent, a disaster.	2013-10-01 16:57:20
392		2013-10-01 16:57:44
393	You guys knew this opening day was coming. Why are you so incompetent?	2013-10-01 17:04:01
394		2013-10-01 17:06:26

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
395	It is 5pm in the afternoon and I am still unable to access you website. I have been following your roll out of this system and had hoped that all it's were dotted and T's were crossed. You should at least let people have access to the plan information so they can begin to explore their options. Many of us do not need hand holding to accomplish what we want to accomplish and if we need assistance we know to ask. Your management seems to be brushing this off as acceptable. It is not.	2013-10-01 17:06:28
396	Web page is NOT working. How do I just find out what plans are available and what are the costs? This information SHOULD be available. It was supposed to be on your website by October 1.	2013-10-01 17:10:59
397	Extremely confusing, things popping up and sliding up and down. I work in on technical computers all day and was frustrated. Not sure if you're purposely trying to dumb it down or not	2013-10-01 17:14:50
398	Wasn't able to register to get the much needed information on the difference in plans.	2013-10-01 17:16:39
399	Please be more transparent about the problems with this site. "High traffic" is not an acceptable excuse in the year 2013. Obviously, you have some hardware that is not adequate. a) That is inexcusable; b) you have to be honest about this; and c) you have to hold yourselves accountable for the issues. As it is, you are deflecting blame back to the users for wanting to actually use the site. That is insulting to the public.	2013-10-01 17:18:42
400		2013-10-01 17:20:41
401	this is poor just like the budget not ready yet why offer if not able to handle you all talk crap about how many people this will help out then why are you not able to handle I had to take today off because of shut down would at least like to been able to check the new health care out would love to go on but will leave at this POOR POOR POOR!!!!!!!!!!!!!!!!!!!!!!!!!!!!	2013-10-01 17:29:57
402	Off to a great start, what a surprise.	2013-10-01 17:31:16
403	I got to a prod.marylandhealthconnection.gov website somehow (not really sure how). It let me get partway through filling out forms even though the regular website did not. FYI you might want to check that out.	2013-10-01 17:33:53
404	If you are going to roll out a new capability you should really make sure it works. THIS SITE IS USELESS. IT WILL NOT ALLOW ANYONE TO CONNECT. To lie and say that a high volume of users is causing problems is just another in the big lies that O'Malley shoves down the throat of the serfs in MD. I manage software development for the Federal Government and I can guarantee you that I would be FIRED IMMEDIATELY if this crap was presented to a customer. What an utter failure and disgrace that thousands of Federal employees are sitting home without pay for this piece of failed legislature and a failed system. CLOSE IT DOWN and let us go back to work! Why does waiting until it is ready not resonate through loud and clear?	2013-10-01 17:36:08
405	Should have been prepared for large volume. For those of us trying to do what we need to do, it sucks that we can't use the site.	2013-10-01 17:37:18
406	system does not work - can not shop among possible plans	2013-10-01 17:37:28
407	You had 3 years to get ready. I am frightened that this program will crash and burn	2013-10-01 17:39:46
408	Your crappy website is not working. It took three years to deliver this? How in the world are you going to deliver healthcare? Come back later and we will look at that gunshot. Great job MD. Elections have consequences.	2013-10-01 17:40:45
409	I heard on television this would be ready today. We have been lied to since Day one. When is someone going to admit they have not been truthful and it continues unabated today.	2013-10-01 17:41:05
410	website NEVER worked. all day....	2013-10-01 17:41:30
411	could not get on website all day!	2013-10-01 17:43:20
412	why the hell can't you get on the website?? pretty piss poor just like this idiotic law! Add more servers so you can log on here it's pitiful	2013-10-01 17:45:29
413	I can't look at the plans or sign up for anything.	2013-10-01 17:46:12
414	I think more staff is needed to assist more consumers	2013-10-01 17:50:50
415	Your website is down and has been for most of the day. You should be honest with people and state that rather than saying you're experiencing slow performance and delays. There is a Thank You button now so you can't even get started.	2013-10-01 17:58:33
416	How can you require someone's SSN just to sign up and view the rates? Just list the damn rates, I shouldn't have to register first	2013-10-01 17:59:15
417	Shut down most of the day and when it was up I got to the providers part and it would never load. Now it won't let me log back in at all. Horrible web service.	2013-10-01 18:05:24
418	Not good, when I finally got to where it says to get started, it said the site is too busy try again another day. That's not good since it is possible to have a site hosted that can handle 10s or even 100s of thousands of transactions at the same time. yours couldn't handle what it got. bad start.	2013-10-01 18:11:57
419	Shop one person at a time In some cases, the application has trouble processing multiple applications at once. In case this happens to you, there is a solution: shop for each person separately. The price will be the same as if you are shopping together October 1, 9:15am Consumer Support Center Update The Consumer Support Center (toll free call center) is presently experiencing unexpected connectivity problems. We expect to resolve these issues within the next hour. Thank you for patience. October 1, 8:09am We apologize for the inconvenience. Thank you for visiting Maryland Health Connection. We are experiencing connectivity issues. Please visit the site again at 12 Noon. And 10 hours later it is still not working!	2013-10-01 18:14:19
420		2013-10-01 18:15:08
421		2013-10-01 18:15:54
422	Have been trying for 6 hours and still can not get in. What a waste of time.	2013-10-01 18:23:30
423	The website was very good about explaining how good it was. But not so great at actually telling me how to "shop the selections to find the one right for me". Then when I did finally find the "get started" button, I received a message saying I could go no further due to "high traffic". What, your website has a rush hour? This was supremely frustrating as I only was seeking information about an already confusing subject. It needs to be clear and concise and working properly.	2013-10-01 18:23:52
424	This was the worst experience ever!	2013-10-01 18:31:47

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425	Website is very slow. Is it possible for material to be mailed out? I am a federal employee but would like to register to see cost savings.	2013-10-01 18:32:46
426	does not work I keep getting to many users errors	2013-10-01 18:33:43
427	does not work	2013-10-01 18:37:40
428	Please update the Consumer Information Update page with info as to when you think this site will actually be working!	2013-10-01 18:39:44
429	the web site does not work	2013-10-01 18:40:21
430	Ever since 4:00PM on 10/01/13 I was unable to log on & try to sign up for Health Care, this does not seem like it was well planned out, but what should have expected from anything involving the Government.	2013-10-01 18:42:25
431		2013-10-01 18:56:15
432	so where are the plans?	2013-10-01 18:58:19
433	Beginning of a new dawn	2013-10-01 19:00:03
434	normal for a screwed up state like maryland	2013-10-01 19:00:06
435	This is just terrible. Please get it fixed. You've had years to get this put together.	2013-10-01 19:04:13
436	Umm, I couldn't even get to the exchange, too bad, because I was curious how much more money I would be shelling out for healthcare. I make too much money for any tax credits, and it sure can't be cheap insuring every last American. Oh well. I guess I'll just forget about budgeting, I already pay 760.00 a month for my family, I couldn't budget any more than that even if I wanted to.	2013-10-01 19:07:31
437	Website was shut down at 8:05 am this morning....could not get thru at all during the day	2013-10-01 19:09:13
438		2013-10-01 19:20:26
439	Good job. Give the governor my congratulations!	2013-10-01 19:21:20
440		2013-10-01 19:22:26
441	not able to sign up	2013-10-01 19:28:12
442	I have been trying all day and I have yet to be able to access the site. Typical government waste of my Time. Get your act together add more computers or whatever is needed to fix the problem.	2013-10-01 19:29:22
443		2013-10-01 19:29:46
444	The darn thing doesn't work.	2013-10-01 19:30:29
445	does not work	2013-10-01 19:31:06
446		2013-10-01 19:36:57
447		2013-10-01 19:41:38
448	Wow, this is terrible. How hard is it to at least post a few tables with available plans and base costs.... Website fully dysfunctional.	2013-10-01 19:42:04
449	Another example of Information Technology Hacks/*ssholes: really... You did not size the connectivity of the site to handle the massive obvious influx of people who what to see what this is all about... If your IT sizing did not take into consideration that ALL Marylanders (and some from other states) were going to access this site, plus hacks who want ACA to fail, then MASSIVE layoffs of your CIO on down, and the contractors you pay, should be done... Your IT amateurs!	2013-10-01 19:45:13
450	I have been trying since 7:30 a.m. to get on the site. Your home page said it did not open until 8:00 a.m., so have tried nearly hourly since to access. It is now nearly 8:00 p.m. and still being told to try back later. Who built this site? Did they have any experience at all with web development and volume expectations? Truly a disappointment. Send me an e mail when you have it figured out and can handle the volume and I will try again. Thank you.	2013-10-01 19:47:12
451	I hope you choke on it you communist bastards.	2013-10-01 19:50:33
452		2013-10-01 19:52:34
453	Liberals.... Hire a true professional to Beta Test before bringing the site up live.	2013-10-01 19:58:40
454	Do not see the actual plans. Have logged on several times during the day and continue to get messages asking me to check back later. A waste of valuable time so far. Nothing helpful that I didn't know already other than that there are 80 plans I can't see. I just had a long wait on the phone and your representative said that the plans are not available to prospective enrollees. When I was a Federal employee I could see all plans offered, coverage and costs and choose.	2013-10-01 20:03:53
455	tried all day to start the processI thought all was ready...if this i the way its going to be...I can only see fustration for all of us	2013-10-01 20:08:18
456	Unable to access the sight get error message that it is overworked.	2013-10-01 20:12:38
457	All I want to do is look at the health plans offered and their prices and compare them. Can't make an informed decision if I can't even see the plans.	2013-10-01 20:17:47
458	I was hoping to see what my family qualify for and I do understand that there are lots of citizens trying to do the same. I was hoping the calculator was on the first page to let me get those numbers.	2013-10-01 20:42:09
459	Where are the specific plans and premiums? From what I have seen on television, the monthly premiums, copayments, and deductibles are not at all affordable. You should stop lying about affordability. This is your value judgment to seduce people into believing something that is simply not true for the vast majority of people who are uninsured. This is unadulterated propoganda.	2013-10-01 20:44:14
460	I came on this site to research what plans are available. I see a lot of information but can't find what plans are available or how much they cost. The site was attractive and the information was clearly presented but what good is it if I can't get the most important information that I need?	2013-10-01 20:48:42
461	It's been 12 hours. Really? Of course this form works though. Totally wanted my ObamaCare today. I am a little disappointed :- #governmentshutdown That's right, I used a hashtag up in here. See you tomorrow. Sleep tight.	2013-10-01 20:52:47

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462	Need Help now ? feature list phone number and then operating times. The listed operating time for Monday to Friday is 8 am to 9 pm. When I called the number 1-855-642-8572 it says the operating time for Monday to Friday is 8 am to 8 pm. the information is not consistent on website and phone.	2013-10-01 20:53:13
463		2013-10-01 20:53:55
464	tried several times to start, but unable to do so, system not prepared for heavy usage.	2013-10-01 20:59:03
465	sucks	2013-10-01 21:02:02
466	We are so grateful to Maryland and the other states are building this system. I am a employer and will make sure all of my employees have this information if fact we had a webinar set for Oct 2, but due to the shutdown we need to reschedule to October 15, 2013. We will not be deterred. Keep us the good work	2013-10-01 21:06:14
467	Have not been able to get on site all day. Giving up at 9 pm. I keep getting "site is busy, come back later". You really need to ramp this up to handle the volume	2013-10-01 21:07:14
468	Typed in a my provider's name to see which plans he was with and got a message that I had to enter a name. Don't understand at all.	2013-10-01 21:14:10
469	Seriously, how long have you had to prepare for today? There is no excuse for not being able to access this website for the entire day. This should have been better prepared. Shame on you. All this accomplished was sound bites for the Tea Party.	2013-10-01 21:18:21
470	Thank you for wasting my tax dollars. If you havent already, I hope the plan to replace those responsible for the website is well under way. It's hard to be believe how incompetent this effort was.	2013-10-01 21:21:37
471	Very disappointed with the website and the numerous glitches ran into after trying all day finally made it to the application process just to have to stop as the application calculated that my husband makes \$124,000.00 a year annual income when he only makes a little over \$1,000 every 2 weeks(bi-weekly)so anyone can tell you that amount is no where near what he makes	2013-10-01 21:24:40
472		2013-10-01 21:25:03
473	SO far, this is a big waste of taxpayer money. Why couldn't you leave well enough alone!	2013-10-01 21:25:34
474		2013-10-01 21:27:08
475	Very poor experience - could not access the important part of the site.	2013-10-01 21:36:57
476	Doesn't work at all. Nice planning.	2013-10-01 21:41:01
477	site does not even load this is sad.	2013-10-01 21:43:36
478		2013-10-01 21:49:11
479	I tried getting on this website at 08:30 AM. The site was done crashed before 9:AM on the first day of healthcare reform. I tried calling more then 5 times in the early am hours between 9-10 am. The phone systems are down. I called the media contact line and complained about the issue, the media contact guy had no idea what was going on. The media guy took my name and phone number and promised to have someone call me back. It 09:46 pm and no call back yet. There has been more then enough prep time to get these issues right. The website is reporting that it busy because of high traffic. Did anyone take it serious today when I called in the first time and reported the issues. Marylanders deserve better then this. I notice that your offices are closed and 6 pm and no one was around to assist customers because of your lack of care of fixing this issue. 6 O'clock and everyone has left for the day. UNEXCEPTABLE..... UNEXCEPTABLE..... IF your going to force us to take healthcare or be fined under this new law then someone needs to take responsibility for the issues with the phone system and website.	2013-10-01 21:49:58
480	this is a joke	2013-10-01 21:53:53
481	I tried all day to access coverage options and was unable to do so. I can't imagine not getting access at one point as I tried from this morning up to about 10:00PM. If it is indeed a capacity issue, not anticipating that is discouraging.	2013-10-01 21:59:44
482	It is ridiculous that you need to create an account to see what plans are available. Anybody visiting the site should be able to see the plans, the benefits, copays, deductibles, coinsurance without creating an account. When I make purchases from a vendor I expect to be able to see the products being offered without having to provide any information until I decide to make a purchase.	2013-10-01 21:59:56
483	at 11:00 pm still getting same message to check back later, same as 11 am, 2 pm, looks like this web site is a fake.	2013-10-01 22:05:07
484	While I can understand that your site might be slow to respond during peak hours, and indeed expected it to be a problem earlier in the day, I completely FAIL to believe that you are still "experiencing high volume" that prevents me from even ACCESSING the "get started" section of the individual sign up site at 10 PM. I didnt even start TRYING to access it until after 6pm, because I knew that it was going to be a problem during peak times today. But after 10 pm, that is "your site is messed up somehow and you are hoping people will buy the high volume excuse for as long as possible" Just tell us the truth and fix it as fast as you can. Please.	2013-10-01 22:10:51
485	Why are your servers able to handle the user capacity after 3 years of "planning." This is unacceptable and beyond. Why is this so incapable. What is the malfunction. This is unfair. Your policy should be sued.	2013-10-01 22:12:59
486	Couldn't access it all day. It's 10 at night and still too busy.	2013-10-01 22:13:03
487		2013-10-01 22:18:09
488	I have tried to get to the website for a large part of the day but have yet to get access. Is the system up and functioning at all?	2013-10-01 22:18:47
489	I have tried to get into the Individual section at least 20 times today. I have not been successful. When will the enrollment sight be up and running correctly?	2013-10-01 22:24:24
490		2013-10-01 22:25:23
491	It is unbelievable that the state government can be so inefficient as to not to anticipate the large volume of hits on this web site. Additional servers should have been ordered to handle the increase in traffic. For something as important as signing up for health care, you have been grossly negligent in your responsibility to make this a seamless and stress free application process. I am shocked and dismayed by by state government.	2013-10-01 22:28:00
492	I am so happy to finally have health insurance. Thank you.	2013-10-01 22:29:56

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
493	Your worthless system is STILL down. If this is how you run a website, how are you going to manage actual healthcare? What a sad excuse considering you had 3 years and all of our taxes to get this going. Shame on you MD.	2013-10-01 22:31:01
494	by the tyranny of the president of the united states I must get health care I can't afford. By thr incompetence of Maryland's governor I can't access the site because I use a smart phone only. and the call lines hours are the same ad mine. so can you say class action lawsuit. I can	2013-10-01 22:31:18
495		2013-10-01 22:38:17
496	Nine most dangerous words in the English language: "I'm from the government, and I'm here to help."	2013-10-01 22:43:32
497		2013-10-01 22:47:42
498	Almost 11pm and the site still doesn't work.	2013-10-01 22:51:08
499	totally piss poor	2013-10-01 22:56:14
500		2013-10-01 22:57:46
501	I tried finding pricing information on this website all day and basically, this website does not work. It continuously says that there is too much traffic and to come back later. Did you not consider that the entire state of Maryland would be trying to access this site? The information technology people who built this site must not have taken into consideration that this site needs to scale to the size of the population of the state of Maryland.	2013-10-01 23:01:44
502	Your site code has no robot control statements. (index follow no follow etc). Your servers will crawled to death if you have no control over the spiders.	2013-10-01 23:03:35
503		2013-10-01 23:07:21
504	Absolutely terrible. This is a joke and a fraud.	2013-10-01 23:08:30
505	I am not able to connect to website	2013-10-01 23:09:12
506	Site locked up and I wad not able to proceed. Lets not fail like the postal service and grt thid thing running. I'm now thinking the other party is right with delaying this plan.	2013-10-01 23:13:33
507	I have been trying ALL day, throughout the day!!! Numerous calls, only to be hung up on!!! tried the "live chat", only to get an automated "be with you in a minute", only to sit and wait over 25 minutes!!! I finally got a live person in the Columbia location, who PROMISED to call me back after noontime, hahaha, NO call!!! It's now 11:17PM, I still can't get on the website, NOR can I get through to the supposed 24/7 phone #!!! So the government is shut down, due to Obamacare, yet Obamacare doesn't even work!!! GREAT!!!	2013-10-01 23:21:06
508	I know you must find this strange, but I actually wanted to compare health plans for which I am eligible. I found everything else BUT actual plans with dollar amounts attached to them. This website is horrible. I am not sure what question it is attempting to answer. You really need to rethink your flow. I don't want Medicaid, I actually want to buy health insurance through ACA. Why can't you do that?	2013-10-01 23:22:06
509	Could not find any place where you could sign up or even check cost.	2013-10-01 23:32:08
510	bad	2013-10-01 23:34:05
511	Tried to look up my doctor. Link is hard to find. Once I found it, it didn't work. After waiting for a long time, the response is: Error. An error occurred while processing your request.	2013-10-01 23:35:14
512	11:30 at night and I still cannot get on to sign up? Seriously?!	2013-10-01 23:35:29
513	Absolutely the worst web site I've ever used.	2013-10-01 23:37:14
514	please save this message as evidence that I attempted to purchase insurance and you refused or were unable to provide me with anything other than a message that your just "too busy" ...I don't want to have to pay the fine for not having it. I think 12 hours of attempts counts as a reasonable effort	2013-10-01 23:37:43
515	Pretty useless website. I have been checking all day to see what the rates may be for coverage. I continue to get website is busy on overload check back later. Well it is almost midnight and I can't believe that in the state of Maryland the website is still busy. If the website on the first day is broken. SAY IT IS BROKEN and own up to it that you aren't ready! Why waste people's time continuing to go back and check. Also, you have links that are just circular. Way to help people to buy in to this!	2013-10-01 23:41:40
516	Really guys?! The healthcare site cannot be so popular that at midnight Marylanders still have the system down because so many people are attempting to use it. Admit it, you failed on your big day. First impressions are important and this one really sucked.	2013-10-01 23:42:09
517	busy	2013-10-01 23:42:59
518	FIX THE GOD DAMN SERVERS! If you are wanting to push this healthcare initiative and allow Marylanders to take advantage of this new health care system, then you may want to consider expanding the operating servers to handle the maximum flow of clients. This is NOT a good service providing website.	2013-10-01 23:44:01
519	The pages are significantly obscured by the semicircular "maryland health connection" logo that intrudes from the top navigation bar and the large "Need Help Now?" box at the lower left. They make it very difficult to read what's on the pages. Please get rid of the semicircle at the top of the page and at the top of the "Need Help" box and make the latter smaller and less obtrusive (farther off to the side and/or lower). Didn't you get any advice on usability when designing this site? It looks like design took precedence over usability, which is always a mistake.	2013-10-01 23:48:19
520	This is just sad..you have had since 2009 to put his together and all you have been able to pull off is a web site that says "sorry, we cant help you"I guess my choice is to pay taxes to support the exchange and then pay the fine because the exchange wont sell me insurance.....nice	2013-10-01 23:52:36
521	busy	2013-10-01 23:53:35
522	Not being able to do anything is very disappointing. I understand that it may be busy in the early hours but not now near midnight. Obviously there is something wrong with the program. Instead of saying it is busy, like you have all day, please just tell us the truth. That is all any citizen has expected from it representatives and the agency's of government.	2013-10-01 23:57:31

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
523	Where is the "marketplace"? There is nothing but descriptions of how I will be able to compare plans, premiums, and apply online, and it seems that a link or pathway to accomplish these tasks, is no where to be found. I'm very frustrated and annoyed. At least inform the public that the site is still under construction...	2013-10-02 00:01:50
524	I live in Baltimore County, in zip code 21212. Your website will not let me advance to a new screen because it does not recognize 21212 as part of Baltimore County. The zip code is in the city and the county and I am sure this is not the only zip code that does that with baltimore county/city. You need to correct the database so that it accepts these zip codes.	2013-10-02 00:39:15
525		2013-10-02 01:07:10
526	I cannot find the section that allows me to see and compare the healthcare plans	2013-10-02 01:25:36
527	Why don't you have anything about the fines people will have to pay?	2013-10-02 01:49:34
528	The site is VERY SLOW and when I finally signed up I could not even apply. The site kept kicking me out, wasn't able to get past the first screen	2013-10-02 02:07:08
529	Please enable the system to allow for the user to use Firefox in order to fill out the necessary information. I am not able to use Firefox 24 successfully to complete the online forms/questions. Specifically, when I check on some of the required boxes, the system does not recognize that I have indeed clicked on the "I agree to the terms.." box. Internet Explorer is not the only web browser in use by the computer savvy!!!! Please remember, that Internet Explorer has a history of having more security holes than Swiss cheese has holes!	2013-10-02 02:09:56
530	I have Medicare and a good secondary policy, so I am not personally interested in buying coverage through Maryland Health Coverage. However, I have been asked to help others but could find no way to examine the various plans without pretending that I am interested and quite possibly providing information which does not apply to the people who want my assistance. Is it necessary to get an account to find out the details of the plans? It should not be. My email: _____ if you have time to answer.	2013-10-02 02:28:28
531	During the completion of my application, it won't let me continue to the 2nd page. Error message reads like: "please correct phone number it must be in the format of XXX-XXXX", I entered the 7 numbers in accordance with the allowable 3 boxes. Can not continue with my application!!!!	2013-10-02 02:58:02
532	The system was very glitchy. I had to login 8 times before it said I was logged in successfully. Then the page froze for 5 minutes and never advanced to the next page where I could get started in selecting my health plan. I would also like to know if this site is powered by Obamacare or affiliated in it in anyway. My goal is to participate in the Obamacare programs.	2013-10-02 03:16:43
533	The service that you all provide in the development and implementation of the services carried out by the Maryland Health Connection, collectively, through its various channels of communication, may prove to be essential to assisting people with obtaining opportunities to receive care services which all people may be able to benefit from. Thank you for your service, care, and dedication to improving the living conditions of United States citizens and residents by facilitating cost-efficiency in the process of obtaining health care. Your tasks may be those which may result in people, if only one person, receiving care services which they may have been previously denied, whether because of a pre-existing condition, or financial ineligibility. But by participating in this program, millions of people may be able to achieve access to adequate health care services which they may be in search of. For this, I Thank you God, and I graciously extend a thanks to you, and all who have played a part in making this possible. --- While navigating through the Maryland Health Connection web site I was able to find information relevant to my health care requirements via links, videos, charts, and general information. But I did encounter issues when attempting submit personal information on the application. For instance, on the page where the name, address, and preferred means of contact must be completed, the fields which serve to offer different options, such as the "Prefix" field, as well as the "Preferred Contact Method" field seem to function improperly, whereby the icon which may allow users to select an option, remains blank when the arrows are selected. Users then have to begin manually typing into the field in order to reveal the options. For instance, the "Preferred Contact Method" reveals blank options when the arrow is selected, but typing an "M" into the field may reveal the word "Mail", as for the prefix, typing an "M" may reveal the selections which begin with the letter "M". In addition, Once I completed all of the required fields, I made an attempt to progress to the next page, but was then prompted to log-in once more, and after logging-in, I was presented with a "Bad Request" error message. These stand as some of the only issues that I identified while engaging in the process of enrolling into the Marketplace. If the Lord will, I will live, and I will enroll, and be one more person that may be able to receive benefits of health care services within my financial budget, due to the mercy of God, and his grace to allow for you all to put forward the work implement such a system, to support such a policy, which stands to support and promote the wellness, Safety and Happiness, and general welfare of all people. Thank you, God Bless the United States of America May God bless us all.	2013-10-02 03:43:01
534	Why do I have to give my SSN, create an account, etc. to view and compare plans? That is preposterous. You may want to take a look at ehealthinsurance.com to get a clue as to how an insurance website should function. Somehow I knew you government idiots would fuck this up. You half-ass everything. Pathetic would be an understatement.	2013-10-02 03:44:32
535	Nothing about retired individuals. I tried to do a search on the words "retired", "retirement", and even "retire" - what were the results? Not found! How could that be an answer?? I am retired on a disability and I do get health insurance with my old employer, but I've read that since my income is so low I should get a subsidy. That is why I came to this website today. But I could not find anything about this issue. You should at least have questions, commonly asked questions for those who are retired. We are also at risk. And note, I think that the Affordable Care Act will go down in history as one of the best things this President and Congress has done (well, except for those crazy repugnant republicans who have shut down our government).	2013-10-02 03:54:24
536	Every time I enter my phone numbers it tells me I am not entering valid numbers in the proper format. I am entering them in the boxes provided. This site is a nightmare. I've never seen anything this poorly done in 20 years of operating computers.	2013-10-02 03:58:42
537	To create an account, it will be helpful to know what information is been validated. I received a message that my identity is not able to be verified, which is very vague. It will be nice to have a page on creating an account and what information to put in....	2013-10-02 04:03:53
538	Whenever there is a HELP question, it is preceded by the picture of a large blue circle with an arrow pointing at the question. On all websites where I have seen something like this)button with the arrow inside)it allows one to PRESS the Button to go to that help question. But your website does not allow this to occur. Every time I press the round button with the arrow pointing to the question I want answered, nothing happens. I have to press the question's words instead. This is not quite the standard, nor is it user-friendly. Why have those big blue buttons, with pointed arrows, if you don't use them??	2013-10-02 04:06:33

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
539	Cannot get past confirming identity just after enter name, address, etc. Two of 4 questions to confirm identity are not valid for me and no option is available for N/A Cannot continue without all 4 being answered!	2013-10-02 04:24:33
540	I set up my accountexcited to look at the cost of the different plans. I click on the browse for plans link, which has Q and As. 1) nothing came up using chrome, so I switched to explorer, but still got no information regarding the available plans. Then I go back to click to purchase plans without assistance.....reenter information that should already be stored in my account information, but then sayserror does not match etc etc. I try again. error again.... Anyway..... I am wanting to look at the available plans so that I may advise others what is available, but I still cannot get to the information. This is extremely disappointing. I can imagine that all the other users, not as dedicated as I, must want to throw up their hands and never come back. I hope these problems will be fixed SOON!! :(2013-10-02 04:42:47
541	There is a possible program problem on the web page containing the application for an Account. There are two problems I encountered. The first is the way the regular zip code field was defined. Instead of it being defined as a five character numeric entry, someone designed it as five separate SINGLE numeric entries. This becomes a problem because 1) those using automatic shifts to numerics, where one's keyboard stays in numeric mode until the entire field is entered, now find their numeric mode reset back to alpha after each numeric character is entered. For example, if the entry is a five position numeric, I hit shift to go into numeric mode, and then type in five numbers. As it is now, five separate single fields, now I have to hit shift to go into numeric mode, type a number, my keyboard resets because it is a single entry field, I have to hit shift once again, type a number, my keyboard resets once again, and so on. Very frustrating, and not user-friendly. 2) how would you validate this field against the postal office address database? One cannot compare five single numeric entries against a five position numeric field, or it may give you problems. Also, if you have it entered as five position numeric you could do better screen edits to validate the entry itself. The second problem with your website account application is with the ZIP plus four entry. 1) I believe it's incorrectly coded as four single numeric fields instead of one four position numeric field, and 2) currently I CANNOT GET THE ZIP PLUS 4 INPUT FIELD TO ACCEPT ANY CHARACTERS I INPUT! That's a big problem. Note - I am using a Motorola Xoom tablet, but am visiting your Full Website using the Chrome browser by Google. I'm also a retired, on a disability, system's analyst, with years of experience in designing input/output screens for our Users, including writing edits, error messages, and with validation.	2013-10-02 04:51:53
542	Attempted to Create Account using my Tablet - at full website, using Google chrome. When I came to the Zip plus 4 entry, the page would not allow me to input my plus four zip code. So I went to the next field, email address. When I began entering characters I realized that the page was not allowing me to make any inputs. I checked other input fields - I could not enter anything nor make changes. I had to Cancel. I was not able to create an Account today!	2013-10-02 05:04:26
543	Failed multiple attempts just to create an account: got hung up on identity verification page multiple times, got through the identity process once but then got hung up while trying to create a password and when tried again got hung up again in identity process abandoned web site after wasting 40 minutes just trying to open an account. I've never had such difficulty with something as simple as opening an account on any other web site I've ever used.	2013-10-02 05:34:06
544	I have tried for three hours to enroll in Medicaid. I finally was able to start the application but it kicked me out several times and I had to restart it all over again. I finally started saving and exiting in order to not lose the data I entered. Finally I completed the income eligibility section and submitted it and it said I was eligible. Then when I clicked to enroll in Medicaid, as soon as I tried to look at the info for MCOs it again kicked me out of the application process and said there was an internal error. When I relogged on, all my previous data and application were gone. It's been 3 hours and I give up.	2013-10-02 05:35:30
545	Day Two 10.2.13 5:41am Still cannot get in wants me to create a login. I click on create, wheel just keeps turning. If I cannot get in by the end of this week, I will come in to do my fiancé's insurance. Also, Too many graphics.	2013-10-02 05:44:19
546	I do not understand why I am not allowed to view the health plan choices and prices without creating an account.	2013-10-02 06:27:31
547	It was extremely slow, the page took forever to load. (I will note that I have been trying since 5am and it is now 6:30 am. it skipped sections like "identity questions" so when I went to make an account it gave me an error message.	2013-10-02 06:36:34
548	You need to cut through this and show the actual plans. So far all I get is ancillary information. I want to see the actual plans and costs and there seems to be nothing on the website for this.	2013-10-02 06:40:06
549	I'd like to be able to browse the plans available, with prices, without having to create an account or give the government my personal information.	2013-10-02 06:46:15
550	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /CitizenPortal/leg/ProcessScript.do?executionID=2574159030763126784 Error Code: 0x386f0159 Error Text: DPVWVA0345E The request was too large to store in the session cache. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem. 2nd Time Around!! Bad Request The server received an invalid HTTP request. Explanation Possible causes for this message include: • Incompatibility between the browser and the server. • A problem with the browser. Solution Contact your MDHIX Support Representative Third: Online form will not take telephone number, Requires xxx-xxxx, However the form has 3 boxes for (I assume) to be Area Code, Exchange, Number. Will not allow an Input as "required" FORMAT INCORRECT. This site is a mess.	2013-10-02 06:52:33
551	I was not able to create an account -- the web site hangs after pressing NEXT on the Identity Questions page	2013-10-02 06:57:28
552	Really, I have to create an account in order to see anything useful? Poor design - frustrating to the end user, inefficient use of resources on your end, especially when you're getting bombed to death with people just looking for options and not ready to sign up for anything. Like I want to sign up and provide PII in order to just browse what might be available. You could design things to just ask a few questions to determine status, without creating an account on your backend servers...	2013-10-02 07:08:54
553	Where are the charts that compare plans etc. Awful site. Very little useful information.	2013-10-02 07:20:33
554	It's all BS.	2013-10-02 07:22:13
555	I would like to apply for the healthcare plans but I can't even create an account. I have been waiting on the same page since yesterday morning with no results. please fix the problem.	2013-10-02 07:32:23
556	The link to follow you on twitter works fine. Nothing else does. I've been trying to do this for over three hours now. What the fuck are you people doing? This is pathetic.	2013-10-02 07:52:03
557	This is really bad, so hard to get information. system just sits and hangs. very poor design	2013-10-02 07:52:48

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
558	a waste of time	2013-10-02 07:54:38
559	Day 2 Tried numerous time to visit and complete a registration account and was unsuccessful. First time was told they could not verify me. Second time filled out forms and waited for over an hour and get a message ACCESS DENIED. UGHHHH Very unsatisfied. Maryland has known this time was coming for years.	2013-10-02 07:56:19
560		2013-10-02 07:57:25
561		2013-10-02 08:01:24
562	Terrible start to what has been touted as a breakthrough in health care coverage. I can see why a new site might be sluggish for a bit when it opens but it remains impossible to establish an account. The government has literally closed down because of the fight over health care so not being able to access what has been touted as one of the most prepared states (Maryland) is an embarrassment. Please get the site fixed so I and others can use.	2013-10-02 08:09:00
563	Why don't you post an easy to find cost calculator where a person can enter their info and get an idea of what their premiums are going to be. I don't want to have to search through so much BS to get an idea if this is going to be cost effective for me.	2013-10-02 08:13:39
564	You all accepted an enormous bucket of money from the federal government to open efficiently and you blew it. I am a liberal, dem and wanted this to succeed. I have been on this site 12 times to get my insurance and still cannot even set up an account. Now I have been on hold for 20 minutes at your offices listening to a recorded message about going to the web site for help. Hal Shame. Shame. Shame. If this is what it will be like, perhaps the republicans were right.	2013-10-02 08:21:39
565	So I waited for a full day to find out that I have to REGISTER for some system to find out what plans are available and their cost. Why is the plan benefits and cost such a secret. I am not going to give you my personal details just to get information about plans in MD. OPEN the plan information and costs up to the general public and don't require a login to see the details. Typical government hogwash requiring you to signup before you can see what's in it.	2013-10-02 08:28:25
566	I was trying to identify specific options in Maryland for a self-employed person w/o insurance. I wanted to see costs and coverages for bronze, silver, gold and platinum plans. I was unable to locate them on the website. By the way, I am an experienced computer users so it's NOT ME at fault.	2013-10-02 08:39:56
567	Stuck at create account today also!!	2013-10-02 08:44:20
568	I came to this website to learn what my options are and how this entire process works and what I qualify for. The website was so mired in the terminology of the people who wrote the laws, you forgot to make a website for the consumer. Just finding this website was hard. All in all...I didn't find a single thing I needed, didn't get a single question answered, and wasted my time. If you were a business with this website, you wouldn't exist because no one could even learn about your products.	2013-10-02 08:51:16
569	It appears that many of the exchanges were woefully underprepared for the amount of traffic and interest in the plans. I have been trying since yesterday to get something from the site(other than basic info), but to no avail. I do realize that I have time to sign up, but this type of inaccessibility will only fan the flames of those who would prefer to see the whole thing go up in smoke. And, it certainly adds an element of frustration to those who are eager to participate in the exchanges and the process of getting insured. I hope this can be resolved soon. Thanks!	2013-10-02 08:54:33
570	The website needs to be fixed so that the big Maryland Health Connection Logo and the Need Help Now box don't prevent you from reading a paragraph without having to scroll up and down.	2013-10-02 08:58:46
571	VERY UNSATISFACTORY.	2013-10-02 08:59:00
572	Really??	2013-10-02 09:09:10
573	Yesterday I was able to create an account (I think?) but then could not access info about available plans. Today I tried to log-in but the process was unsuccessful - I only see a white screen, nothing loads...	2013-10-02 09:13:22
574	I do not want financial assistance, and almost certainly would not qualify for it anyway. All I want is the opportunity to compare insurance plans so that I can find the best available in my budget. Your site does not allow me to do that unless I register and provide a lot of confidential personal information which is, in the circumstances, none of your damn business. Why the hell don't you make the comparative information available to everybody and save the request for confidential information for those people who actually want help?	2013-10-02 09:23:42
575	After clicking on the "create an account" link, no connection was made ... it just hung. This happened repeatedly. Out of curiosity I tried other pages on the site and had no trouble pulling up pages that had information only, but anything interactive didn't work (hint, hint). I have 35 Mbps download speed, so it's not on my end!	2013-10-02 09:27:12
576	Your site is SHIT. you can't even register. Get you're damn servers working for god sake!	2013-10-02 09:37:18
577	The Cirque de Maryland Government has way too many clowns and not nearly enough PERFORMERS!	2013-10-02 09:40:10
578	Information does not save and when the system inevitably boots you out you must stall over again.	2013-10-02 09:41:49
579	I have 2 points to make: 1.) You can't get a quote without registering, and you can't even get through to the registration screen. 2.) I assume once you get there you have to provide personal information. If I'm just looking for a quote why do I need to register? You can go to CareFirst BCBS of MD and get quotes without personal info. What other business's require your personal info to browse...NONE!	2013-10-02 09:43:20
580	I created an account but now you tell me my password is wrong. You password reset site is not working. If you can't even get a simple website right, how are you going to get my healthcare right? Stop this nonsense now.	2013-10-02 09:46:10
581	This is a mess... How much taxpayer's money was spent on this... or should I ask how much was pocketed. Another example of a democratic agenda failure	2013-10-02 09:53:03
582	I spent two hours last night and two hours this morning trying to set up an account but can't get beyond the starting point. This system does not work.	2013-10-02 09:53:14
583	Couldn't even get past the "create an account" link. Either your site is subject to a massive denial of service attack by the Tea Party or your site DOESN'T WORK!	2013-10-02 09:53:57
584	I can't tell if the website has crashed or what. I've tried several times (and waited about an hour) to have the page load where I could at least establish an account, with no luck.	2013-10-02 10:00:57
585	Initial account set up was 2 hours of waiting---not 2 minutes---and then the system just cut me off!!!!	2013-10-02 10:06:30

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
586	Can't access server yesterday or today can't see how to apply as a small business owner had great excitement about this prospect, but not able to get connected	2013-10-02 10:06:31
587	When will you be able to get on????????	2013-10-02 10:10:19
588		2013-10-02 10:11:09
589		2013-10-02 10:13:34
590		2013-10-02 10:16:25
591	Still not working. Why am I not surprised	2013-10-02 10:16:32
592		2013-10-02 10:19:16
593	Waited for 10 minutes, and still no luck the system is clocking for ever	2013-10-02 10:20:57
594	U gots no formation about da chillrens	2013-10-02 10:28:06
595	I do not accept the excuse that your servers have been swamped or that demand was unforeseen. You have had years, literally, to anticipate and prepare for unprecedented web traffic during opening day/week. Get your act together. Fast.	2013-10-02 10:31:24
596	I've been trying for (2) days now to get enrolled/ or an application to enroll, with no success. can't go on the web site to apply or have an application mailed to me either. I believe this is a good thing for people like myself who don't have medical coverage, and for our nation... But the process of getting enrolled is as frustrating as not having coverage. I want to know what kind of money I'll be spending, & the different plan options I have to choose from.. They are the only two questions I would like to have answered.. I can tell you that if it continues to be this difficult to enroll, me and many other americans will stop caring, and won't sign up and be penalized . PLEASE MAKE THIS PROCESS EASIER!!!!!! WAS HAPPY ABOUT THE CARE ACT.... BUT GETTING MORE ANGRIER BY THE MINUTE... SINCERELY AN UNINSURED AMERICAN.	2013-10-02 10:35:27
597	Why can't you provide access to information about the various plans and the associated costs and conditions (deductible amounts, etc) without my having to enter all my personal information? I am doubtful that I will want to use your exchange due to my personal circumstances, but I would like to make an informed decision and this website is not interested in informing me before it wants to force me to be enrolled. Therefore, I am not impressed by your website. I will avoid it. Another reason to leave the state of Maryland.	2013-10-02 10:40:02
598	the site would not let me create an account	2013-10-02 10:45:30
599	This is a disaster. Could not even create an account after attempting to do so for approx 12 hours over a 2 day period. Good thing the enrollment period is so long.	2013-10-02 10:50:26
600	confusing site. too cluttered to find anything. repeal ObamaCare and replace it by allowing insurance companies to compete across state lines. that would allow the free enterprise system to work for ALL Americans.	2013-10-02 10:54:17
601	I thought this was America. Why do you have Spanish language text on this page?	2013-10-02 10:55:56
602	Day Two and still not able to even get started. So much for the "four hour delay" reported by the press. Try 27 hours...and still counting. I now see what \$160,000,000+ buys, nothing! How much health care would that buy? Keep trying and I'll keep checking. (I have to, I have no where else to go!)	2013-10-02 10:58:42
603	OK guys and gals. Day 2 and the website is still totally non-functional. Being patient here, but how about a notice saying when you think you will have full functionality given the load on the system. Thanks	2013-10-02 11:04:48
604	couldn't find out or find any link to the various insurance' s programs and benefits and costs to do any comparing. all you seem to be doing is trying to get people onto Medicaid! a VERY poorly designed site. do these lower cost plans mean lower coverage ? You have absolutely nothing on your site for me, or nobody else, to compare things!	2013-10-02 11:14:01
605		2013-10-02 11:14:34
606	Couldn't get in yesterday. Still can't get in today. Unacceptable non-performance. If you can't handle this implementation, I have ZERO confidence in your ability to keep my info safe.	2013-10-02 11:15:52
607	Where is the list of insurance agents and brokers authorized to sell policies for the Maryland Health Connection? Your site makes it look like the only sources of assistance are the Connector entities and the Call Center	2013-10-02 11:17:41
608	I am a supporter of the ACA. Have tried all AM today to set up an account. System just searches/waits. This is unacceptable. (Not my PC -- it less than one year old.) Please fix this now!	2013-10-02 11:29:56
609	I have attempted to access the sight since it went live yesterday and have been unsuccessful with every attempt regardless of the time of day.	2013-10-02 11:31:32
610	Not able to get to the "create account" information. Been trying the site since 10am on 10-1-13.	2013-10-02 11:32:45
611	You're web site is SHIT! I can't even create an account. Get you're damn server working. Pitiful.	2013-10-02 11:34:02
612	The website is confusing so many loop backs, lack of information...topics but no details. This thing sucks!!!!!!	2013-10-02 11:34:05
613	Apparently there was not anticipation regarding the number of potential users. You all have to get better...	2013-10-02 11:34:25
614	Still can't use the site. It's extremely creepy and backwards, by the way, that one must create an account in order to view the actual health insurance products. Until I know what is being offered, how do I know if I wish to participate -- usually one doesn't create an account just to browse. I'm hopeful about Affordable Care and do anticipate participating, but this point is an important one, I think.	2013-10-02 11:35:00

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
615	Second day of trying to sign up for individual coverage. The website was poorly designed; no quick way to create an account via a visible link. The website has crashed for two consecutive days. The call-in center is staffed with friendly staff (based on 3 calls to date), but they haven't been given the tools to help: they lack PCs at their desks! So even if the system was working, they cannot efficiently complete an application. All of this shows poor planning on the part of the State, which certainly had enough lead time to design and implement an efficient system; unfortunately, they have not. Justifications of unanticipated high volume beg the question: why weren't you prepared? Moreover, the program itself was poorly advertised -- especially in low-income neighborhoods. I have not seen one scrap of printed information about this program. Not one. (I received the phone number for MHC from a lecture at UMaryland.) In sum, shame on Maryland Health Connection.	2013-10-02 11:52:14
616	The site isn't remotely ready for prime time, and it clearly isn't because of heavy traffic. The site is riddled with bugs. Dropdowns don't work at all, the site flashes a FAQ (that is impossible to navigate away from) instead of a list of policies, tooltips are not working, and the automatic callback on the customer service line still hasn't called me back after 4 hours, among many, many other issues. I *still* can't even browse the available policies. And the site, incredibly, does not save any profile information between sessions--I have to keep reentering my family's information with every failed effort to access the list of available plans. Money and time were badly wasted on this site.	2013-10-02 12:04:33
617	HOW THE HELL YOU SUPPOSED TO CREATE AND ACCOUNT WHEN IT DON'T WORK????? GET THE DAMN SITE WORKING YOU IDIOTS!!	2013-10-02 12:09:59
618	It took a while to find the place to click to Sign Up. It should be much easier to see, not under some mouse over mess. Yesterday your site was unresponsive at first, then you blocked access to the sign up area. Today, I can get to the step where I click on "Create Account" before it freezes up. Still a useless website, wasting our time. This is truly lame. I have hosted many websites, built the servers, scaled up & down on-demand. This is not rocket science, so the demand should have been anticipated and the ability to scale up quickly well established for the first day. :(2013-10-02 12:10:28
619	You are still stuck on the Create Account page and not being able to go anywhere. The site message said "Up to 2 minutes delay" but in reality the wheel keeps spinning in wait for 20mn or more.	2013-10-02 12:12:29
620	Fix you're damn site. You can't even register. been trying for hours!!!!!! complete shit	2013-10-02 12:18:13
621		2013-10-02 12:18:38
622	The following sentence does not make sense and is poor use of grammar and the English language. "Use this application if you would like to apply for health coverage and help paying costs for you and others in your family." I believe what you wished to impart is the following. Use this application, if you would like to apply for health insurance for you and your family and secure help paying for the same.	2013-10-02 12:25:27
623	Every time I go to get started it ask for name and password. I don't have name and password yet and it won't let me get them!	2013-10-02 12:31:01
624	you have to be able to scale this application in order for anyone to access it. I have been unable to create and account since it opened.	2013-10-02 12:36:33
625	I was trying to make an account but the create account disappeared	2013-10-02 12:37:52
626	The system is not working. Please post a note regarding accurate waiting times. I have waited over 5 hours with no response.	2013-10-02 12:40:08
627	I would like to create an account, but can only get to a "Log in" screen. Where do I create a user name and password?	2013-10-02 12:43:19
628	Website does not provided the ability to create a new account	2013-10-02 12:46:31
629	why am I getting this when I try to sign in? Valid Administration Commands: pkmslogout - logout the current user session (Not valid for clients who authenticate with Basic Authentication or SPNEGO. BA clients must exit their browser to properly terminate their session. SPNEGO clients must log off from their workstation) pkmspasswd - change password for logged-in user	2013-10-02 12:48:57
630	Great way to go. Offer insurance on a site that doesn't work. Didn't really expect much from Maryland anyway.	2013-10-02 12:49:45
631	I am trying to fill out an online form to apply for healthcare with disability medicare A & B plus prescriptions and I cannot find a way to apply	2013-10-02 12:58:21
632	Can't do a search of options, can't log into website, can't reach anyone on the phone. Typical, awful, horrible, Maryland services. One of the worst states in the country.	2013-10-02 12:58:27
633		2013-10-02 13:01:04
634	Went to the get started page and there is no tab to create a profile. So I was unable to go any further. I have had the issue several times. How can I look at what is available when I can't even create a user profile. Very poor set up. I can tell that this was in no way ready to go live when it did. If this what I can expect for the entire process?	2013-10-02 13:02:19
635	Where do you sign up? No info at all. This is way too difficult.	2013-10-02 13:03:29
636	Why is all the information so non-specific about plans? I can only find the vaguest answers to questions. There are no examples of plan prices or ranges, nor of subsidy ranges for different ages/incomes. That would have been much more useful information. Also, why do you have to create an account to merely browse the health insurance plans? That's dumb. Everyone should just be able to see and compare plans. I can't even access the account making steps -- the website will only present a form as if you already have an account and then when you try to log in with the user name and password you want, it rejects you instead of taking you to an account making page. Also, there doesn't appear to be a "create an account now" button on the main home page. Today and yesterday I have checked several times and can't get beyond the top webpage.	2013-10-02 13:05:13
637	get it together. Jan Schakowsky, U.S. Representative for Illinois's said they actually signed up more than 10,000 people as of 8:00PM last night. Who did the State of Maryland hire to do the back-end of this project? It's a damn shame we can't even register, let alone browse the policies.	2013-10-02 13:06:13
638	get it together.	2013-10-02 13:06:56
639	I have been trying since early yesterday to get onto the website. I can get no farther than the initial screen. for a time I was seeing a "create an account" option. when I would click on it, it would be stuck there for close to an hour, then it would just go to a blank screen indefinitely. now, when I try again, all I can see is the logon page, if you previously have set up an account. there is no option to create an account. this is very frustrating. I attempted to do this on a mobile device, and was advised that this has to be done on a laptop or desktop, which brings me right back to the situation I described above. do you have any idea as to when this will be up and running smoother? thank you.	2013-10-02 13:06:56
640		2013-10-02 13:07:21

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
641	Can't log in. No option for creating an initial password. When trying to use the "reset password" option I get spun out to a "third party" software page error. I know it's only day two, but this is completely unsat. Yesterday you didn't have the bandwidth to even allow people to get in, today I get to the login page but there's no way to create an account. You've had how many years to be ready? I know the back end of the process is tricky because of all the different databases you have to access, but you haven't even got the front end working. Get it fixed.	2013-10-02 13:07:39
642		2013-10-02 13:07:43
643		2013-10-02 13:08:01
644		2013-10-02 13:08:16
645		2013-10-02 13:08:35
646		2013-10-02 13:08:50
647	were you sine up fo dis system, deys no buton tu signsup	2013-10-02 13:09:16
648	where do you get your login info or create an account?	2013-10-02 13:10:02
649	the "get started" screen only allows people who have established a username and password to log on. I can never get on the website to either access the "get started" screen or to initially set up a username and password	2013-10-02 13:11:11
650	The ability to register (create user account) is no longer visible when I go to the site to create an account.	2013-10-02 13:11:40
651	I tried several times yesterday to access your site but it was down. Today I tried to access the site but it requested a user name and password for an account THAT I NEVER CREATED. Also right now I am hold with your help line but it is taking forever. I am very interested in getting health insurance through this exchange but you need to get these glitches fixed or people will lose confidence.	2013-10-02 13:11:58
652	cannot find a link to register. That's the government for you.	2013-10-02 13:13:13
653	You can't navigate a website if it won't let you create a login. This has been a very frustrating experience. It needs to be fixed immediately.	2013-10-02 13:14:08
654	I hit the "Get Started" tab and it directed me to a login page. I need to register before I login. Am I missing something? Tried to call the customer service line but busy. very frustrated! Any info would be helpful Thanks, Rachael at _____	2013-10-02 13:15:26
655		2013-10-02 13:15:53
656	This doesn't work - I started earlier today - never was able to create a login. came back it now to complete my sign up and it doesn't give me an option to create an account (only log in to an existing one.) When I went to the forgot password page I get the error pasted further below after the dashed lines... my teen age daughter can develop websites that are more scalable than this.... Did you guys do any stress testing?? What a disaster!!!! --- Third-party server not responding. The resource you have requested is located on a third-party server. Server has attempted to send your request to that server, but it is not responding. Explanation This could be due to the third-party server being offline, or to network problems making it unreachable. Solution Retry your request later, or contact the system administrator for assistance.	2013-10-02 13:16:43
657	The website layout is clear and the information given is valuable. However, I have not been able to access the marketplace. There seems to be no way to register! For some time, there was a link available (that would not load) and now there simply isn't one. The information and overview about the marketplace is helpful, but how can we access the marketplace?!	2013-10-02 13:16:49
658	I never got the prompt to create a secure account.	2013-10-02 13:17:10
659	You have way to many mouseover popups on the front page which almost gave me a seizure. Then I got to a login screen without an ability to register. uselesssssssss	2013-10-02 13:20:43
660	when I selected get started it kept asking for a login and pwd- once I did that - it said I wasn't authorized right now this is a piece of crap	2013-10-02 13:24:51
661	"get started" took me to a login page. without an account setup option . so without a user ID and password, I can't do anything.	2013-10-02 13:27:18
662	I don't understand why I have to create an account and yet another new password just to see what the plans are. I can understand doing that if I actually decide to sign up for a plan, but I have no way of knowing that as it currently stands.	2013-10-02 13:28:42
663	Day 2, Part 2. After over three hours of trying, I finally was able to get started setting up an account. I provided all required information for an identity thief to do a great deal of damage. Then after submitting my username, password, etc., the system froze. After waiting fifteen minutes, I tried multiple times to contact the call center. Line was busy the first time and automatically cuts off in subsequent attempts. I finally refreshed the page - a big mistake. it seems the account was not created. Now, can't even get started.	2013-10-02 13:36:13
664	I never did find the plans in order to compare them, even tho I tried a number of times. In fact I got up and left to do other things, thinking when I came back I may be more familiar w/the site and be able to find them--- never did! a password box popped up and I filled it out, thinking I needed to do that to get, in only to be informed I had not done it correctly. I fell like I was going in circles. I assume my next step is to call someone to help. PLEASE make it VERY clear and simple to find them (the plans). if it is just me, and it really is easy, I apologize.	2013-10-02 13:36:58
665	Brings up blank page when attempting to view plan details. Doesn't save application data after hitting save & exit. After entering personal data and hit next it goes to a small login prompt at upper left corner of window but all data is lost. Shows my application as saved on home page but when I open it no data that I entered and saved is there. Dental plan details brings up some weird looking page of black and white lines with numbers/letters and each line says "not covered". Many more hiccups too numerous to mention. I hope you can get this straightened out soon. Very frustrating. People may just give up. My Maryland Health Connection ID is _____ another point: I had to enter _____ my first name for it to accept and verify. I use my middle name _____ and have changed it to _____ in my divorce decree in 1978 and have changed it with Social Security so not sure why I would have to enter _____ in order to for my verification to proceed? Thanks	2013-10-02 13:37:36
666	I was immediately put off by the terms and conditions. I didn't even make it past that point. I definitely do not consent to you all tracking my cookies and to know which browser I use. You want to know what web pages I visit? Really? Isn't that considered invasion of privacy? Hence the reason for your terms and conditions. I wonder how many people actually read that thing. Thankfully I did and will not be back to compare plans through this site.	2013-10-02 13:44:55
667	website still runs poorly.	2013-10-02 13:57:15

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
668	This website does not permit browsing the different plans before creating an account, like ehealthinsurance does. Very Disappointed!	2013-10-02 14:07:11
669	I wish to state that whoever is responsible for this website and whoever is in charge of this project needs to be fired. As a former State Bureaucrat, I am always conscious of the need to not do things in a bureaucratic way and this whole system that you have set up is full on bureaucratic nothingness and has little to do with getting people connected to the Affordable Act Program. This website is a disgrace and your rollout is even more disgraceful. I know this comment will never get to the level it needs to to make a difference, but for whoever reads it, those of you who are in the decision-making arena on this project should be embarrassed and should apologize profusely to the citizens who are trying to access service and especially to President Obama who has to take the heat for the incompetence of State level bureaucrats. Disgusted citizen.	2013-10-02 14:11:35
670	had to fight with the home screen to get to the individual sign-up - then couldn't open an account - just tried to load for 3 hours -- then didn't give me the option to sign up after resetting the page	2013-10-02 14:29:05
671	website doesn't provide easy access to premium options	2013-10-02 14:29:33
672	I did get an account setup, but couldn't get by the first "application details" screen when applying for a plan. It says I don't have my phone number in the format xxx-xxxx. There are fields seem to be for area code, exchange (3 digits), and remaining 4 digits. I couldn't get by this.	2013-10-02 14:33:41
673	Step 2 of application: Filled out this section, not sure if information was recorded in the database. Received error message: stated completed, but no confirmation received. Received messages: "Bad Request" - "Invalid http request" - incompatibility between browser/server; problem with browser" - "contact MDHIX support representative?"	2013-10-02 14:45:48
674	No area to register, only to login. Tried in Safari and Firefox, no luck. It was there yesterday, but due to volume was unable to register.	2013-10-02 14:54:32
675	The get started link sends me to the login screen. I can not find where to "set up" an account.	2013-10-02 14:55:24
676		2013-10-02 14:56:45
677	I clicked "get started" on the main page. That took me to a page that asked for my username/password. There was no apparent way to register from that page, and I don't have an account yet.	2013-10-02 14:59:43
678	This is the second day that I have tried to enroll. Not only is the site extremely slow but the next screen does not allow you to register. I find this very disturbing and extremely inconvenient for the user. I have tried DC's site and it works just fine. Perhaps you can borrow some of their tech people and servers to fix your problems. This is a sad commentary on what could otherwise be a truly great program. You are why the pundits are criticizing the start-up of the ACA so badly. The bad press is warranted. Fix the system!!!!!!!!!!!!	2013-10-02 15:02:59
679		2013-10-02 15:04:13
680	What a crock!!! Socialism!!!	2013-10-02 15:04:48
681		2013-10-02 15:07:29
682	Been trying to login since 8am yesterday morning when by law the site was supposed to be accessible. Still doesn't work. Government in action...	2013-10-02 15:07:32
683	After selecting "Get Started" for individuals, I'm prompted for an existing username and password to login, yet there's no way to set up a new account to establish a username and password. Therefore, I can't use the website at this time. I'm in no hurry and will come back later, but you should put a message on the site about this if you're not accepting new online sign-ups right now.	2013-10-02 15:14:36
684	The site is still down?	2013-10-02 15:15:25
685	No simple way to access specific plans with associated costs for comparison. Website just stopped working several times. If this is any indicator of the efficiency of this program overall, we are all in trouble. This is not what was promised by President Obama!	2013-10-02 15:17:11
686	No clear instructions for first-time registrants. "Connect" link takes you to a box for inputting email address and then the sign-on screen is set up for returning participants, not first-time users. Very unfortunate to have this happen with people who want to participate and have this be a success.	2013-10-02 15:17:11
687	I hope I don't get sick while waiting for the website.	2013-10-02 15:17:30
688	the information page will not take the phone number	2013-10-02 15:22:41
689	I could not figure out how I could look at the insurance options available to me as an individual	2013-10-02 15:23:20
690	I was not able to enroll because the enroll option is no longer visible on the page	2013-10-02 15:26:15
691	I am trying to locate the various plans and their costs. However, it is not apparent from the web links nor from the help (FAQ) on how to do this. If possible, can someone please contact me at _____ and provide instructions on how to do this. Respectfully,	2013-10-02 15:26:19
692	Your site fucks	2013-10-02 15:30:24
693	still does not work I tried for 4 hours for the second day and I am still unable to get on and create a account	2013-10-02 15:35:00
694	sito does not work	2013-10-02 15:37:43
695	It took a long time, and many reentries and page refreshes, but I was finally able to create an account and login. However, once I've entered my and my spouse's date of birth and tobacco use (none) and click on Browse for Plans, I get nothing. A window briefly pops up that says "Finding plans," but then it stops and all I'm left with are two FAQs on the "About your health" section. I can't move beyond them to "Find a plan," let alone "Enroll in a plan." A couple of times, I've wound up on a page that says something about an authentication error. Clearly, there's a gremlin in the system that's preventing me from moving to the next page. This has happened on both Chrome and Internet Explorer 8.	2013-10-02 15:46:48

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696	There seems to be a multitude of problems in addition to bandwidth congestion. I was unable to register for an account at all for a number of reasons. My legal name could not be used, as the last name field does not accept hyphens (dash), an issue for those who have a hyphenated last name like myself. Also, after completing the information (omitting the hyphen between my two last names and treating them as one word) the website informed me it couldn't verify my identity, and as such I wouldn't be able to use the website at the present time. Furthermore, additional attempts to re-register for an account were not available, as the option to create an account was removed from the area next to the log-in prompt where it used to be. Instead, I should call the listed number. Upon doing so the representative was very helpful and told me these issues (aside from the hyphenated last name) were confirmed problems, but could not give me an ETA on fixes, offering that I try again later and hope for the best. I hope these issues can be resolved swiftly.	2013-10-02 15:49:03
697	Your website doesn't work. I try to set up an account and it stalls out. I have tried three or four times today...waited longer than the 2 minutes...nothing.	2013-10-02 15:49:27
698		2013-10-02 15:49:35
699	I am trying to sign up but when I click the "get started" button I am taken to a log in screen but I do not have a username or password, nor is there an option to register for one.	2013-10-02 15:51:51
700	I am un-able to set up my account, the site does not give me the option. Was there then froze now does not give me the option just the sign into your account part. very frustrating.	2013-10-02 15:57:26
701	FYI the default entry page only asks you to log in, no ability to provision an account. Oops.	2013-10-02 15:57:47
702	The website will not let me register. This is the 2nd day I tried. I just want to review the benefits and to help people who do not have computers. I am a retired federal employee. It is ridiculous that one must register to see his/her options, especially since the registration feature doesn't work. The site needs a major redesign and it seems that there are many more people interested than you expected. Maybe you need to get more space from a major IT company but this is a poor/unacceptable start. Forget your deadlines for January 1, 2014. It is never going to work!!	2013-10-02 15:57:59
703	Day two and I still cannot create an account. Since I cannot create an account, I am still unable to look at my choices and prices. Three and 1/2 years and you had all the opportunity to be ready for this. This needed to be successful, with the government shutdown being used by the GOP to try and do away with this program. You have created a joke. It should have been ready!	2013-10-02 16:01:28
704	I think I was logged in (after many attempts to open the site, then create an account). When I was trying to find pricing information, it goes to a FAQ screen and gives no plan options or pricing. Very frustrating. I don't even think I qualify for these plans but wanted information. This site is not user friendly.	2013-10-02 16:03:26
705	Third try. Finally was able to set up an account, but application module is totally non-functional. Why, after setting up an account, does it prompt for exactly the same name/DOB/address/contact info again? This is ridiculous. System froze 5 times in a row after I entered all this info. Only got past the first page once, and then I got the optional SSN entry form which says "because you are NOT applying for insurance" we don't need your SSN This is stupid. I AM applying for insurance. That's as far as I ever got before the site crashed and booted me back to the login. You have much work to do. I suggest you CLOSE the site for a week or two until it is functional. There is no point in giving people a horrible first experience with this.	2013-10-02 16:05:32
706	I have never visited the site before. I am interested in applying for my family. I clicked the Get Started and it took me to a log-in. I have never registered, so I had no log-in. I could not create one. It didn't give me the option. I am leaving the site because I cannot register. Not helpful at all.	2013-10-02 16:06:01
707	Horrible Experience. Not able to get pricing. Unable to even get a user ID.	2013-10-02 16:07:54
708	The site is getting worse and worse---now you can't even attempt to register an account---nothing showing on that page anymore---it's 4:15 pm 10/03/13	2013-10-02 16:15:16
709	The website kicked me out prior to completing the initial sign-up so now I cannot log in as I don't appear to exist, nor can I create an account because it wants me to login!!!!	2013-10-02 16:18:42
710	When I clicked on "get started", the logon page came up, but there was no place for me to register since I do not already have an account. I thought I had one, but after clicking on "forgot my username" and filled in the information, it stated I did not, but it never allowed me to apply for login credentials!	2013-10-02 16:23:40
711	I could not set up an account. The only place to give my email address was to sign up for "Updates." There was no place to receive my secure log in ID, and I could not login when I tried to make up a user ID and password. I called Health Care Access Maryland, but the lady had no suggestion except to try the website again later. She could not answer any questions about Carefirst of Maryland Inc. coverage, specifically how many mental health visits are covered, and how many allergist visits are covered. I also would like to know if my allergy serum and shot administration will be covered. Is interest income counted in calculating a person's income? I sincerely appreciated that the lady at Healthcare Access Maryland did not guess at the answers. I would much rather someone admit that they do not know, than give me misinformation. Please feel free to email me the answers at _____ or call me at _____	2013-10-02 16:25:40
712	Please I need to register but I can't find the right place, only I found log in as I have already done it...	2013-10-02 16:26:01
713	I cannot figure out how to set up my account in order to begin shopping for insurance ? Very frustrating.	2013-10-02 16:27:49
714	This is a site is idiotic and annoying I want to look at policies and enroll but I lead a bunch of happy bull shit. Where does a person actually sign up for the insurance!!!!!!!!!!!!!!!!!!!!?	2013-10-02 16:29:42
715	I wanted to set up an account online and there was no area to do that. Every time I hit get started it took me to a login page with user name and password which I do not have since I cannot find where to set up initial account information. Very poor website.	2013-10-02 16:30:54
716	This is the second day I've tried to sign up for health insurance through Healthcare.gov. Healthcare.gov site sent me to this one for Maryland. Yesterday, there was a notice on your site that the site was down and would be up by noon, yesterday. Today, there is no notice or anything, just a login page that asks for a username and password, which is impossible to give since I am just starting the insurance application process! I called the number you give on the website, 1-855-642-8572, and the person who answered the phone informed me that the website was down. Why did I have to make a phone call to find that out after trying for half an hour to get started on your website? The person on the phone also said I could call another number to see if I could make an appointment to drive somewhere and make a visit with a person who would request copies of documents and so on if I wanted to sign up for health insurance. What a bunch of incompetent bureaucrats you have turned out to be!!!!!!!!!!!!!!!!!!!!	2013-10-02 16:33:00
717	Site requires account/password but there's no way to setup an account/password!	2013-10-02 16:37:31
718	How do you create an account when it will not let you???? I clicked on get started and it wants you to login not create one??? Click on need help and you get nothing.	2013-10-02 16:38:50

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719	There should be a simply link to register people who do not have a username and password.	2013-10-02 16:48:34
720	I am an individual seeking to explore my options through the Maryland Health Connection. While I understand that the website is newly opened and therefore I expected there to be long wait times and loading times, I was unable to find where to "Create an Account"... when I clicked on "Get Started", I was taken to a login page with no option through which to create a new account. Hopefully, these wrinkles will get ironed out soon. I will check back again in a few days, I just wanted you to be aware of this issue!	2013-10-02 16:52:10
721	I cannot even register for an account. I'd like to be able to check my options since the wonderful state of Maryland has forced me to have to look for new insurance coverage because the state won't let me keep my existing Aetna plan that I was perfectly happy to pay for. Way to go Maryland...so many of us don't have the time or desire to look for new insurance coverage.	2013-10-02 16:53:46
722	I am uncomfortable giving my social security number on a site that tells me the information is necessarily secure.	2013-10-02 16:54:21
723		2013-10-02 17:01:26
724	could not get a screen to enter a new account, only to log on for existing account	2013-10-02 17:04:08
725	I am unable to access the "sign up" page for new accounts. the only box that comes up is the one to login.	2013-10-02 17:07:52
726	I WAS TRYING TO GET INFORMATION AND HOPEFULLY TO SIGN UP FOR HEALTH INSURANCE. I PRESSED THE GET STARTED KEY AND WAS DIRECTED TO A LOG-IN PAGE. I HAVE NOT CREATED AN ACCOUNT YET. THERE IS NO CREATE AN ACCOUNT PAGE, ALSO CANNOT GET BACK TO HOME PAGE FROM HERE, CAN ONLY LEAVE SITE ALTOGETHER AND GET BACK ON SITE THROUGH MY BROWSER. WHO ARE THE INCOMPETENT IT PERSONNEL WHO DESIGNED AND CHECKED OUT THIS SOFTWARE!!!!	2013-10-02 17:09:31
727	This is such a let down. I have been trying for two days to get access to this site. You surely must have expected high demand for the site -- how could you be so incompetent.	2013-10-02 17:14:09
728	I clicked on "Get Started" but the website will only accept an existing username/password. There doesn't seem to be any way to create a new account.	2013-10-02 17:18:05
729	I was completely unable to establish/set-up a user account on your site today. There was nowhere on the website where I could do that. And I'm not stupid. Also, there is a typo on this feedback form. See above "Difficult". Really? You need to fix that or continue to look incompetent. Understand that I really want this to work. But I am most frustrated that there is not an obvious "Click Here to Sign Up" sort of thing _____	2013-10-02 17:20:25
730	absolute complete disgrace	2013-10-02 17:23:50
731	Every time I try to get started and create an account, it asks me for my log in, which I haven't created yet. How can I log in, if I haven't created it yet?!	2013-10-02 17:24:23
732	I have been thoroughly dissatisfied with the accessibility of the website. When I try to "Get Started" only places for a username and password show up. There is no button to create a new account so I can register for healthcare. The agencies implementing healthcare reform have been hyping these exchanges for weeks now, but have utterly failed on having the exchange be accessible for individuals. Don't we want people to sign up?? This has been an utter disappointment for someone like myself who really wants this program to work and work correctly. Do better for Maryland.	2013-10-02 17:25:17
733	I see no mechanism to create an account. The log-on page asks for user ID and password, yet doesn't allow one to register as a new user first. Not good!	2013-10-02 17:25:41
734	The ability to create an account disappeared. Complete waste of time.	2013-10-02 17:26:07
735	The home page is three white men and a white woman. Something tells me that this doesn't match Maryland's demographics (75% white male, 25% white female).	2013-10-02 17:26:27
736	This website does not even have the option to create an account as it did the first day. I don't think anyone was prepared for the onslaught you would receive although someone should have been. I am getting quite angry at this site. I have tried over and over and gotten up during the night to try and get in but it just doesn't do it. This morning I called and told the person who answered said I could not be verified and he said a lot of people were getting that and to just continue to try. I have high speed fios and still can't get in. I am getting really, really angry! you need a larger server to carry the amount of people who are trying to access this. All I hear is that it is being worked on and all I see is nothing and even worse than the nothing it was yesterday	2013-10-02 17:28:04
737	I have not yet been able to create an account on the site, no doubt due to the amount of website traffic. But now the "Create Account" link is no longer showing up on the Login page. So, while it seemed at first like I was actually making progress, I'm up against a wall again! I'm glad so many people are interested but it's frustrating not to be able to create an account and, therefore, login. And, apparently, there's no way to see any useful information (e.g. the plan options) without logging in.	2013-10-02 17:30:16
738	cannot figure out how to create an account. when i hit "get started", it asks me for my username and password. I cannot find where to create the account. This site is not very user-friendly.	2013-10-02 17:33:01
739	When the website does work, there is no option to get a username and password. The format is horrid and extremely difficult to keep on individuals and families long enough to hit get started.	2013-10-02 17:36:26
740	I have both called & spoken w/people who knew absolutely nothing & tried unsuccessfully for two days to get into this website to view the available plans. I tried, again unsuccessfully, to create an again but there seems to be no way to do that either--all I can get is a login for someone who has previously registered--not something for someone who is trying to register for the first time. So, given that MD has had a long, long time to create this site & supposedly is one of the first states to get on-board w/the Affordable Health Care Act, I'd say my experience has really sucked & it sure isn't looking likely that I will be getting healthcare here.	2013-10-02 17:38:53
741	terrible, unable to get started.	2013-10-02 17:40:06
742	I keep getting the log in window but I cannot find the section to set up an account with a log in name and password anywhere on this site! Where is the online application?	2013-10-02 17:40:18
743	I have been trying for 2 days to connect online now it is not giving the link to register. What is going on???	2013-10-02 17:46:01
744	you've misspelled "Difficult" on your feedback page... not encouraging! Difficult Also, nowhere can I find a place to CREATE an account. I can get to a login page, or a "forgot my password" page. But it doesn't seem possible to create a new account in the first place. :	2013-10-02 17:46:53
745	like the whole Obamacare thing this is a disaster.	2013-10-02 17:48:03
746	Whenever I click the Get Started button a screen comes up that asks for my username and password. I have never used the website and I don't have any username/password nor do I see anywhere to enter my new information. Please help	2013-10-02 17:48:05

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
747	I was completely unable to even create an account much less search for coverage. What else should I have expected, right ??? It's beyond frustrating to spend the amount of time I did, entering information over and over again only to get nowhere. How in the world do you simply create an account to begin this process? I get to a point where it asks me if I have "forgotten my username or password"? How in the hell could I have "forgotten" it when it was NEVER set up to begin with.....	2013-10-02 17:49:16
748	Cannot locate specifics of insurance plans. Cannot locate log on section described over phone by representative. Search bar not very helpful.	2013-10-02 17:55:44
749	The application form asks for my zip+4 and my county. When I put in my zip+4 (20842-8702) and my post office city (Dickerson) and my county (Frederick) for my mailing address, the software doesn't realize that although the Dickerson post office is in Montgomery county, my house is not. It's in Frederick county. The Dickerson post office delivers to houses in BOTH MONTGOMERY AND FREDERICK COUNTIES. So the form gives me an ERROR MESSAGE and won't let me proceed any further. Could you please fix this? Thanks!	2013-10-02 17:58:28
750	I read through the obligatory information, then proceeded to the "let's get started" page where it promptly asked me for my user id /log-in. How can I have this when I have not even created an account. So I then clicked on the "need help..." and was directed to a page where I had to enter tons of profile information: name, address, phone, ss, dob, email.... and then the system comes back and says it does not recognize me! UGH!!!! If the system is not responding, won't allow me to create a profile then just tell me this rather than sending me on a wild goose chase with bogus error messages.	2013-10-02 18:00:19
751	Unable to get to page to enter information. Site takes me to a login page even though I have not created a username or password.	2013-10-02 18:07:03
752	This is unbelievable! I am college educated and ran a USDA Web site and I can make hide nor hair out of this site. I just want to see what options are available to me and what they will cost. Nowhere is this possible! It is the epitome of government speak where there are lots of words but none of it makes sense. Shame on you! I can't believe my tax dollars are going to fund this...	2013-10-02 18:07:18
753	Could not even access information.	2013-10-02 18:07:40
754	Can't figure out how to create an account - "Get Started" goes to Login page asking for User Name and Password, but of course I don't have one. Hard to Find how to Get Started - Eventually I hovered on "I am an individual or small business" but this didn't seem obvious. I couldn't get past login screen, so accomplished nothing.	2013-10-02 18:08:08
755	I was unable to get past the advertising and high level descriptions. It was hard to find the page to get started and even then, it required a user name and password with no link viewable to create a user name and password. Thus, all of my negative ratings are really due to not being able to even get started.	2013-10-02 18:14:07
756	I tried to get into the system but it never let me in. That isn't a problem. The problem is now I cannot create an account because the system believes I have one. I yet again have to go clear my cache because the option to create an account has disappeared. If more than one person uses the computer, how are the others supposed to sign up if the "Create Account" button disappears?	2013-10-02 18:15:09
757	There is no where to simply sign up. There is a login location but no sign up. How can you login if you can not sign up! All the information says you can find out before you sign up but you can't get it until you sign up and then you can't sign up. VERY FRUSTRATING!	2013-10-02 18:21:35
758	This website layout and performance is just plain sucky... hello? 1999 wants it's website back! Anyway - you need to make the plan costs available without forcing everyone to create an account and give you every piece of PII data invented. You're taking advantage of working folk who may not be highly educated or computer savvy. Did I mention the site layout sucks? Your FAQ on costs, says: You will be able to see what your premium, deductibles and out-of-pocket costs will be before you decide to enroll. You can look at the specific plans offered and find the one that's right for you based on your family size and income online at MarylandHealthConnection.gov. but it's vague enough to truly answer the question, or better yet... have a link to program costs. Bet you didn't even have anyone outside of the development team and MHC test the system for usefulness.... heck, you only had three years to get this ready.	2013-10-02 18:24:29
759	The Individual/Family "Start Here" page doesn't have a link for creating a new account.	2013-10-02 18:25:05
760	Couldn't see a quick way to see the process on how to "get started". The little tab on the banner isn't attention getting. Simplify the path for the consumer to "get started". I tried to "get started" and could not create a login. The only popup was for existing people.	2013-10-02 18:25:30
761	Unable to set up an account with a username and password. 'Get Started' tab difficult to find and when I did, it required that an account already be set up. Real Catch-22. Someone please help!	2013-10-02 18:25:50
762		2013-10-02 18:26:24
763	This site is just broken. https://prod.marylandhealthconnection.gov/CitizenPortal no longer shows the link to create an account. In my several attempts to access this page, once I was able to get through it, but it crashed before saving anything. In using my username and password (created on the attempts to create an account), it doesn't recognize it. Outside of the above, the site looks good and appears to be user-friendly. Nice and clean!	2013-10-02 18:28:10
764	What a piece of crap you commies had 4 years and 23 million bucks to build this, where did the money go ????	2013-10-02 18:32:20
765	I could not set up an account. When I first went on, I could get to the page, but when I clicked on it, nothing happened. Now it takes me to the Log-In page with no place to select Set Up Account. I can't log-in because I haven't established a user name or password.	2013-10-02 18:33:13
766	How do I sign up? I have been all over this sight & cannot figure it out.	2013-10-02 18:33:22
767	Dear Sir or Madame, I was not able to sign-up for insurance today. When attempting to Register/set-up an account, I was repeatedly routed to a Terminal with the following options: User Name: * Forgot Your User Name? Password: * Forgot / Reset Your Password? The System requests "user name" and "pass word" however not providing an option to create new account and or sign-up for insurance. I used MS Explorer and Google Chrome browsers, and no success getting past a Terminal that requested "User Name" and "Password". I was Never given the Option to create a New Account. In the meantime I printed a Form and will complete and mail-in if problem not resolved soon. Thanks.	2013-10-02 18:35:23
768	cant create account. who built this system???	2013-10-02 18:49:52
769	there is no information no data no plans listed not costs no coverage detail. Nothing..this is OZ...there is no wizard, this is crap..	2013-10-02 18:52:53

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770	You people had 3 years to get this together, and this website is a joke. Now it's impossible for me to TRY to setup my passwords. Also, my wife is a member of MHIP+ and I understand that she is supposed to get a letter from them explaining how to sign up. DON'T YOU THINK THE LETTER SHOULD HAVE BEEN OUT BY NOW? Didn't you expect a lot of people to visit your website? Why don't you hire someone who knows what they are doing and setup a real website!	2013-10-02 18:55:27
771	was not able to create an account. Only given the option of signing in with user name & password. How can I when I was not given the opportunity to create an account?	2013-10-02 18:55:57
772	I can't figure out how to create a username and password as a first-time visitor. The login page ought to have the option (where it prompts you to enter your existing username and password).	2013-10-02 18:56:43
773	There is no place to register an account on this site and the national site will not let me choose Maryland as my state when I try to register on their site	2013-10-02 18:57:07
774	When I tried to create an individual account, the screen asked me for a user name and password instead. There was no way to get back to the create an account screen that came up this morning on my computer. Tried for hours and called customer service to find out why screen went white while trying to create an account this morning. Total Frustration. Worse data entry experience I ever had with filling out an on-line application.	2013-10-02 19:01:22
775	I can't register to sign up. I access the "get started" tab at the top and it leads me to a login page, with nowhere to register. I don't understand why its so confusing to get there. Please e-mail me when it is fixed.	2013-10-02 19:03:04
776	there is no link to create an account. the website goes directly to the login, but if you haven't created an account you cannot login. this site is ENTIRELY too busy, too wordy, too much going on.	2013-10-02 19:06:20
777	this site was very hard to use.	2013-10-02 19:15:03
778	Still can't make any progress towards creating an account or enrolling or finding plans or rates what the hell are you all doing. Whose I charge of this cluster fuck.	2013-10-02 19:24:59
779	I can't even set up an account. Complete incompetence!	2013-10-02 19:29:40
780	There is no place to sign up for services. It only allows you to login.	2013-10-02 19:32:31
781	The only way to proceed is to click the small "Get Started" button on the home page (on that semicircle that protrudes into the usable area of the page. Please get rid of that semicircle). For starters, this is pretty dumb. It should be a lot more obvious--a larger button and in more than one place on the page. Second, even when I click the button, it takes me to a login page. This is clearly not the way to "Get Started"--I need to set up an account first, but there's NO INDICATION OF HOW TO DO THAT. Just brilliant.	2013-10-02 19:36:10
782	While trying to get information all it does is ask for me to confirm my identity. I never saw a page to register so there is no way to confirm identity.	2013-10-02 19:36:11
783	Can't login to get information. customer service representative had no information at her disposal, state get's an F minus for preparation, F minus for NO doctors listed in the doctor's participating list, and F minus for no prices or info on dental plan. Not any planning at all...shame on Maryland Health Depts	2013-10-02 19:39:14
784	After hitting the get started button the only information I could access was user name & password. There was no link for setting up a new profile.	2013-10-02 19:43:50
785	Tried to start registration as an individual and all I'm getting is a login prompt. If you have site issues post them on the first page do not hide it in a side link.	2013-10-02 19:43:52
786	The "Create Account" option has disappeared, rendering the site useless since I have been unable to actually create an account and view my health insurance options. I really expected Maryland to be more on top of this.	2013-10-02 19:48:14
787	You don't have a "Registration" section. Or the one you do have doesn't work. When I go to the family plan it takes me straight to the Login Dialog box asking for my login and password but not an option to register and or create an account.	2013-10-02 19:49:19
788		2013-10-02 19:49:25
789	Do not work at all	2013-10-02 19:51:27
790	This web site does not allow one to create a user name. It is a disappointment. What can you expect from an government organization. All talk, but poor execution!!!!!!!!!!!!	2013-10-02 19:56:18
791	Was unable to create a logon to go any further, your web site is not giving me the option, thats why the very bad scores. I'll check back in a couple of days, but this is a very bad glitch!!!!	2013-10-02 19:56:54
792	I can't find any links on how to create an account in order to sign up.	2013-10-02 20:00:30
793	WHERE is there information concerning premiums????? The web site appears to have been designed by an amateur!!!!!!!!	2013-10-02 20:01:11
794	This is an example of the pride of o'malley and obama execution of a law. I would like to see o'malley provide a demonstration of this web site!!!! obama and o'malley should be embarrassed! walk the talk!!!!	2013-10-02 20:05:07
795	When I clicked Get Started it told me to log in. No where does the site tell me how to set up a login id. After clicking Get Started there is no link to set up a login id or fill out any application to get the login emailed to me.	2013-10-02 20:06:39
796	I've been trying for hours to apply to Medicaid only to run in to many, many error pagos. The last one I encountered simply said "dummy" on an all white page. This is when I lost patience. I cannot believe you had years to create this site, and instead of making it actually functional, you chose to make it pretty instead.	2013-10-02 20:07:34
797	No option given to create an account. Site effectively unavailable for two days now.	2013-10-02 20:09:09
798	It won't give me the option to register.	2013-10-02 20:11:52
799	I still can not enter the site. I have not created an account, but the site keeps telling me to enter username- I DON'T HAVE ONE. I can't confirm or change a username if I don't have one to begin with. My wife is literally yelling at me because I have not checked out prices yet, but I can't because I can't even get started! Please fix this piece of shit before I have a meltdown!	2013-10-02 20:13:27
800	I couldn't even figure out how to get a username and password. It just kept telling me that it couldn't find me ... well, of course it couldn't because I couldn't find out WHERE to establish a username and password in the first place! I have a doctorate. Hello! You need a "GET A USERNAME AND PASSWORD HERE" tab.	2013-10-02 20:20:07
801	15 attempts to create an account and it brings me to the log in page	2013-10-02 20:21:49
802	this website sucks....it asks for me to put in username and password but won't give me a place to create an account!!!!!!!!	2013-10-02 20:22:13

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803	So far, have not even been able to log in after two days of trying.	2013-10-02 20:22:25
804	2nd day trying to sign up. Made it slightly farther today only to have the system freeze. Very frustrating	2013-10-02 20:24:06
805	all screwed up. can't create new account can't get started	2013-10-02 20:26:04
806	Have been trying since yesterday. Still have not gotten past identity info. Now when I try to create account on the login screen it only gives options for already created users. There is no new user link I guess I'll keep trying but this has been ver disheartening. I have encouraged all my friend (who are not pro affordable care act) to log on and check it out. As you can imagine I'm getting a lot of ... "I told you so"	2013-10-02 20:28:19
807	System will not allow new registration today. Yesterday, provide prompt for new registration but system was not responsive due to high volume.	2013-10-02 20:30:41
808	Could not create an account.	2013-10-02 20:30:46
809	Your web site is a piece of shit, and the problems I've found have nothing to do with volume. When I did manage to get in to your site, why do I get a user name & password screen when I haven't registered? "Need help now?" says your call center is open until 9, but other places on the site say 8. And where is online chat? And when I do have to resort to old 20th century technology & call, why am I not told how many callers there are before me, and/or how long the estimated wait time is? I'm not asking for anything that isn't already the expected standard for a purchasing site! God knows how much else I'll find wrong when I'm actually able to get in some day, I'm guessing, in the far future. Sloppy, sloppy, sloppy. In my private sector work I was responsible for bringing up two web sites. I would have had two additional assholes chewed, and possibly lost one or both jobs, had my work been so poor. This site proves all the bad things said about public sector workers. My taxpayer dollars hard at work...not. <u>Twings Mills</u>	2013-10-02 20:32:55
810	I am trying to find out if my family qualifies for a discounted health insurance plan. Unfortunately the website will not let me create an account. I have to sign up for my company insurance by October 9th so this is very frustrating that I can not do what I need to on this website.	2013-10-02 20:33:11
811	There is no clear way to sign up for an account. Most websites have a sign in/sign up button which allows you to sign in if you do have an account, and to sign up if you do not already have an account. Your website has only a sign in (login) assuming the person already has an account (username and password), with no option to sign up for a new account (new username and password). This is a serious problem that needs to be fixed immediately.	2013-10-02 20:33:54
812	I can not "Get Started" because I am required to log in using a user name and password. However, the site will not allow me to create a user name. There is a button to press if I have forgotten my user name or password, but there is no place for me to create an account. I have no access to any information other than your generic "help" section.	2013-10-02 20:34:58
813	I've been trying to register since yesterday and have not been able to.	2013-10-02 20:37:45
814	I tried to log in for the first time today. The site would only let me log if I already had set up. There was no option to set up. Since this was my first attempt, I did not have a user name or password. I had tried to log in before, but I could not get in because of system overload.	2013-10-02 20:40:05
815	There is not a way to create a new account. I get to the page to sign in and I don't have a username or a password to sign in. How am I supposed to access it if I can't gain access. It has been 3 days and it is still screwed up. This is something everyone knew about a long time ago and it should have been working.	2013-10-02 20:40:22
816	Can't get it at all	2013-10-02 20:40:30
817	I am trying to look at the various options available to me. Where are they? I do not even see where I can register on the site. Where do I find the 80 plus plan options so I can see what options are?	2013-10-02 20:41:42
818	I cannot even fill out the online application.	2013-10-02 20:41:42
819	I am unable to register for the site, there is not an option for new customers to create an account	2013-10-02 20:43:37
820	I don't understand the purpose of the site. I don't see anything about plans. I expected to, and if that is wrong, I suspect other people are looking for plans, as opposed to definitions which talk about the health plan but not the health plan. Much of the site is looking very promising and friendly. I have been on Massachusetts connection, and that is very confusing.	2013-10-02 20:44:14
821	How do I register? When I click "Get Started" it takes me to a login form, with no way to register for a new account. Help, my email is/	2013-10-02 20:44:50
822	The login page does not include an option to create an account and has no help displayed on the page.	2013-10-02 20:47:49
823	I realize new web content has glitches that need to be worked out. However your main page seems to be missing any feature to register, which is important. SO when I go to get started, I get the prompt to log in with a user name and password. But I had no way to register. Also your help widget lists the incorrect time apparently. It says M-F 8am to 9pm, so I tried to call at 8pm, however I got a recording that says the m-f hours are 8am to 8pm.	2013-10-02 20:48:47
824	It will not even let me create a login.	2013-10-02 20:49:18
825	GET STARTED PAGE DIRECTS YOU TO THE LOGIN SCREEN, INSTEAD OF BEING ABLE TO CREATE AN ACCOUNT SO THE SITE IS USELESS TO ME BECAUSE SINCE I DONT HAVE AN ACCOUNT I CANNOT LOGIN, UTTTERLY USELESS!!!	2013-10-02 20:51:09
826	unable to get started, because system requires user name and password, which I have not been given an opportunity to set up!	2013-10-02 20:53:54
827	I clicked get started to create an account, as instructed. It will only allow you to recover forgotten usernames and passwords. If there is an option to create an account, I have yet to find it.	2013-10-02 20:53:54
828	The site directs people to sign in but there is no registration to create a password or login	2013-10-02 20:54:11
829	Basically: FIRE the idiots who developed this website or who wrote the specifications for it... There is NO EXCUSE for not stress testing the website before launch with test data... This is anothe example of a non-professional development and rollout by amateurs... The CIO of Maryland and the Contractors who developed this mess SHOULD BE FIRED...	2013-10-02 20:55:10
830	"Create an Account" has disappeared!	2013-10-02 20:58:00
831	Clicked on "Get Started" but there was no way to create a new account. Fail.	2013-10-02 21:01:26

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832	Honestly, what a mess. I couldn't even establish an account. Furthermore, I couldn't even get help when I needed it. Your website says your phone lines are manned until 9:00pm but when you call the voice response system says 8:00pm. Another example of our tax dollars at work. Then when I did a search on the site regarding the protocol to establish an account, nothing came up in my search. How in the world do you intend on servicing the tens of thousands of people who will be utilizing this site for health insurance? Your launch was abysmal. And you have had how long to set this up and do beta testing? It's funny that a private entity can launch a major online gaming video (i.e. HALO, to name one) and their site doesn't crash. All of you should be fired.	2013-10-02 21:02:45
833	Can you please I have been trying for 2 days and have not been able to use this site. Yesterday I just could not get past this page. Today I get to the Log On Page but no way to set up a new user only a Log On Option. Can you fix this so we can hope to get a chance at Health Care. Thank you	2013-10-02 21:03:14
834	Day 2 - Still can't sign on. I actually could get through the annoying the system is busy. So now I get to a log on screen that wants me to enter my user id and password. However, there is no original page to set up the account so I have no user id or password! I check for help, searched, did everything and NOTHING! Again, useless!	2013-10-02 21:06:38
835	I tried the 'Get Started' connector and it wanted a Log-in and Password--I have not set one up! I entered my name and a password and got the message that this was an invalid log-in. Don't know what to do from there. Difficult to tell where I need to go. I am a single female, age 56, no health issues, and no insurance at this time. I am not eligible for Medicare/Medicaid. I am a substitute teacher, not a lot of income. I have found this frustrating from the word Go. My email	2013-10-02 21:06:45
836	I understand the high volume of traffic trying to sign up or take a look at the options available but I believe the fact that we cannot access the website yet is making it look bad for the affordable care act as a whole. I am a full supporter of the affordable health care and I am excited to be purchasing health care but its been two days and I can not even explore the options available.	2013-10-02 21:15:15
837	When I clicked on "Get Started" it took me to a login screen, but I had not set up a login or password yet, so I couldn't get into the system. I couldn't figure out how to set up my account. HMMMM. Help? , Otherwise, the site looks good. I'm looking forward to trying it.	2013-10-02 21:18:00
838	When I "Got Started," I was prompted to log in with my username and password. However, there was no alternative prompt to sign up to receive a username and password. How can I enter a username and password if I can't put one in your database?	2013-10-02 21:18:02
839	I can't get past the Login page. I no longer get a prompt to set up an account and since I don't have one, I can't login. This morning I could fill out the account form but it would not submit; now I can't even get to that form since my only option is to login.	2013-10-02 21:20:02
840	I wanted to create an account. I clicked on "Get Started" and got a login screen for those who ALREADY had accounts. WTF! Come on - you're giving this a bad name.	2013-10-02 21:22:20
841	Clicked on the "Get Started" button to access website. No option of creating User ID and Password. Validation Messages are not displayed. Unable to create user account	2013-10-02 21:23:18
842	I can't login, there is no place to register to login! Way to go Maryland!	2013-10-02 21:26:07
843	I do not see where I can start. When I pressed the "Get Started", it brought me to a log in window. I did not set up my account yet. There has no where I can get into the application page. This is really a ridiculous webpage design. Terrible. Please make it simple and easy to access. Thanks.	2013-10-02 21:30:56
844	The get started page takes me to the login page and I have no way of creating a profile. Can not log in without a login ID and password. No directions on creating a profile	2013-10-02 21:35:54
845	While the website appears to be working today, it is not possible to register. It is only possible to log in.	2013-10-02 21:39:56
846	This is the worst imaginable experience I could have imagined. A complete waste of time, and this is the second day of time wasted I will never get back.	2013-10-02 21:40:41
847	Could not find a place to create an account	2013-10-02 21:44:38
848	Is there any chance that this Site will work? Please let me know at _____ when the Site starts working. Thank you.	2013-10-02 21:44:42
849	As individual, I could not go through the first screen, which asked me to enter my username and password. I DO NOT HAVE ANY!! At which link should I create username/password?	2013-10-02 21:46:36
850	I cannot login to the system. If I click "begin" it takes me to the login screen, but I haven't yet created any login information or account on this website. Anything else I click (forgot username/password) times out or takes me nowhere. So basically, this site is not functional for me in the slightest. Assistance in actually creating an account and being able to get health insurance would be great.	2013-10-02 21:50:22
851	at first I was not able to get to the create an account page. Now there is nowhere to create an account. All there is is the login panel. earlier today there was that with the create an account next to it.	2013-10-02 21:50:27
852	No where on the site will it let people create a new account. I spent forever trying to find anywhere to create an account and it wouldn't let me.	2013-10-02 21:51:42
853	It would be extremely helpful to see rates without the need to logon	2013-10-02 21:53:18
854	I clicked "Get Started" on Tuesday and Wednesday and nothing happened. It took me to a "login" page but did not give me an opportunity register. It just says "username" and "password". So how am I supposed to even sign up? I am using a MacBook Pro and running Firefox.	2013-10-02 21:55:13
855	Get Started asks for my user name and password. I DON'T HAVE ONE. How do I get one? Not through get started.	2013-10-02 21:59:48
856	I am tired of getting kicked out and losing all my information because it does not want to save. Whoever thought this was a good idea needs to rethink their decision.	2013-10-02 22:02:03
857	Even after a full day of trying, could not register. Every poorly designed system (from Hardware point of view)	2013-10-02 22:03:48
858	Won't allow me in without a user name and password which I do not have.	2013-10-02 22:08:08
859	WE WERE NOT ABLE TO ENROLL AS WE CAN NOT BROWSE OR CHECK THE LIST OF HEALTH INSURANCE COMPANIES.	2013-10-02 22:09:00
860	Most individuals on these sites are probably trying to look at specific plans to compare with other alternatives they may have. For those not prepared to join a plan, the need to create an account first is irrelevant to the task at hand and an unnecessary burden, especially when the process fails and one is required to start over. Moreover, this creates a server load involving database transactions and validation, which contributes to site congestion. I realize that it is too late to fix this in all of healthcare.gov, but the account creation process should not come until a user actually wishes to join a plan. I realize that this is a monumental task, but I just wish to point out the possible consequences of this design decision. By comparing the number of accounts with the number of actual plan registrations you'll be able to estimate the validity of these concerns and user time lost.	2013-10-02 22:10:58

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
861	I have been trying to "get started" but every time I click on the "Get Started" button I get a login and password box. Since I have never set up an account, I can't login. I have searched the website for how to set up an account, but it is nowhere to be found. Please fix the glitch.	2013-10-02 22:11:05
862	Beautiful site. Just not functional. I hit get started and it took me to a sign in page. But didn't allow me to actually sign up...only sign in with my username and password that I can't figure out how to sign up for!	2013-10-02 22:13:44
863	WORST USER EXPERIENCE EVER. WHOEVER CREATED THIS SITE SHOULD BE FIRED!	2013-10-02 22:15:28
864	WHERE DO YOU CREATE A USERNAME AND PASSWORD??? THIS SITE IS TOTALLY MESSED UP!!! I CAN NOT GET ON THE HEALTH CARE.GOV SITE,AND CREATE A USERNAME BECAUSE MD IS NOT ON THE LIST.... WHERE THE HELL DO I GET THIS INFO????	2013-10-02 22:17:14
865	there are probably web sites that are worse than yours, but it would be very difficult to find them. I came to the site with very simple goal: to see list of available health plans in a table form with each plan having a brief and clear description of 1-2 sentences; plan type (HMO, PPO, indemnity etc), monthly/yearly premium, deductibles, payout boundary, government payment assistance availability etc. Each plan must have a link to a more detailed information about the plan. Access to this table and underlying details should be immediate; this should be the content of your root page. All other crap (your meetings, notices, newspaper articles, your board of trustees etc etc) should be accessible through a single link off this main page; may be some people will be interested in all that. After I will look at the plan table and at details for some plans in the table, I should be able to click Subscribe/Buy link for the plan I am interested in. Then I should get an explicit page that describes the transaction: what I am buying and what I will pay. After I confirm that I want it, you should ask me Login or Register, provide my information and payment. If premiums depend on demographics (family members, their ages and gender) then show the initial table for a default value (say, family of 3) and allow me to change number of family members and their ages, then modify the table. This is the ABCs of web design. Look at amazon.com and other good sites and try to copy them. Even mediocre sites like carefirst.com do a way better job. Or, I forgot - this is Government web site. So by definition it does not work and cost millions.	2013-10-02 22:18:33
866	When I clicked on the "Get Started" button, I was directed to the login page which asked me for my user name and password. I have not logged in before, so I have no user name or password. There was no information on how to establish an account. I tried the help function and the FAQs, but couldn't find any details. I am using the Google Chrome (Version 29.0.1547.76 m) browser running on Windows Vista Home (Service Pack 2).	2013-10-02 22:23:11
867	I have been trying since yesterday to set up an account. I managed to very slowly get all of my information in and answer the security questions, but the site froze at that point. I tried again today and still was unable to set up an account. I already have insurance from my employer and just want to know prices, but I can't get there without an account. I am very frustrated and dissatisfied.	2013-10-02 22:23:35
868	I can't even figure out how to create an account. I get to the login page but there is no option to create a new account.	2013-10-02 22:24:24
869	I have been trying for two days to register to no avail. It is 10:30 at night and the website is not functioning properly.	2013-10-02 22:25:34
870	I have never seen such an amateurish attempt at cobbling together a website. I was successful at completing the enroll form once today; afterwards, your site told me it couldn't identify me from the information given, even though I filled out everything you asked for. I called the number you so graciously provided to try to complete this thing. After a 45-minute wait on hold, a cheerful lady was eager to help me. It was almost worth the wait to hear her say, "You'll have to try again later; I can't get the page to load." I haven't even gotten that far since then, try as I might....	2013-10-02 22:26:33
871	Your website was not user friendly and needs a RE-VAMP and RE-Organization. All I wanted to do was to compare different premiums and different out-of-pocket expenses for different plans BASED ON MY INCOME yet I couldn't find a site that could help me compare. Yes I knew that there are platinum, gold, silver, and bronze, the higher premium you pay, the less out of pocket expenses. But I wanted specific numbers. I used "get started" button yet it requires a login which I didn't have and it did not explain how I could create an account. I clicked on the purple "Need Help Now?" and typed in "compare plans" and "create an account," yet the page that came up didn't really compare costs of each plan or explain how to create a login to get started. There are so many pop-up pictures and windows that prove to be very distracting. Get rid of the head banner "Maryland Health connection"--it stays on constantly and actually blocks the text and views underneath it. The federal government's healthcare.gov website is more user friendly and streamlined. No complaints there.	2013-10-02 22:28:19
872	I tried to make an account "get started" and was unable to. Please send me a link to a functioning page where I can get started.	2013-10-02 22:29:55
873	There is no way to register.	2013-10-02 22:35:14
874	How It Works says "compare plans". Where are the plans? The place where it says Compare Plans doesn't link there, Getting Started takes me to a log-in page where I cannot create an account. Did anyone try to use this site before it was launched?	2013-10-02 22:35:59
875	When I click on get started, it asks me for my login information, but I don't yet have a login. How the heck do I get a login when the page to create it demands I enter the login I don't yet have Get real and fix your site P.S. I have a PhD and have managed an IT department, so if I can't make you site work, you've done an incredibly crummy job	2013-10-02 22:47:40
876	When I click 'get started' it takes me to a login page but doesn't allow me to start a new account.	2013-10-02 22:51:08
877	I am trying to apply and there is no button to sign up for a new account. It only asks me to log in.	2013-10-02 22:53:20
878	There is no way to sign up... I have tried all day. There is only a login component but that is all.	2013-10-02 22:53:51
879	It's not working. I can't sign up -- I can't even look up what the cost of the different programs would be!!! I'm brought straight to the Login page with no way to create a username. I hope you are working on fixing this quickly!!	2013-10-02 22:55:02
880	information all over the screen, get rid of the many scrolling windows, no where to register your user name, and can't log in without the user name. Going around in circles, and I'm not a idiot. Really anxious to get started.	2013-10-02 22:56:41
881	I can not log into start a new account. there is no option for that at all when you click "get started". How can you expect residents to comply with this mandatory process if we can not even log in????	2013-10-02 22:57:59
882	was unable to create an account to get started.	2013-10-02 22:58:45

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883	I am unable to find the page to set up an account. When I click the "Get Started" link, it asks for my username, but when I click "forgot username," the page refuses to load, and I can't find any other way to set up an account.	2013-10-02 22:59:15
884	Mobile based system not available? Now to drag myself to the library to use a desktop. And this is supposed to be easy? Typical Government at work. Keep the government shutdown.	2013-10-02 23:02:42
885	could not set up a new account or view costs	2013-10-02 23:22:25
886	How do you create a login? When I click "Get Started", it takes me to a page prompting for a User Name. I could not create a new login or register. I'm 36 yrs old and worked in IT, and couldn't find a registration link after 5-10 minutes of searching. Disappointed, was interested in seeing what is offered. Thanks.	2013-10-02 23:29:17
887	Every time I pressed the link to get started it told me to give my username and password. There was never any option to create an account. I tried on multiple web browsers and the results were always the same. How can I make an account? I have a chronic illness, and am in desperate need of health insurance. This website is making it impossible.	2013-10-02 23:31:04
888	The get started page takes me to Login before I could create an account and it does not give the option to create a new account.	2013-10-02 23:37:19
889	On October first I "signed" up. A screen told me that your site was having difficulties process my signup. Now I am not able to sign up or reregister.	2013-10-02 23:45:49
890	I keep trying to "Get Started" but it doesn't let me create an account. It insists I log in. When I even tried Lost Password or Forgot User Name, even to the point of typing in all my info, there is no place to create an account to continue. Other than that, the information is good. Redundant, but good.	2013-10-02 23:46:45
891	The web design team should be sanctioned for the way the http://www.marylandhealthconnection.gov homepage jumps around when one tries to click on individuals and families. It is extremely frustrating to have every other group such as small businesses, etc. pop up before one is able to enter the appropriate area of the website. It would also be much nicer if the website was 100 percent compatible with other mainstream web-browsers such as Firefox. Internet Explorer is not the only web-browser in use!!!!	2013-10-03 00:01:26
892	Now into day three (3) and still no basic function on your site. What the hell is wrong with you people? Requesting he consumer protection agency launch an investigation into this fraud.	2013-10-03 00:05:00
893		2013-10-03 00:13:44
894	I'm really good at navigating complex websites. You offer too many less important choices. "Start now" should really pop out as the first choice. I tried patiently since 12:01AM Oct 1, and finally got in. Tonight, after filling in several pages, I got a "wait" message that was, eventually, replaced with: "Third-party server not responding." The resource you have requested is located on a third-party server. Server has attempted to send your request to that server, but it is not responding." Next time, contract with a third party server that is not owned by the Koch brothers. Oh, and it appears that I will have to re-fill several pages of information, again, if and when that mystery third party server is made to do its job. I'm proud of Maryland's efforts to support this, but the execution leaves a lot to be desired.	2013-10-03 00:16:45
895	For comparison, I went and visited DC's site on my iPad, and I was able to access the account creation page in under 5 seconds. Unfortunately, Maryland's site does not work on iPads. Furthermore, when I did get to the site from a laptop, I could not find any way to create an account. I eventually accessed the account creation page manually manipulating the address to get to the right page, and when I did, it said that the server for account creation was down. This has been a miserable experience. This website is a complete and total failure. There really are not enough words in the English language to describe how pathetically incompetent this makes Maryland appear, and what's worse is that I'm not even surprised. Maryland can't do anything right. I'm so glad I'm moving to DC.	2013-10-03 00:19:37
896	I have been entering my information over & over & over & still have I gotten anywhere?? NO!!! This is absolutely a complete waste of my time. I have been doing this over & over again for the last 2 days. NOT fair	2013-10-03 00:38:46
897	2 out of the 4 verification questions have nothing to do with me	2013-10-03 01:00:30
898	1. (Note- I'm using Chrome) After (eventually) creating account, logged in and got black screen with MH logo only and nothing more. 2. Second time logging in was OK for a while - selected to look at cost of plans, got through DOB/smoking/dependent's details/etc. questions then screen suddenly switched to a weird version of the login screen with everything scrunched up to the left hand side. - screen didn't work for actually logging in. 3. Third time logging in, everything OK up until the browsing plans screen - selected browse plans, a momentary flash of "finding your plans" then screen apparently gets stuck in FAQs and no plans ever come up. At this point any attempt in to go to another browser tab and return, press back buttons, etc. and I got a white screen which is either blank, or has Please Wait or Signing In in the top LH corner - the page is constantly flashing between loading and stopping and stays stopped only when the X (stop loading) browser icon is clicked. 4. Still haven't seen any plans or costs yet. Maybe I'll try another browser. 5	2013-10-03 01:23:40
899	I spent all last night trying to just get to something after clicking the connector, then finally slowly after having to refresh the page for an hour, got to fill in my name, ss, etc. only to get to a page that said it couldn't verify my identity. Tonight I got a page that only had options to log in with a user name and password which I didn't have yet. After refreshing for an hour or so, I finally got another button that got me through the registration process. So I got a username and password and logged on but only got a black screen with your logo on it.	2013-10-03 01:56:54
900	I simply wanted to learn about rates available, however I do not feel comfortable providing my SSN just to see this information. is it possible to shop, without requiring an account be created and providing my SSN?	2013-10-03 02:21:17
901	I have tried for two days to create an account, each time the system has crashed by showing me an error page at some point during the creation process. After checking my email today..I received an account activation email. That seemed great! So I went to sign in under that user name and now..but now I'm getting a message saying the username is invalid. After that I went to try and create a new account..since it I was getting a message saying the account didn't exist...and the website is telling me I can't create an account because my information matches another user. Now I just feel like giving up on this. I don't really have the time to call during office hours and have this taken care of. I don't see where (other than in this form) I would email the exchange to have this fixed.	2013-10-03 02:23:12
902	I attempted to create an account on 10/2/2013 in late afternoon. I entered identity information up to including my SSN. The webpage hung. After 35 minutes of waiting for the next screen to appear, I exited the webpage. It is 10/3/2013 at 2:40 a.m. and I completely filled in all screens for creating an account and it returns the error message "user already exists call 855-642-8572" -- There is no way for me to access the information. I attempted to login with the username indicating I forgot the password and the system finds no record. Please contact me at _____	2013-10-03 02:45:08

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903	This has been extremely frustrating, but I'm not giving up. When logging in, even if I select "remember me", it always requires me to re-enter my password next time I log in, and I have to log in frequently because of other problems: it seems (this is just a guess, but it fits the pattern I've seen) the site has a relatively short timeout when filling out the application forms (name and address, ethnic details, second member same, and so on), and if I take too long before I press "Next" it displays a little (upper-left section of the page) Maryland Health Connection login page again, even though it still shows me as logged in in the upper-right corner of the full page. Logging in from there doesn't really seem to work. If I start over at www.marylandhealthconnection.gov and log in again, it sometimes allows me to continue with my application, and other times makes me start all over. Regarding the help text, it's less than helpful in a few cases, e.g. when filling out the application first page (name, address, contact info, etc it allows me to enter three phone numbers (home, work, mobile) each of which has three fields, but when I submit the form I get an error at the top saying "phone number must be in XXX-XXX format (or words to that effect). Doesn't say which phone number it doesn't like, and I can't find a way to enter a phone number it will accept, so (since they're optional) I leave them out. Similarly when it requires entry of a social security number, there's no help about how it should be entered; I tried the typical 111-222-3333 format, and it says it must be 9 digits. Well, that IS 9 digits, but what it wants is 1112223333. Also, it's frustrating to have to, after entering all my personal information to register with Maryland Health Connection, I have to enter almost all the same information again when beginning my application. I hope you get these problems (and whatever others I haven't yet encountered) solved soon. It's better today than it was yesterday (when I couldn't even get started due to sluggishness or failures to respond), so I still have hope. Thanks for reading this; I hope my comments help. Feel free to call me or email me if I can provide more details or clarify what I'm trying to say.	2013-10-03 03:08:38
904	This application interface is awful. All you have to do is try and apply to see one of the many problems I'm having. There has been plenty of time to work out, and test, this site. After an hour login in over and over, getting system errors over and over, and resetting the site multiple times, it looks like I now have no information entered on my application. I was as far as entering my income, but the page never showed up. My username is [redacted]. Please let me know when your site is corrected, and tested, so I can continue this application.	2013-10-03 03:35:50
905	I could not find any provision to enable me enroll. We wanted to enroll but the website has nothing for that. It's disappointingly a sabotage. People want to register if we can see where to click to do so.	2013-10-03 03:46:18
906	Site keeps crashing when clicking thru to the Next page. After crashing and attempting to Resume my application, I'm continuously redirected to a page that gives me the error ... "Please correct the following errors before proceeding. The field 'Identification Number' must be a whole number." There is NO field to enter the Identification Number. This is probably passed thru a cookie but is discarded when site crashed ... so NOW I have a Identification Number but no where to enter it. Ridiculous coding.	2013-10-03 03:53:10
907	After finally registering account (site was chocking, bottlenecking and looping), I finally created an account. Upon logging in, I found only a logo and black screen - no navigation or progress.	2013-10-03 04:46:12
908	Although when the site worked properly, it worked but when it did not it sucked. I had to repeatedly login again and several times re-enter information previously entered several times. The final straw was when the application was requiring information from me but nothing to select or enter and I could NOT go any further. The system errored out on the phone number fields as well. apparently theres a format requirement yet the fields are already parsed. Where was the QC on this project!!!!????	2013-10-03 04:50:29
909	10/1- total fail; 10/2 total fail. My ability is OK, Your Utility is NOT 10/3 Up at 3:30 AM to attempt access, 3 tries without success to get to "Set Up Account" page, 4th try a charm-- filled in basic data (The zip 4 is STUPID, nobody knows their zip 4, but I found it via another website, you don't need it, it seems a built-in obstacle). Hit next and was advised ID PROOFING NOT AVAILABLE TRY BACK LATER Will continue attempts, but the inability to manage this site is proving tea party haters correct. This mess is a train wreck. Ask POTUS if you can borrow a server from NSA, they seem to have plenty. I'm not a tea party hater, but this experience is beyond frustrating. 4:55 AM, zero results. Thanks a lot. AETNA has advised they will not renew my ridiculously expensive policy, I am uninsured as of 12/31, and I'd like to get resolved. Send me the back door the successful applicants are using Kville MD	2013-10-03 05:00:07
910	I took me two attempts, yesterday and this morning to get through the account set up. Now I have started filling out the application but have filled out the first page with basic data 4 times. First time it kicked me back to sign in screen, second time I tried to save and exit and the form was lost, third time...took me back to sign in again...and the last time, it is asking for a correct phone # and I have it right but now it is frozen and won't continue or do anything. I must say that this is a major glitch.....I have now at least 3 hours of aggravation just to get no where....except I do have a ID #	2013-10-03 06:39:09
911	finally got my account set up. now i cannot enter all my family information. it just crashes and I am back to the same page. this is frustrating.	2013-10-03 06:42:02
912	This site is so bad it's breathtaking. You had three years to build it, and this is the best you could do? Aside from the poor design, the functionality is practically nonexistent. I was finally able to create an account and get in and view plans (after about five minutes), and they're crammed into a little space at the bottom of the page, with practically no information about each one--and no way to conveniently look at them all. When I tried to click View Plan Details, it worked the first time but not after that--and most of the plan details were not available anyway. When I tried to reload the page, it went back to the beginning of the process (and why do I have to enter my date of birth to view the plans? You already have that anyway). CareFirst offers most of these plans, and their site is much easier to use. Why don't you try to fix this so it's more like their site? And then everyone who worked on this should be fired.	2013-10-03 06:44:25
913	The good: I was finally able to create an account today after multiple failures previously. The bad: Attempted to go through the application process, at least as far as being able to compare plans. Encountered numerous problems/bugs, for example: 1) the section for calculating income doesn't work very well and my income was incorrect several times, still not sure it accurately calculated deductions from income; having to enter starting and ending dates for every income/deduction entry was tedious and made more so by having to use the calendar function used on the form; 2) at certain points during the interview when I clicked next or save & exit I would mysteriously get sent to a page that looked like it was for entering http commands and asked me to log in again, which didn't work anyways, fortunately I was able to get back to where I left off by clicking on the home button and selecting the application again; 3) the search for physicians during the select a health plan interview didn't work, got several script errors; 4) the comparison function didn't work at all; 5) the link for seeing plan details didn't work at all for any of the plans; 6) I wasn't planning on signing up for a plan yet, but I don't think I could have if I wanted to the site just doesn't work well enough and needs lots of bug fixes (whoever is stress testing this site is missing a LOT of errors).	2013-10-03 07:10:46
914	Finally able to go through the account creation process. Received an email that I was successful. Tried to log on with my user name and password. System will not let me.	2013-10-03 07:12:16

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915	Have found more problems and errors: My home page shows the last time I logged on as last logged in on Saturday, January 1, 0001; while I was going through the application process I found so many errors that I decided to abandon it and start over; however when I go to my home page and click on resume application I keep getting sent back to the "bad" application ... how do I get rid of it? To make matters worse, another application I started had less errors, but now I can't access it ... I can only access the application I don't want to use! Users should be able to delete applications they don't want to keep and also have a way to save multiple applications, just like I can do with thousands of other web based programs.	2013-10-03 07:27:24
916	I finally got in! However, I got kicked out repeatedly. It wouldn't be a problem if the save and close button actually worked - well it does, but only when you are still progressing through the system. Once you exit out and return, you must start over again. At least I did. It told me my phone number format was incorrect but it would not allow me to input the numbers any other way. I had to not put in my phone number. The "bi-weekly" pay option actually calculates 2 time per week rather than once ever two weeks. Once I finally got to the health plans, it was blank and there was no way to go anywhere from that except to the beginning to start all over again, even if I had just completed the whole mess. Either there are no health plans for me or ...	2013-10-03 07:52:59
917	Third day attempting to navigate this site. After numerous attempts I've either not been able to get on site or have gotten to a point in which a message appeared to try again later. The farthest I've gotten is identity check but received a message stating it wasn't available at this time. Ridiculous!	2013-10-03 08:02:09
918	Are there any IT people that are certified working with this website!! Very Very dissatisfied with how slow this process is	2013-10-03 08:20:02
919	I've been trying to connect since Tuesday, still unable to even open an account. I understand "glitches", but this is starting to feel "structural". So, 2 questions: 1) when can I reasonably expect to be able to connect properly, and actually shop for health insurance? and 2) are there alternatives to the web site, where I can go in person, in Frederick MD? My email, in case you want to respond: _____ I look forward to hearing from someone, any one. Thank you.	2013-10-03 08:43:35
920	Wait time is too long. I can't even get past the registration process. I have only been able to enter the personal information, click Next and sit and watch Wait, which never ends. I actually left the room and went to get something to eat and drink and came back and nothing had changed. I think whoever heads up IT/Internet Services should be replaced. Maryland should have been prepared for this. I can go online to Amazon or Ebay, register and shop in less time than it has taken to not get registered in Maryland Health Connection. Did anybody think to upgrade the servers and other hardware to accommodate the increase in demand? This is for every aspect of Maryland Government. We are encouraged to use the Internet but every website has a response issue and it is growing. They could have bought some stand alones and mapped them to be used as servers to help handle the load. \$200-\$500 a pop is not expensive. How many counties do we have in Maryland. Two or 3 stand alones per county? I'm job hunting can I have a job on the Planning Commission?	2013-10-03 08:44:47
921	I have tried several times to get through the screens. Every time I try I get so far and then I am asked to sign in again. I wind up having to close my browser and reopening it. When I get signed back in I find that I have to start all over again from the start. The system will not save ANY of the information I previously entered. Even if you click "Save and Exit" the information does not save. This is very annoying. First of all, why does the program freeze up and refuse to go forward? Secondly, Why am I forced to re-enter information I have already entered a dozen or more times?	2013-10-03 08:45:14
922	This is day 3 of the ACA rollout and I can't even get past the first page. This is pathetic! I thought Maryland was at the forefront of this. Even worse, you send people to the consumer update page and it hasn't been updated since October 1 and it is now October 3. It really makes me wonder about how successful this program will be and I am an ardent supporter of the ACA.	2013-10-03 09:12:25
923	The site doesn't work. Every time I click on "get started" it takes me to a screen where I can see where you would enter your login info, but the page is shaded & I can't enter any info. It doesn't work at all.	2013-10-03 09:12:39
924	This system is just a piece of crap. I am trying to register for last 3 days and I can not even pass create account page.	2013-10-03 09:14:02
925	If the website is still having problems due to volume, there should be an updated consumer notice posted. The most recent notice is Oct 1 and today is Oct 4. If it is better to try at certain times of the day or night, it would be helpful to have the notice indicate when those time ranges are. I was able to open an account on Tuesday, but I have not since been able to get beyond the first page of the questionnaire regarding basics (which I have filled out multiple times but not been able to save and also not been able to proceed to the next page) in the "purchase" option, and also not able to shop without buying (can't get past the first page there either). THX	2013-10-03 09:15:37
926	My Mac OS 10.4.11 cannot support browsers that will display your site correctly. So unless I buy a new Mac or PC (which I can't afford), I won't be able to access your site. You have adopted a format that excludes people like me, so I assume you are only interested in attracting those affluent enough to buy the proper equipment. I thought the whole point was to make this affordable, but you've made it clear to me that I was wrong. I apologize for my misconception. Sorry to bother you.	2013-10-03 09:17:19
927	too many items on home landing page. ICONS skip around. Hard to find the start here process. Need to redo landing page. Make it cleaner and clearer for those that want to go to enrollment versus just looking for information. In the attempt to make it look good for they eyes, there are too many pop ups. Too many places for questions, design is not useful for people who are savvy using web sites and will be hard for people with little to know experience. MD site is not alot better. But I give you great kudos for the first attempt. I am sure it will get better over time.	2013-10-03 09:32:20
928	this sucks, why isn't it able to handle the caseloads	2013 10 03 09:35:37
929	will you all please fix this website?	2013-10-03 09:36:03
930	Unsuccessful for the third day!! Stuck at sign up.	2013-10-03 09:41:25
931	I was finally able to make an account this morning 10/3 after trying since 10/1 many time throughout the days) but every time I try to log in (putting in my user name and password) and click sign in, I am taken back to the sign in screen. You guys have had MONTHS if not LONGER to get this website up and running.	2013-10-03 09:49:05
932	I first checked out Maryland Health Connection website Wednesday night (10/2/13) at 11pm intending on finding out the premiums and out-of-pocket expenses for different plans based on my income level. I could not find the link that would give me that information. I clicked on "get started" and it required a login which I did not have and the site did not explain how to get an account. However, when I checked the website the next morning, I saw the link I needed, which was not there the night before ("Create an Account" next to the Login). Why was the "Create an Account" not there the night before? Was the link taken away due to site maintenance or did the link routinely disappear after Off-Hours? Please EXPLAIN if you're going to make some links invisible during certain hours. A simple phrase of "Down For Maintenance" would suffice.	2013-10-03 10:12:35

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
933	SERVERS/CONNECTIONS ARE TOO SLOW!	2013-10-03 10:15:32
934	After 3 days, I finally got to the log in page. I started entering the data, but the system shut down. If I had any choice, I would give up. I have a family and this is not an option. If I were single, I just pay the fine and do without health insurance.	2013-10-03 10:16:09
935		2013-10-03 10:17:39
936		2013-10-03 10:25:32
937	Total bumper	2013-10-03 10:36:42
938	I tried to set up an account, but got the error message "user already exists". Obviously that's not the case. I understand this site is getting hit with a lot of traffic, but with all the computer geniuses who live in Maryland, you should be able to deal with this situation. Please try to hurry up.	2013-10-03 10:55:38
939		2013-10-03 11:01:23
940		2013-10-03 11:01:38
941	This website is one of the most put together, clear websites I have seen. I work in health literacy and this is a perfect example of what a health literate website should look like. Thank you!	2013-10-03 11:23:14
942	Day three of my many attempts to utilize this system. got a bit further today. Actually had an account set up, went into add all our info. finished the page and the system froze...again	2013-10-03 11:27:33
943	There is nothing on the first initial pages of the website that show how you are to access the plans/rates that are available to you. I clicked on every topic, and even wrote in questions to search (where is plan information located), and nothing addresses this, just shows generic answers. I finally had to call the number and was told that you had to complete an application to find out the info--why isn't this prominent on the opening page??? That should be told upfront, along with the fact that you will get a pin number so you don't have to make an immediate decision choosing your plan. I wanted to have time to make a decision and find out if my doctors were in the plan before I committed to a particular plan, so I had been hesitant about completing the application. If plan access info was on the front page, then the rest of the website links would be very informative.	2013-10-03 11:41:49
944	This is such a bad way to start the Exchange. You should have told the public you were not ready to go live. At the very least, you should post the rates for the various plans BEFORE you make people waste time trying to create an account, sign in, etc. And the phone help is no better. How can your "helpers" not know the cost of any of the plans? MD was not ready to go live on October 1 and should have told the public that was the case. If this is a sign of how things will work with Obamacare, we are all in for a huge disappointment. What was all the hype about?	2013-10-03 11:43:57
945	I've been trying everyday through out every day trying to create an account, and I still cant. :(2013-10-03 11:51:23
946	Still non-responsive on Thursday!	2013-10-03 11:51:23
947	When I tried to open account it told me that my email account format is not valid. My email is: _____ Could not get any help from that page. You have to add the option to ask for help in each step of the way. Can not enter as this is my email.... Regards and good luck!	2013-10-03 11:57:25
948	With as much as we pay the state of Maryland in taxes, I am very disappointed in your inability to get this web site running properly! It has been 3 days. What is the problem? Don't say it has too much traffic because you should have been prepared for this event!!!!	2013-10-03 11:58:16
949	On the 3rd day of trying, I finally was able to the page where I have fill out the Identity infos. I had to do it several times, hit Submit but then the system did not go anywhere. On the last time, the system showed a message about Identity proofing did not work and to try later. All of these were a waste of my time filling out the Identity part repeatedly for no avail and the system did not keep the infos so you were forced to re-enter everything again and again.	2013-10-03 12:14:46
950	I'm trying to find an exemption like congress and the president have. Can't locate it on the site.	2013-10-03 12:16:46
951	Unusable :(2013-10-03 12:18:19
952	How can Login when I see no place to register first? Where do I see the various options available?	2013-10-03 12:39:21
953	The instructions are not clear or obvious. After the site crashing 2x's, I was able to create an account and receive a confirmation email. I.D. #. _____ we tried to logon 3 times to do the application process, but once I get to that page, it freezes then I receive a message that the page can not load. I do not have ink to print the applications. I dont understand why a website would be created that not only doesn't work but even the creators of it know that it doesn't work.	2013-10-03 12:39:48
954	I am unable to login and stay logged in. When I complete the questions and hit next it doesn't go anywhere so I have to start all over and the information is not saved so I have to keep filling out the same thing over and over until it takes which so far I'm only at the part where you get to enter household info. It took 3 days for me even to get to the part to where I could stat an account. I am extremely FRUSTRATED with this whole process and still have NO information or insurance I	2013-10-03 12:54:23
955	When I try to enter my personal information on the "Information About You" page, it keeps saying it is not entered in the proper 5 or nine digit format. I have tried both 20817 and _____ I these keep getting rejected. I therefore cannot use the site even though I have properly registered. Very frustrating.	2013-10-03 12:57:50
956	once I entered all my personal info, website says can't create account at this time. why is ssn mandatory but address and phone is not???Has this website been hacked already???	2013-10-03 13:11:26
957	I was able to set up an account - yay! But that took three days and now, of course, I get a black screen with just a logo on it when I try to actually look for insurance. Keep trying. But do it fast.	2013-10-03 13:12:18
958	Information on creating an account should be easy to find. I've yet to find this information. The website appears to be designed by highschool kids from Gilman or Roland Park. Also, proper load testing would have revealed issues and the need for better written code or more horsepower in the boxes.	2013-10-03 13:17:25
959	Have not been able to register as of yet due to the technical difficulties and the overwhelming amount of people trying to register as well. Will keep the faith and keep trying until I succeed. I truly understand that these type of problems can occur when many are trying to do the same thing at the same time. This is my third day attempting to register. Please do not take this response personally. I understand new software can have glitches, but I'm sure they will be worked out sooner or later. Keep up the good work because I know your administrators and technicians are trying!	2013-10-03 13:17:50

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960	The only thing I have been able to do so far is to create a login account and that was at 5:15 this morning. Even at that time, the system would not take me any further than a white screen that comes up after you login. This is day three for me trying to get something from the site. Not a good start, but it does show the unexpected level of interest in getting healthcare. I hope these access and performance issues can be resolved soon. It is fodder for critics and frustration for those who need to sign-up.	2013-10-03 13:25:41
961		2013-10-03 13:36:19
962	Two things. First, there is an issue on your ACCEPTANCE OF PRIVACY POLICY AND CONSENT page that prevents me from being able to check the box to agree to the conditions. It will not let me check it no matter which browser I use or how many times I click it. It appears to be related to the content being insecure. When I tell my browser to allow non-secure content, I can check the box. Too many users would not be able to do that. Also, even as a webmaster, I found it incredibly difficult to actually determine where I needed to go to start browsing coverage options. Eventually, I figured out that it was an option within the dynamic menu at the top, but that isn't really intuitive. It should be a clear link like all of the other topics lower on the page. Also, those dynamic menus are very quirky how they're designed. Too much changes and it's not clear if you've moused over the wrong category since the whole top section changes.	2013-10-03 13:40:40
963	I signed up through all the require steps and received email confirmation, but when I'm directed to "sign-in" with password and ID the opening page is Black with the logo visible but nothing else happens..???????? Jesse Buckles	2013-10-03 13:41:37
964	I will probably use eHealthInsurance since your site will obviously never work properly.	2013-10-03 13:57:33
965	Was not able to progress past Applicant Details section of application. Received error message indicating I need to fill in a phone number, despite all fields being filled in. No indication within application where phone number should be filled in, only red error message box at top of page. Error Message: "Please enter a valid phone number. It must be in the format of XXX-XXXX." There is no where on the application to fill out phone number in said format, phone number areas are broken into three fields: [XXX] [XXX] [XXXX]	2013-10-03 13:57:55
966	Still can't create an account. At least today there's a link for creating an account, but clicking on it just results in a timeout. Whoever designed the test protocols for this website needs to be fired.	2013-10-03 14:07:30
967	We tried to fill out an application and the Wait message appeared at the bottom of the first page, for over an hour, now.	2013-10-03 14:12:26
968	Unlike yesterday's disaster, today I was able to actually get to Create Account form and filled it out. At the set password step, the system seemed to lose its mind. It says "The selected User Name (User ID) is already in use." and that's impossible. So I went to the login screen and that says "HPDIA0200W Authentication failed. You have used an invalid user name, password or client certificate." The disaster continues. All I want is rate information. There is no good reason not to simply publish the rate information and let us all figure the rest out on our own. Your system might someday be faster and easier than paper and pencil, but currently it's not only useless, it's extremely frustrating, a pointless waste of time.	2013-10-03 14:19:58
969	Slowest application I have ever used! Each page took at least 3-5 minutes to load if it even finished at all. I created my account, that took 20 minutes, and when I went to login after submitting my credentials, I just got a black screen with the "maryland health connection" logo and that is it. Extremely bad experience.	2013-10-03 14:25:33
970	The small business/individual mouseover on the front page needs to be redesigned. You cannot access the other one without moving your mouse way out of the one you selected. If you mouse over right to left to get to the individual one, you are stuck looking at the small business section. Then you have to move way over to the left or down or up, and over to the left and get the mouse over the individual section. Needless hassle. I'd suggest making the popups just cover up the individual or small business picture and not pop up right in the middle of the screen. You can really get a headache from all the flashing going on trying to navigate that popup. I like the clean design and while I wasn't able to get anything accomplished, I'm aware of the difficulties with a launch that wasn't quite ready for the amount of people trying to access it. However, it's been 3 days and there hasn't been much improvement. Everything is still taking way too long to load. Hire a usability expert, listen to them and implement their suggestions!	2013-10-03 14:33:23
971	This is the worst designed, tested and implemented computer program I have encountered in my life. A COMPLETE DISASTER. You guys are an embarrassment to our state. Other states dont seem to be cursed with this problem.	2013-10-03 14:36:35
972	just a pain in the ass as well as your customer service I will go and find my insurance elsewhere	2013-10-03 14:40:16
973	How do i sign up and create a log in point?	2013-10-03 15:09:30
974	I have spent hours trying to create an account..and have not been able to get through the system.	2013-10-03 15:29:23
975	Finally got logged in---now as you proceed thru the pages---keep getting logged off site, and all information put in for all the pages is lost-----have to start all over again---and then the same thing happens as you are disconnected from the site, and all information is lost for all the pages-----over and over again--spent about 3 hours trying to get thru it with no success	2013-10-03 15:35:10
976	This might be the worst functioning website I've seen on the internet in the last 20 years	2013-10-03 15:37:10
977	Your site doesn't even work. If you cant even do this properly I'm starting to think I shouldn't trust you to something as important as my healthcare. What the heck is going on?!! I just need to get covered! I'm starting to think the knucklehead republicans were right about all of this...	2013-10-03 15:44:28
978	I finally got an account. When I login and go to the page to browse plans, it screws up again, I think. The damn thing was "looking for plans" for at least 8 hours today and I guess wasn't successful. Either the search feature is broken or there are no plans out there for me. I wish you'd let me know so I don't waste any more time on this...	2013-10-03 15:55:04
979	This is without question the worst online experience I have ever had. Is your technology running on a 1996 PC? I have tried for 3 days to register and I officially give up. Ridiculous!	2013-10-03 15:56:43
980	After receiving my account registration I logged on and the applicant information screen will not allow zip+4 it keeps saying not valid for county yet it is correct. It was accepted for the account creation screen. Also, had to blank out the telephone number information because the edits were not correct...kept telling me the format was incorrect, Yet the fields were filled in correctly. It would not let me go any further past this screen and it would not let me SAVE & EXIT or NEXT.	2013-10-03 16:05:38
981	I was unable to login to the site. I established a user ID and password a day ago, but I have not been able to log onto the site since. When Can I expect these issues to be corrected? Email _____ cereily,	2013-10-03 16:13:17
982	This is a joke, right? This is what I pay taxes for? You had three years to get the website ready, Is this what I can expect with my healthcare?	2013-10-03 16:25:23

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1013	Never could proceed past this one: https://prod.marylandhealthconnection.gov/selfservice/identityproofing/identityinformation/index.xhtml	2013-10-03 22:05:55
1014	I've tried numerous times since 8am on October 1st (at least 4-6Xs/day). I have yet to successfully get onto your website. It is frustrating. It's going on day 4 and I still can't get onto your site?	2013-10-03 22:07:35
1015	Please create a Android App for those who do not have internet at home but on their mobile device.	2013-10-03 22:08:04
1016	It took over 3 hours and a combination of 3 windows open at the same time to create an account today. Then when I tried to look at plans it shut down while I was trying to enter my income. No screen loads quickly, it takes repeated tries to get a screen to load, the help instructions aren't clear and neither are the questions being asked.	2013-10-03 22:11:20
1017	I can barely get past the main page without the whole thing stalling out. Even when my husband was able to get into the account portion of the website, it wouldn't allow us to search for quotes as a couple, only as individuals. For something that was meant to help a lot of people, there are too many bugs in the system yet.	2013-10-03 22:15:12
1018	I was able to create an account, and I received the "Account Registration Complete" email. But then, the system won't let me login. Keeps giving an error claiming there is a user id or password error, even tho I know I'm using the correct credentials. So I tried resetting the password. It wouldn't let me do that because it asked me to provide answers to 2 security questions for which I hadn't provided any answers. Shouldn't it pick from the 4 questions that I did provide answers to? I spoke to the CSC, and your rep said she would have Tech Support call me back - no calls. How am I going to sign up for health insurance if the system won't let me in???	2013-10-03 22:15:19
1019	Your email notwithstanding, the site is still way, way too slow. I am now trying to create an account at 10:12 when I would not expect the site to be too busy, but it has been 12 minutes and i am not yet to the page where I can create an account. I have now logged onto this site three times and have been unable to create an account three times. This is very, very bad. Did the administrators think that that because the people interested in obtaining insurance through the exchange were is desperate they have unlimited time and patience? They do not! Probably many of them are working multiple jobs! They do not have time to fool around with a poorly designed website. I'll try a few more times, and then I am going to start writing to my state representatives. This really needs to be fixed ASAP!	2013-10-03 22:25:18
1020	I wish to apply online as I am currently abroad. Where can I link to the application. I only find the downloadable one. Thank you for your help.	2013-10-03 22:34:41
1021	still unable to do anything...unable to get information...frustrated.	2013-10-03 22:35:40
1022	it would not recognize my 21811 zip code as valid for Worcester county, even with 3175 ext. I can't save or get past that information page for applying. pages would not load alot.	2013-10-03 22:41:13
1023	I was just "taking a peek"/ Congratulations on a nice site. I did not fully explore it. I am so proud to live in a state that is doing its best to get health insurance to everyone.	2013-10-03 22:46:16
1024	Has anyone with dependents--anyone at all--managed to browse the available plans? I created my account and can log in easily enough, but if I want to browse the plans before buying, I can only do it if I choose only myself. Once I add a spouse/children, all I see is a page with 2 random FAQs instead of a summary of plans--and this has been going on for the past two days. This is a major bug-that has nothing to do with user volume, and I'm stunned that after so much time to prepare this site was made live with so many huge usability bugs right from the start: dropdown menus don't work, the site insists that users enter telephone numbers in a format that can't actually be entered on the form they provide, the question mark tooltips provide absolutely no useful information (the one under "browse for plans" just says, "Browse for Plans"). And no matter *how* I browse for plans, the site says that 0 dental plans are available--there is no possible way to see the dental plans. And worst of all, the site inexplicably demands that people go through a convoluted, multistep registration process just to browse the available plans and get estimates--and then insists that those users enter the exact same information all over again when it comes time to buy. It is one of the most confusing and poorly designed public websites I've ever used.	2013-10-03 22:48:21
1025		2013-10-03 22:49:43
1026	unable to create account for third day, would like to know when system will be up and running as promised!	2013-10-03 23:13:02
1027	Still does not work its the third day I tried to get on stayed up until 1130 at night I assumed there would be less volume it does not work.	2013-10-03 23:23:06
1028	I was unable to receive any information on available plans. The website doesn't work. Disgusting that this was rolled out when it wasn't ready.	2013-10-03 23:37:47
1029	Cannot get passed identity questions as of 10/2/13 evening hours. Have tried several times at different times of day.	2013-10-03 23:37:55
1030	The registration process here: https://prod.marylandhealthconnection.gov/selfservice has failed for me many times. I'll submit the form then its still loading 10 minutes later.	2013-10-03 23:41:15
1031	I was curious to view the health plans available to me as a resident of MD, but I was not able to complete my login creation due to a system malfunction. Also, my last name is made up of two names without a hyphen. The system would not recognize my last name and gave me an error message that said only alpha characters could be used to spell my last name. I used alpha characters only, but I kept receiving the error message. Attractive site! :) I hope to be able to explore it further very soon!	2013-10-03 23:44:14
1032	I was able to create an account, but nothing more. I want to browse (I have existing coverage) and compare, and it will get me as far as adding ages etc. of dependence and once I choose browse plans --- nothing. I'm in favor of all that the exchanges promise but three years to prepare and this? Not good. Bad PR for the whole thing, too. Hope it gets better as I have relatives depending on it.	2013-10-03 23:51:32
1033	I was not able to complete my application. After filling in the information, and clicking the submit button I was immediately returned to the log in page...	2013-10-03 23:52:07
1034	The signup process is arcane and confusing. Why are there SO MANY questions about my income? Why is this necessary, if I'm not applying for financial aid (there's no way I qualify)? Furthermore, if I add myself as a household member, I show up twice, but if I don't add myself, I don't show up at all - just my wife (the only other person in my household). After spending 20 minutes filling everything out, I was told that I needed to submit more documentation (?) and then shown nothing. What was the point of filling everything out if I can't get the info online at all? Also, WHY do I have to type in my information from the very start EVERY TIME? The system doesn't save anything I've typed in at all. I desperately need health insurance as I have a pre-existing condition. The site is unusable in its current form.	2013-10-04 00:00:59
1035	There is no way to find information about coverage and benefits without creating an account. I am not comfortable with entering my SSN on this website. Please provide details on coverage on costs without having to create an account.	2013-10-04 00:17:20
1036	When completing the application it says to enter phone number in xxx-xxx format, however the application doesn't allow for that format. I also get a javascript (void) 0 error when trying to show the programs in Firefox and in Windows explorer can't see plan details at all.	2013-10-04 00:20:21

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1037	You had 3 years to develop a functional website... you dropped the ball. Fix it.	2013-10-04 00:21:11
1038	There is no way to obtain any information on insurance premiums without creating an account.	2013-10-04 00:23:08
1039	What a mess. After two days of trying, finally able to create an account only to have to continually input the same information over and over again. The program is not saving even when selecting save/exit. Spending way to much time on this. Also, was finally able to get to a verification screen that said I need to send documentation by 11/03 but it neglected to let me know what type (citizenship or income, or both?) nor did it provide an email address or fax number to send the the information to. Then the site froze and guess what, had to start all over again from the beginning. Excuses that too many hits are clogging the site is unacceptable. The interest should have been anticipated. Its obvious the creators of this site have health insurance and don't have to navigate this mess.	2013-10-04 00:33:51
1040	I have spent over 2 hours trying to add my information. When it was all in I was told I am eligible for Medicaid. Tried enrolling to no avail.. now when I try to continue with my application to TRY to get back to enrolling, it has me starting all over AGAIN which I've spent the last 2 hours doing. Worst experience ever on a website & now I guess I have to spend even more hours trying to reach someone by phone during business hours to get this done... epic fail on providing coverage easily	2013-10-04 00:36:58
1041	Have been trying to access this site since October 1, 2013. Today I was finally able to create a username and password, but haven't been able to go any further(rates and plans). Very frustrating indeed. Just wondering why this system wasn't configured to handle the anticipated website traffic that I am sure the developers expected with the site going live for all of Maryland October 1st.	2013-10-04 00:46:58
1042	When I finally got to the Plan Selection, when I click on Plan Details, I could only bring up one plan's details - and many of the sections in the Plan said NO DATA. All other attempts to click on plan details didn't action anything.	2013-10-04 01:33:29
1043	I thought I was finally able to create an account - but when I tried to log in, it didn't recognize my password. So I tried to reset my password, but no matter what I put in, it told me it did not conform to the password rules - but it did. I used various combinations of at least 8 characters, with both upper and lower case letters, numbers, a special character, etc. But no matter what I put in, it said it didn't conform to the password guidelines. I'm a tech savvy guy, and it's just not letting me create a new password, after it didn't recognize the password I created in the first place. PLEASE correct this, as I'd like to set up an account. Thank you. My e-mail is [redacted]	2013-10-04 01:46:13
1044	This site must have been written by an idiot, just like most of the government these days	2013-10-04 05:41:13
1045	I very much want to sign up for coverage but this is a very user unfriendly site. Where is the simple "sign in" button? It might be there, but I don't see it. Make it bigger and make it blink!	2013-10-04 06:02:23
1046	The First name box did not allow to enter a double name as appeared on my passport which is [redacted] it keeps saying "Only alphanumeric allowed" so I contracted my first name to [redacted] then it took. The problem is after about a dozen times of filling out all the required fields and hit Submit to get to the Next step: - some times it failed to go anywhere because of the system waiting for long period (up to 30 minutes wait and going nowhere until I gave up), - some times failing on Identity proof (failed to identify myself and told me to call the Help center), - some times got me to the identity questions then stay at that step waiting and nothing happened, - some times passing the Identity Proof then could not take me to the Next step (staying waiting or displaying blank screen) - the last time is this morning at around 5:50AM (I tried to get in early hoping that the system is less busy to access), after I filled out all the required fields and hit Submit, this time it rejected several times (even though I made sure that every fields were correct) with messages telling me to call the Help Center (which I did but a recorder said that the office is closed outside 8AM-8PM). So the system was hard to access: - failed many many times over the last 4 days as I tried repeatedly to get in the system. - has unnecessary screening for First name and Middle name boxes that would not allow me to enter my 4-part names that fully makes up my official name - as appeared on my passport, - mostly could not go on to the Next step and kept on spinning the wheel and going nowhere for long period of times so failing to take me further until I gave up. - is inconsistent in processing (some times passed the Identity proofing, some times failed even though the infos were entered correctly in the sameway) The result is I have tried more than a dozen times to use the system but were not able to accomplish my account setting thus could not get to the point where I can see any participating Insurance companies and their rates. Why force all the people to go through the bottleneck of Get started where the process was flawed with difficulties and failings, and not displaying the different options for people just for browsing what are available out there ? (such as the setting up for shopping for insurance like ehealth insurance out there on the Net, where people can shop around BEFORE deciding to apply). Contact me at [redacted] my feedback or survey.	2013-10-04 06:30:25
1047	I have no faith in your system. I need to know how much my insurance will be and it is impossible to get online to get a quote. It is Oct. 4, and the system still doesn't work. You are probably laughing at me, but you should be ashamed of yourselves. This is why so many have no faith in the state or federal government.	2013-10-04 06:33:47
1048	Once you're lucky enough to access the system, the site constantly generates error msgs which disconnect the user. Four days of continual attempts and the only thing I was able to accomplish was to set up a user name/password on day 3. Disgraceful! This msg constantly occurs when attempting to research/purchase plans: Unexpected Authentication Challenge Server received an unexpected authentication challenge from a junction Web server. Explanation The server attempted to fetch the resource you requested from a back end server. However, server received an authentication challenge from the back end server while handling your request. There is currently no sign-on information configured for this junction server. Solution •Configure the junction with the appropriate sign on information. •Disable authentication at the junction Web server.	2013-10-04 06:35:03
1049	For the 4th day in a row, I keep receiving the "We can not verify your identity" when setting up an account. I have called the 855 number and they tell me to wait and try again, because the site is not working properly!!	2013-10-04 06:50:03
1050	I am completely frustrated with this process, I have been waiting for 1 October to get started and have tried to use this system every day. I have wasted much time and accomplished nothing. This is beyond unacceptable!	2013-10-04 06:53:38
1051	I have now entered the same data 6 times. Each time the system froze and lost all data, including data that I had previously saved. It is obvious that this system is not ready and was not well tested.	2013-10-04 07:14:55
1052	I have created an account. But when I go to the page and hit browse for plans a box comes up that says finding your plans and then nothing else happens. I have waited as long as 15 minutes and no plans ever come up. Please let me know what to do next. Thank you.	2013-10-04 07:49:36

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1053	I am now in day four of trying to navigate this website. I have entered some information 40 to 50 times now and other information I have been able to enter once before I am kicked off and sent back to a log on page. I actually made it to what I believe is the last page of the application and then, poof, back to the log on page. No explanation, nothing, just out of the blue. I don't ever remember being this frustrated in trying to accomplish a task.	2013-10-04 08:03:48
1054	I have been trying for 3 days to create an account and can not get it finished.	2013-10-04 08:18:57
1055	couldn't get in. what a joke	2013-10-04 08:42:50
1056	my tax dollars are going to this pos?	2013-10-04 08:43:35
1057	My first 2 days I gave up with site not available messages. My 3rd day I got through the profile check and enter the information for my account and clicked next. The next button turned to wait. After 90 minutes of waiting I called your phone support who could not tell me if I should continue to wait or give up. After 2 hours I got a failure message. Day 4 the systems is running very slow so I will try again later. You have an updates page that shows the last update on Oct 1st that the system is going very slow. Today is Oct 4th, please keep that page up to date.	2013-10-04 08:51:32
1058	I have tried to get onto the site several times over the last four days. after four days of trying, I was able to create an account today, but then was lead to a blank page.	2013-10-04 08:59:28
1059	Can't find coverage definitions for gold silver Platinum coverage, unable to search for coverage yesterday. Site has vague info, useless.	2013-10-04 09:01:16
1060	The page containing the "identity proofing" form on the prod.marylandhealthconnection.gov/selfservice portal is not protected by a SSL certificate. This is particularly concerning given the requests for SSN's and just about every other piece of identifying information an individual may have.	2013-10-04 09:03:10
1061	I have written software for 25 years and have rarely seen a worse implementation. I have tried to see the prices for my options. It goes to a page with a FAQ and has no other information. I try to apply for coverage without assistance and it jumps back to the login screen (a text only version) when I am putting in my data. I then tried to go ahead and apply the normal route and keep ending up with three people in the list, myself twice and my wife... Can't seem to get around this.... Then it starts asking me the relationships between myself and myself. Seriously did you take the lowest bidder or did they just pay off the right people?	2013-10-04 09:06:55
1062	creating the account was very slow. Login had its issues. In trying to look at possible plans, pop up calendar did not have the ability to indicate a year of birth close to the correct year. I gave up!	2013-10-04 09:12:32
1063	I am trying to search for plans, but after clicking that I want health and dental plans, I just get a blank space where the next question should be.	2013-10-04 09:21:33
1064	The "Remember Me" option on the login screen doesn't work. I've visited this page from 2 computers (with cookies enabled) over the last 3 days, and never once has the system remembered my username. There still isn't enough bandwidth to allow for the number of individuals attempting to use the system. The system got stuck on a page and would not advance no matter how many times I clicked "Next". I attempted to refresh since that had "fixed" the issue previously. Now, I have been stuck waiting for the page to load for 20 minutes. By the time I get to the next page (if it ever loads), I will have timed out of the system as I have the past two days. In total, I have been stuck on step one for nearly an hour today alone. Additionally, there is a section at the top of the page, which has links to help and my name. I assume clicking on my name should take me to some sort of account page. However, when I click this, I am taken to a white page with exchange headers, and I'm unable to clear/cancel in order to return to the previous page. I once again have to refresh the page, which logs me out of the process.	2013-10-04 09:21:53
1065	This is a big disgrace. After 4 days, I still cannot even register on your website. You blew it. You had three years to get this ready and you could not do it. Am I supposed to trust that the rest of the implementation will go smoothly? Stop using the excuse that you had high demand. This was completely demoralizing for us who have looked forward to this day.	2013-10-04 09:31:29
1066	Mind boggling how poor your site is. I really can't believe with the lead time and pontificating from the officials about how "Maryland will be the example" that it can be such a failure. And open enrollment until next year does absolutely no good for those trying to compare costs with our current plans and enrollments that end this month. Horrible.	2013-10-04 09:31:57
1067	I am trying to find a list of insurance agents authorized to sell policies through the Maryland Health Connection. Why are you not posting this list.	2013-10-04 09:32:56
1068	Do you guys still live in the 20th Century? Looks like some idiots with no idea about web design actually developed the site. Still unable to create an account for 4th straight day. How many years do you need to make things right? This is extremely frustrating ... Royal waste of taxpayers money.	2013-10-04 09:36:07
1069	I've only been able to get to the "create an account" screen once and then it hung up for hours. Now I click on "get started" and it hangs up there. This is ridiculous.	2013-10-04 09:40:54
1070	Site doesn't work. Created an account (after many crashes), but cannot log in.	2013-10-04 09:56:24
1071	The company that designed and got paid to develop this site needs to be fired and never have any state work again. This is the worst design and least functional site I have ever seen. It looks like it was designed for children to play with and not to help people to sign up for insurance. If congress need to show that insurance exchanges won't work all they have to do is come here and look at this mess. It's a shame that the state with the highest income level in the country and one of the highest education levels can't make this work. I've tried numerous times to complete the application but each day it lets me get just a little info entered then kicks me off site or just freezes and I wonder how many people will eventually just quit trying to through.	2013-10-04 09:56:47
1072	Can't even start. This is the reason why people have so little faith in govt getting things right.	2013-10-04 09:59:28
1073	Maryland my maryland you failed me. you had a year or more to prepare and I still cannot sign up. some contractor needs to be fired. repubs are trying to kill obamacare and you are helping them by not having your act together. I fucking give up. and I need health insurance.	2013-10-04 10:02:36
1074	Sorry, I know the site is overwhelmed, but it insists my zip code of _____ is indeed located in Washington County, if you need it. Thank you. _____ in Washington County, and won't let me go further. I can send a copy of my deed, showing that my house, with its zip code _____,	2013-10-04 10:03:10
1075	After logging in the screen went to a black page that just had the log for Maryland Health Connection. It did not let me go any further.	2013-10-04 10:07:59
1076	I'm sorry, but nothing is working. I can't even create an account. As a blue state that wholeheartedly embraced the ACA early on, I expected better. I don't intend to seriously attempt to set up an account again for at least another week. Hopefully you'll have your fixes in place by then. I visited the Kentucky Connect site for a compare and contrast to view their wait times, and they seem to be ready to go. Maybe you should call them.	2013-10-04 10:13:49

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1077	1. Some of the choices are hard to understand, they may need a little more clarification. 2. When choosing a password, the site should state exactly what parameters are needed and not that the user "should" include these parameters, since the parameters are all necessary in order to create the password. 3. I would like to look at a list of plans and their content without putting in all my information. I am attempting to help an elderly person choose health coverage. I am forced to open an account for myself (which I won't use) to see the plans. 4. Perhaps a tab on the homepage with a list of insurance companies and what they provide? This may reduce the unused accounts you will have due to people researching for others. 5. Pushing the backwards button on my toolbar sometimes throws me out of the system. I understand any new system has bugs and needs a little work. Hope my suggestions help. If you need people to help test the system I am available.	2013-10-04 10:15:25
1078		2013-10-04 10:16:20
1079	I took me 1 hour to create an account yesterday. I waited another 1 hour in an attempt to log on, but the system just gave me a message stating "logging in" but never logged me in. This morning I have attempted to log in again, and the system is stating "logging in" and has stated that for the last 1/2 hour. No success actually logging in and accessing the plans.	2013-10-04 10:17:44
1080	I was able to set up an account last night (10/3). It indicated that I would receive an email that would allow final connection. However, I never received that email, so I of course can't get access. It may be that emails are "stuck in the queue." You may need to manually trigger them. Thanks for your assistance,	2013-10-04 10:19:10
1081	Very frustrating and a waste of large amounts of time! Still does not work properly on 10/04/2013!	2013-10-04 10:22:22
1082	Made an account two days ago but still can't sign on. I type in user name and password and click next/signin but it stays on sign in page clearing my user name and password. So I can't actually sign in to look at anything.	2013-10-04 10:42:33
1083	System never got to a point of even letting me create an account to log in over an almost 3 hour period of trying!!!! I know next to nothing more than when I started. A VERY aggravating wast of a morning!!!	2013-10-04 10:44:09
1084	I have gotten to the same page for two days now and when it says Health on the left side of the page, nothing shows up. Then I log back in and it says, please finish your application...if there was something to finish I would. Please make this better soon...very frustrating. I have spent hours of my past 4 days just trying to finish the application...it should not be this difficult.	2013-10-04 10:54:04
1085		2013-10-04 11:15:34
1086	Your website is fundamentally broken! How could you allow something like this to go public???	2013-10-04 11:16:58
1087	Phone representatives have no useful information except to use the website to enroll. There is no way to enroll through the website, just a .pdf to mail in... Useless.	2013-10-04 11:23:28
1088	After "Create Account", and entering all info including address, SSAN, phone number, etc. the next screen timed out (blacked, then "page not available", then pop-up box "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." After dozens and dozens of tries, finally at about 4:00 in the morning, I was able to "get in", but only got as far as the "Identity Information" tab. After filling in all the fields, and double-checking the information for accuracy (no typos), I hit 'Next', and got the following message (From the "Identity Information" tab:) "Based on the information provided, we have been unable to verify your identity. Please contact the consumer support center at (855)-642-8572." Support center person was very patient, extremely polite, and incredibly courteous, but totally unhelpful, through no fault of her own. The system is just seriously awful, as the critics predicted years ago and have been pointing out all along. They were right, and the proponents were wrong. Time to admit this whole boondoggle was a mistake, tear it down, and start over. Seriously.	2013-10-04 11:25:49
1089	I understand that you are just starting, but seeing how politically important it is to get this off the ground correctly and with the minimum of glitches, the site navigation is terrible. What's even more discouraging is that Maryland is ostensibly one of the better prepared States. If that's the case I hate to imagine what the other States' sites are like. Sorry guys, but you blew it! It needs to improve dramatically and make sure that all the information we provide is secure. Yeah, right! Discouraged.	2013-10-04 11:26:19
1090	4 DAYS and I still can't get a login!!!! What is wrong with your technology? This website is the absolute worst.	2013-10-04 11:27:47
1091	I have been trying to register for an account four days and counting. I can't get past the 1st page of info. before the site freezes and won't load the next page. I get a wait prompt and I wait for hours with nothing happening. Close this site until it works!!!!	2013-10-04 11:28:37
1092	What do you offer and how much does it cost? Bullshit...bullshit and more bullshit.	2013-10-04 11:32:36
1093	I am pro- Affordable Care Act. I have been a cheerleader to the skeptics I know. But every day since the 1st, several times a day, I have not been able to get through the process of creating an account. I understand the traffic is heavy, the response has been overwhelming, and that so many people want the coverage. But you've got to get this figured out. 4 days in, I'm not going to allow myself to be frustrated! But soon I will be if the issues aren't corrected. This is going to create ill will among the very folks who want positive results/experience here. Not working--not acceptable Thanks.	2013-10-04 11:34:36
1094		2013-10-04 11:35:53
1095	I CANT FIND THE FUCKING LOGIN SCREEN why you cant put a login link in the corner like any other site that allows account creation is beyond me. I am moments away from filling out a form and sending it in via SNAIL MAIL because I have wasted too many hours over this bullshit with no results..FUCK THIS SITE	2013-10-04 11:37:56
1096	UNABLE TO CONNECT STILL 4 FULL DAYS LATER AND YES I AM YELLING. Let us not do what we are supposed to do see how long before we feel your wrath. This is failure to launch	2013-10-04 11:40:53
1097	Website timed out multiple times. It does not appear to work properly with Chrome browser. In Internet Explorer the site would time out and force me to go back to the previous page, to be able to go forward. 4 days after launch and this site is STILL having these problems. I would have thought after CNN, USA Today, AND the NY Times reported that Maryland has had one of the most problematic launches of this program, it would have been fixed. I guess not.	2013-10-04 11:43:24
1098	I got a blank black screen after login, please advise. Thank you.	2013-10-04 11:47:38

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1099	I am not able to view or browse health plans at all in Chrome or Firefox on Linux. I created an account. I click to browse plans and costs. I can get through the questionnaire about dependents.. but then I get taken to a mostly blank screen, and I can click a dropdown button to "browse plans," but then it displays an FAQ, with no visible way to proceed (in Chrome). Last night, I tried the same procedure in Firefox, and ended up with a tiny box at the top left of my screen with all the elements of the page layered on top of each other in a garbled mess. By the way, "what is your relationship to the dependent" with answer of "child" is backwards. The question or answer needs to be reworded. "What is your relationship to the dependent" => "parent" OR "What is the dependent's relationship to you" => "child" I am a web developer and I can relate to the troubles you are experiencing... especially under such high load... but c'mon guys. If this site was made only for Internet Explorer and Windows, that was a terribly poor decision, and cross-browser/OS testing should have taken place long ago.	2013-10-04 12:08:48
1100	Absolutely sucks.	2013-10-04 12:22:09
1101	I got as far as the second health question but nothing came up on the screen. I exited 5-6 times and went back in, still nothing but a blank screen with FAQ at the bottom.	2013-10-04 12:29:42
1102		2013-10-04 12:33:04
1103	I was able to create an account but every time I try to go find out what plans are available or what the cost is, the site just goes nowhere.	2013-10-04 12:33:09
1104	How do I access SHOP???	2013-10-04 12:50:12
1105	How do I access info re SHOP?	2013-10-04 12:52:03
1106	All was well until it wanted my phone # in XXX-XXXX format, which I can't do with the provided boxes.	2013-10-04 12:55:25
1107	I got bug errors when trying to sign up and was unsuccessful (parsing error on address, and it said I put in an invalid phone number even though the number was valid). Please get it together.	2013-10-04 13:03:29
1108	Day 3. Finally got an account established today. Logged in successfully, even. Went to find out rates and after entering the basic info for myself and my spouse, the system shows us a couple FAQ questions, but fails at "Finding your plans....". The screen is blank, no plans, nothing at all. So, we are closer to getting the simplest of info, rates, but have wasted our time yet another day with no rate information, not even a hint of it. :(2013-10-04 13:05:51
1109	Multiple problems over the last few days; however today, I created an account and when I went to apply I correctly entered my telephone numbers in the only format permissible by the form and was repeatedly told that I input the data incorrectly. Because of this I was unable to proceed. Fail.	2013-10-04 13:13:55
1110	Online Identify Proofing is NEVER available. When will your system work???	2013-10-04 13:17:47
1111	Getting rate info failed, so I thought I'd try applying to get rate info. That failed miserably as well, no surprise. It's telling me I don't know my own zip code even though I've lived here for over 10 years. Plus it's telling me I don't know how to enter a phone number. Seriously? So many bugs. I can tell this system was tested by the programmers, not real humans that would have tripped over all these bugs in a few minutes of testing. Please correct the following errors before proceeding. Please enter zip code which falls under the selected county. Please enter a valid phone number. It must be in the format of XXX-XXXX.	2013-10-04 13:28:44
1112	I have been trying for four straight days. I login in at 2 o'clock in the morning and cannot get any information about rates. It took me two days before I could even see the screen to sign up for an account. Initially it would show me login information where I could enter if I lost my username but it would let me login for new account. Finally got an actual count after two days. Now when I repeatedly tried to get information about rates the system hangs up kicks me out loses my information. Every couple days I get another page into the site. Today I actually got to where it started to ask me about health information but would not go to the next page to fill anything in. In over 20 years on the Internet I have never been on such a website so poorly functioning.	2013-10-04 13:28:49
1113	I know we're supposed to be patient but I have now tried 3 times just to get started. Everything freezes up and there is no revolving circle or hourglass to tell me that SOMETHING is working. I even cleaned out my refrigerator waiting for "Logging In" - and I was already logged in, but that's what the system insisted on doing. I am looking for information on both health and dental, and I want to see if I qualify for financial assistance, since I am disabled. I am not eligible for Medicare or Medicaid but my income is relatively low.	2013-10-04 13:30:01
1114	How can you fail this hard with such a large budget? It's not like website design and roll-out is a new concept in this world. Did you just hire a bunch of college graduates? Or did most of the budget go to marketing, i.e. the biggest waste of resources humanity has imposed upon itself. P.S. If you are going to have drop-down select fields that allow the user to type in an answer to auto-fill, don't have the enter button submit the entire page. That was a horrible UI decision. It's not the 90s. Who seriously links enter to submit function anymore?	2013-10-04 13:31:15
1115	Your website doesn't work! It has nothing to do with heavy traffic..... I've tried accessing it at all hours of the day/night. So please stop making excuses and aware the web contract to another company that can get the job done.... correctly!	2013-10-04 13:38:12
1116	I received page after page of errors trying to navigate through submitting an application telling me to contact my administrator. And was unsuccessful in viewing available plans. The site appeared to be loading available plans but then showed me nothing more than two FAQs with no other options to navigate. I have to wonder if anyone tried using the site before launching it. Terrible!	2013-10-04 13:38:31
1117	There is a glitch in one of the beginning forms. It tells me: Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXXX. There is no error in entry.	2013-10-04 13:42:52
1118	"Please enter a valid phone number. It must be in the format of XXX-XXXX." There are three separate blocks to enter the area code, first three digits and last four digits. WTF? More sloppiness & beginner's mistakes in web design. Has anyone been able to complete an application, 4 days into this? How is it that you have jobs & I don't? _____ wings Mills _____	2013-10-04 13:49:34
1119	stuck in computer hell..crashed on me...awful experience	2013-10-04 13:52:59
1120	Where the fuck is the link to shop for plans? If I go to www.ehealthinsurance.com, it's the first fucking drop down menu, and when you go there you enter age/gender of who you want to cover and you're off to the races. Not so w/ this bullshit site. Where is the fucking link?? Oh, and why the fuck do you need my SSN when creating an account? And why is your site certificate not up to date? You want people to submit sensitive personal information to a site w/ an out of date cert that Chrome doesn't recognize??	2013-10-04 14:00:15

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1121	Once again, today, I was not able to log in after creating an account, nor was I able to reset my password (which I needed to do, as the system didn't recognize me again) - this time, when I tried to reset my password, it gave me a "secret question", related to my identity that I did NOT CHOOSE when I created the account, therefore I HAVE answer for it. Guys - I love that you're doing this, I really do - but seriously - the "create an account" feature and "password recovery" feature should be the most BASIC FUNCTION of any website that requires a membership. With all due respect, there should be no excuse for not having that work - any freshman computer major could fix it. Again - I love that this is here - and I would REALLY like to sign up - but this problem has nothing to do with "traffic" - it's a design flaw - a BASIC, HTML design flaw.	2013-10-04 14:06:44
1122	It makes no sense to have to create an account to check pricing. An account could always be created after someone choose their plan.	2013-10-04 14:19:00
1123	I am having trouble downloading the PDF for Plan (PPO): BlueCross Blueshield Preferred 500, A Multi-State Plan using "View/Print Detailed Benefits and Coverage Information". I can get the PDF for other plans but not this one. Thank you. The Maryland Health Connection site is great!! Nice look and feel, and so many choices!!	2013-10-04 14:30:38
1124	I cannot continue my application ... I have an account but while attempting to fill out the application, the site CRASHED. Now, after logging in and selection the appropriate icon to take me to 'Home' where I can then select "My Applications" ... I see the following Photobucket image >>> http://11277.photobucket.com/albums/y484/newviewmh/continue_zpsa6335f7b.jpg After selecting "Continue", I'm taken to the following Photobucket image >>> http://11277.photobucket.com/albums/y484/newviewmh/gettingstarted_zps95027ed8.jpg NOTE THE RED * Indicates a required field NOTATION >>> There is NO field to enter anything, so the ONLY option basically "start over" and toggle my initial selection "*" Indicates a required field" which then gives me THIS Photobucket image >>> http://11277.photobucket.com/albums/y484/newviewmh/error_zps2acc9ba9.jpg YOUR WEBSITE IS BROKEN !! And I am getting really fed up with reading in the media about how "wonderful" everything is going.	2013-10-04 14:44:20
1125	Unexpected Authentication Challenge Server received an unexpected authentication challenge from a Junction Web server. Explanation The server attempted to fetch the resource you requested from a back end server. However, server received an authentication challenge from the back end server while handling your request. There is currently no sign-on information configured for this Junction server. Solution Configure the Junction with the appropriate sign-on information. Disable authentication at the Junction Web server.	2013-10-04 14:49:56
1126	Site keeps hanging up. I got to the health plans page and nothing comes up. The design of the site looks good, but it doesn't work very well.	2013-10-04 14:58:05
1127	Find a Primary Care Provider button when enrolling does not work. Just sits and attempts to load. I now have many applications that say either in progress, enrolling, or withdrawn. I hope they time out and go away. I understand that there will be delays in speed but functionality should have been checked and prepared for ahead of time. There is no excuse for that.	2013-10-04 15:02:17
1128	This is maybe the worst website I have ever seen. I have encountered at least six or seven different bugs that prevented me from using the website properly. In particular, at a couple of different points, sometimes I click and cannot do anything, and sometimes it does work, and at other times it does work. Worst of all, when I finally once was somehow able to navigate to the screen that was supposed to show the cost of different health care plans for me, it did not say anything in the middle of the screen. I tried to click on "Browse plans?" at the top, but that did nothing, and I tried to click on the different things along the left side, like "doctors" or "plans," that did nothing either. As far as I can tell, this website is worthless, and everyone involved should be embarrassed. You have had, what, 4 years to get this ready? I understand that a new website will have bugs, but this is ridiculous. I really want the Affordable Care Act to work, and for people in need to be able to get enrolled, and I am a pastor trying to learn about the system and help people in my congregation get enrolled, but I cannot do so. This website is making the ACA and President Obama look bad.	2013-10-04 15:05:15
1129	Uh, didn't you know that people might actually try to use the website? How can you blow something so hotly debated, so anticipated, so important? Your site doesn't work. Duh. It leads me down a path then it crashes. Twice. My entire browser. And really, a drop down menu for yes/no questions? There are two options. Yes and no. How about radio buttons? Also, when it tried to tell me I was unavailable for any sort of subsidy, it would have been nice if it just said something like, "Sorry, your income is too high to receive a subsidy." Instead it gave me some confusing answer that I didn't even understand. Is it really that hard to speak English, design a sensible interface, and make the thing actually work? You failed on every front.	2013-10-04 15:10:19
1130	Tried to create an account. Told me my identity proof was verified. Tried to log in with the user name and password I created and I got an error message. Tried multiple times and I still get error messages. I'm too upset to call or try again.	2013-10-04 15:12:40
1131	The biggest problem right now is that when you click on the link "Get Started," you go to the pop-up box, and then click "Get Started" again, and then it goes to a blank screen that says "Logging in..." and it seems as though the site is trying to move forward but keeps getting knocked back by some bug.	2013-10-04 15:33:32
1132	You need to take the whole thing off line and start over after firing the company hired to do the IT work. Worst job I've ever seen	2013-10-04 15:40:03
1133	Not sure where else to list the website glitches I came across, so here they are: Initial Set-Up/Account Creation *No/Hard to find where to report glitches. * Initially didn't give me the option of creating an account, only asked me to log in to an already established account. Filling Out Application * Wouldn't let me put my phone number in, kept saying it had to be in a valid format of xxx-xxx-xxxx except the form doesn't have that format, instead it has 3 separate boxes you fill in (got around it by not entering any phone number, hoping to fix that). * Need to tell people not to put the dashes in their SSN (there's no info pop-up for it like in other places, not meaning to be nit-picky just don't want anyone to get confused and give up) *Under income information do you have any income, the explanation box asks me to place a check "next" (obviously not a very important issue) *The wage frequency drop down doesn't include one of the most common "frequencies"- bi-monthly/every 2 weeks. *There is no information, or I can't find it, on what counts as income. My income doesn't "count" as income for federal tax purposes but I'm assuming it does for this (federally it's considered a gift so it doesn't get counted/isn't taxed to me) *The annual income asks how long you expect the income to come in but it fails to include that information when calculating your expected income for the next year. I'm really confused about that because all of my families income (the gift income we are living off of and my husband's job) ends in either March or May, so we have no income expected beyond that date, yet it calculates it like we do. *The Verification Summary section fails to state the deadline I must submit the documents by, only that if I fail to submit them by then my application will be closed.	2013-10-04 15:41:21
1134	Your website is a miserable failure.	2013-10-04 15:49:48
1135	Terrible website, links take you nowhere and then back to original starting point. I want to plug in numbers to see what I can afford! I should've listened to my parents about this stupid plan. Ughhhhh!	2013-10-04 15:58:09

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1136	Why are newspaper articles being referenced? I want read official guidelines from the ACA. Where are the screens to show that? This should be like shopping for car insurance but its not. Pitiful, now the Neocons have yet another rock to throw at out glass house.	2013-10-04 16:01:20
1137	I'm trying to create an account. I get to the last page where I create a username/password. Clicking "next" turns the button to "wait", but it doesn't seem to even attempt a network connection. I'm using chrome 30 on OSX. It looks like primefaces didn't load: Uncaught TypeError: Cannot read property 'documentElement' of null primefaces.js.xhtml?ln=primefaces:1	2013-10-04 16:16:21
1138	It Sucks!!!!!!!!!!!!!!!!!!!!!!!!!!!!	2013-10-04 16:20:49
1139	Hi, I try to fill an application, but when I tried to fill the field of home number, it pops up a correction of number. I provided the valid real number and I can not go further and fill the rest of an application. Sincerely _____	2013-10-04 16:33:26
1140	I have typed in my name and address information 5 times now only to then get the message about not being able to continue to the next step. I would appreciate it if you would kindly just take the website down entirely, fix it, and then put it back up. AT LEAST put a notice up that tells users that signing up DOES NOT WORK at the moment so don't bother trying. WHEN IT WORKS, put up a notice saying it works.	2013-10-04 16:39:11
1141	PUT THIS UP ON THE FRONT PAGE SO PEOPLE QUIT WASTING THEIR TIME TRYING TO SET UP A USER ACCOUNT Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572.	2013-10-04 16:43:04
1142	When filling out the application it would not allow me to enter a telephone number. When as about employment it asked for net self employment info as opposed to gross. I only know my gross. And for first year self employed people showing verification may be difficult if part of your earnings is just cash. I could not give you my self employed tax figures either since I have no idea what it will be until I file my taxes, maybe you should have that as a 'given' % included & not even ask for it.	2013-10-04 17:00:30
1143	I appreciate that there are start-up glitches. However, want to make sure you are aware of this one. I tried to set up my account today. Got to the page where I entered user ID, password, security questions and then got a "Wait." After waiting for ~1/2 hour I tried to cancel. Wouldn't cancel. Finally had to close the browser. Not sure what will happen when I try again.	2013-10-04 17:15:41
1144	On the Provider Search page, the drop down menu for Provider County is not in alphabetical order, making it confusing to find my county. Then once I selected my county and the type of doctor and clicked on Search Providers, that list is not in alphabetical order, is way too long, and I gave up looking for my doctor. I am now trying to find information on the various policies and I can't seem to find that page or where to go to next. This is not a user friendly site.	2013-10-04 17:16:39
1145	The website hardly works. I guess this could be because of high traffic. I have been trying to create account since October 1 but succeeded only today. After I created the account now the problem is I cant login. I am ready to wait whatever it takes. Sincerely, _____	2013-10-04 17:21:02
1146	You need to have a login function associated with the Connect drop down menu, so that way I don't have to go through 2-3 windows just to get to the login section. Also, the site seems to have broken or disjointed page connections that would have make navigating the website easier. It's getting frustrating.	2013-10-04 17:31:16
1147	I am pulling my own hair out. Where are the PLANS?	2013-10-04 17:34:34
1148		2013-10-04 17:37:57
1149	I created an account without a problem. It then prompts me to login. After putting in id & pw it immediately erases the boxes and shows no error message, but I cannot proceed.	2013-10-04 17:44:45
1150	For the amount of time you've had to put this site together, the results are VERY disappointing. There is little useful information, the few grains of info found cannot be printed out for subsequent review, and the requirement to funnel through a sign up procedure BEFORE one can get info about specific plans available is just stupid. There are promises of several helpful features, like the ability to check doctor participation in specific plans, that are 'not available; try back in a few weeks' !!! Many potential users don't have computers and don't have the time or patience to wait in an endless line to get a person on the phone who may or may not know what they're talking about - and still end up with no written material to review and consider before making a decision. Many potential users do have friends or family with computers who are eager to help if you didn't make it so bloody hard for them to do so. Really wanted this roll out to be a success. As it is, you have handed the tea party terrorists a gift with this difficult to access and difficult to use site. This really is life or death for some citizens. So when are you going to have this site fixed?	
1151	After spending over 3 hours trying to create an account I was finally able to. The message on the screen said that I would receive an email instructing me what to do next. Seven (7) hours later there is still no email and when I attempt to login with my user name and password those fields just get greyed out and the screen locks there - no message, no error code and no access to the website!	2013-10-04 18:07:48
1152	nothing works poor setup, typical govt program	2013-10-04 18:15:26
1153	I could not get past the "Information About You" Page (https://prod.marylandhealthconnection.gov/CitizenPortal/application.do) I received the error code "Please enter zip code which falls under the selected county" I entered _____ with the zip code for _____ Frederick County. This is a problem with the web site that needs to be fixed. (I will try to put in Carroll County, just to see if you web site will let me proceed so I can move forward with the application and then come back later to correct the data once you repair the website. Your prompt attention is appreciated. Thanks for ACA!!!	2013-10-04 18:31:49
1154	I still can't browse plans after entering family information.	2013-10-04 18:39:54
1155	In June, 2013 I asked, via the 'Contact Us' page what are the names of the 6 (six) health insurers that will offer plans on the MD Health Exchange. I got the usual 'We'll get back to you' reply after I clicked the SUBMIT button. Now 5 months later, I still have not received the reply regarding the names of the six (6) health care insurers that offer plans through this exchange. I called the toll free number on September 18, 19th 2013, and the CSRs very cheerily said in answer to the same question about what health insurers would be on the exchange, 'We'll get back to you!' Well, it is October 4, 2013, and still, no one from the MD Exchange, has 'gotten back' to me! You want me to pay for something without knowing who I am making the purchase from!!! Not very user-friendly, to say the least....So, all I have to ask is, since it has been 5 months since my web query to your site, WHEN EXACTLY do you plan to give the information I requested???? And yes, I did give my email address when I made my initial web query.....	2013-10-04 18:45:32

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1156	Well, I don't know about others, but this site does not display any plans after choosing "browse for plans". It is really a disgrace that something like this would be made available to the public in this form. The State should be ashamed!	2013-10-04 18:51:15
1157	Extremely over-complicated website. But the main thing is it doesn't work. I couldn't even create an account because the "online identity proofing is currently not available". Why did you idiots cancel my perfectly good policy with Aetna?	2013-10-04 19:02:35
1158	cannot continue filling out the application because it keep saying that my phone number is not valid and that I should be typing it in at the following format XXX-XXXX. My phone number is the following XXX-XXX-XXXX. Please advise.	2013-10-04 19:09:41
1159	When I go to browse plans, I enter birth dates and other family information (for my wife and child) and then I get to the 'About Your Health' but I don't get any prompts to start entering information for 'About Your Health. All that appears are FAQs ("Q. How will the different needs of family members be met through the Exchange? Q. Can an individual enroll in a state's public programs through the Exchange?") The process does work if I try to browse plans an individual (but that's not what I want to do).	2013-10-04 19:39:35
1160	This is awful. All I want to do is get information, and the site keeps dying. Why is hosting a simple website such a massive problem. Was there no load and usability testing done? Yet another example of Maryland being a second rate state.	2013-10-04 19:44:52
1161	The only thing I was able to do was create an account. That's it! I answered the questions, selected the radio button for medical and no options displayed. screen hangs nothing. I'll wait until next week, hopes you guys get this fixed this is not helping to sell ACA!!	2013-10-04 19:54:07
1162	At the intro page there is a link to an "existing case". On that page, the phone number is not present. "If you have an existing case, enter the primary household member's information below to gain access. If you do not have a social security number or you are having trouble, please contact the help desk: 1-800-XXX-XXXX."	2013-10-04 20:01:11
1163	Dear Sir or Madam, I visited this site because I wanted to compare plans. Being protective of my privacy -- especially my privacy as it relates to my health -- the prerequisite that I create an account prior to comparing plans is rather off-putting. Would you please make freely available the substantive information concerning the Bronze through Platinum plans. I've left the site because I don't yet want to share my personal information. Additionally, the hanging Maryland Health Connection logo in the top center of the screen obscures information and requires the viewer to do more scrolling than necessary. Please consider removing it or making it disappear and reappear when the cursor moves atop of it. Thank you. A. Nonymous	2013-10-04 20:33:19
1164	Just wanted to apply to check plan costs. Saw tons of what I would characterize as ads for coverage, but gave up after 15 mins. Where's the Get Started link? Looks like you are slick salespersons who won't reveal the cost of what you are selling.	2013-10-04 20:39:38
1165		2013-10-04 20:40:35
1166	I was finally able to create an account today (after 5 prior attempts this week), but when filling out the application the computer wouldn't accept my answers. Specifically, it said that my zip code was not valid for the county in which I live, and told me to re-enter my phone number in this format: "xxx-xxxx" which doesn't make sense. So I decided to browse plans instead of applying, and met with similar frustration. After entering my family's information, the site took me to a page that just had FAQs listed, with no way to proceed. Looking forward to the day when this is smooth...but obviously there are a few wrinkles/hurdles left before this actually works. I couldn't use the call center because they close at 8pm (could that be listed somewhere on the website so we can plan accordingly?)	2013-10-04 21:17:39
1167	Would be nice to browse and look at the plans without having to go through the process of setting up an account.	2013-10-04 21:40:34
1168	The site is glitching on the page requesting "Information About You" I have filled in all required fields, but when I click "Next" it pops up a red flag box stating "Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXXX." This is impossible, since the phone number fields are separated into three blocks, for area code, exchange, and number. Right now it's not even letting me "Save & Exit" -- it just keeps popping up the red flag box.	2013-10-04 22:00:36
1169	FRUSTRATED!!	2013-10-04 22:25:36
1170	I hope the idiots who set this up are fired. This has been three days of wasting my time. As a supporter of Obamacare, I now hope it is repealed and let the private market prevail. This is absurd. Shut the whole government down and let the private markets take over.	2013-10-04 22:58:14
1171	I have tried unsuccessfully each of the last four days to create an account. I AM GETTING FRUSTRATED! FIX YOUR SYSTEM!!!!	2013-10-04 22:58:19
1172	Not an auspicious beginning. Given the lead time and President, excuse me Governor O'Walley's, desire that MD be front & center for Obamacare, the glitches & delays are that much more inexcusable. To have to take an entire 31 day month to update the program is amateurish at best and not worthy of our level of taxation. I expected more, a lot more, for my money. In other words, get off your asses and make it work!!!!!!!!!!!!	2013-10-04 23:30:35
1173	My name is _____ and my email is _____ This is my fifth time visiting this website. I have had a horrible time with many aspects of the website. I wasn't able to create an account the first time and had continuing each time. The fourth time I was able to enter all my personal information including my full name, address, and my social security number and was then told that the system couldn't verify my identity. I am very worried about the fact that you have all my private information and what may happen with that information. I was then prompted to call a number where no one answered. Now the fifth time trying to access the site it says that the site is down for maintenance. I am very upset and worried about my personal information. I thought you should know how bad this experience has been.	2013-10-05 01:54:21
1174	can not find a place to sign up on the web site.	2013-10-05 03:24:30
1175	WORST WEB SITE EVER. HAVE TRIED COUNTLESS TIMES TO GAIN ACCESS WITHOUT ANY SUCCESS. THIS IS PATHETIC. YOU SHOULD BE ASHAMED. FIRE YOUR WEB DESIGNER AND START OVER.	2013-10-05 05:09:01
1176	I have tried four times over four days and still cannot create an account. The problem always happens when I get to the identity questions. Each time I have no trouble with two of them, but the other two don't apply to me. Although the question says that if none of the answers are applicable, I should choose "none of the above", "none of the above" is not listed as an option. Please get this fixed or else tell me a way to just get information on what is available without creating an account.	2013-10-05 05:21:47

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1177	You still can't get it right! I did finally create an account but I can't navigate through the site to compare plans. Then, this morning, I log in and my computer just sits there with a blank screen. It's 6:00am on a Saturday! And I still can't get on the website. What are you doing between 11:00pm and 5:00am? Nothing as near as I can tell. Your programmers are lucky they work for the state. Because if they worked in private industry they would have been fired by now.	2013-10-05 06:27:53
1178	Website is extremely buggy and does not provide proper options that I can find. All I want to do is buy health insurance. Why did it take me three tries to create an account before the online identity proofing was available? Why does this thing tell me fields like phone and county are not required and then raise error messages telling me they are required? Where is the option to make myself the primary applicant? Why does it tell me I'm not applying for health insurance when it never asked me that question and applying for health insurance is exactly what I'm trying to do? How much time am I going to waste on this piece of junk website before I manage to replace the insurance I already had with Aetna that you idiots decided to take it away from me? Do you know how easy it was when I bought my insurance from eHealthInsurance.com eight years ago? Why can eHealthInsurance.com design a website that works but you can't?	2013-10-05 07:10:21
1179	What does SMS mean?	2013-10-05 07:26:38
1180		2013-10-05 07:32:40
1181	How many time do you expect us to type in our information only to be kicked out. Even saving each time that option is offered does not help. I'm surprised that MD has offered something this awful.	2013-10-05 07:47:26
1182	This is so very disappointing. In checking out the cost of plans, the site freezes after I have loaded my and dependents information.	2013-10-05 09:00:48
1183	When I get to the "browse for plans" it doesn't show anything http://pnrtsr.com/1vecki	2013-10-05 09:21:33
1184	I can log in but it only goes to a black screen with the logo on it.	2013-10-05 09:34:24
1185	Spent all this time....wasted! Where do the heck I go to see rates???????	2013-10-05 09:46:23
1186	After logging in to my account, I am trying to see my options. I enter my birthdate, etc and the information for my child. I click to see my options, but nothing comes up except a FAQ page. I have tried multiple times and get only the FAQ page.	2013-10-05 09:52:26
1187	I was able to create an account but I can not login.	2013-10-05 10:12:20
1188	I managed to get through account creation after a few tries earlier in the week, but I hadn't been able to compare plan prices. Today I did manage to get the first prompt for the health questions to come up (before I got nothing, just the two FAQ questions), but nothing after that. I just want to look at some prices! I hope you all can get these bugs worked out -- this is a really important website.	2013-10-05 10:17:11
1189	I did not have any answers after I registered, entered family members, etc... It was as waste and now this has my ssn# DOB, etc... Please remove me from the application process.	2013-10-05 10:19:50
1190	I made an account, but can not see any plans. I assume that Md. has no health plans since nothing ever comes onto the screen.	2013-10-05 10:31:11
1191	Most Frustrating experience of my internet career. No information. Tried to sign up and after...I say, After I filling out the screwy form it tells me I can't sign up or create an account or get specific information or anything. THIS sucks. So does Maryland...its Governor...everything.	2013-10-05 10:40:16
1192	For about the 10th time, I cannot create a new password (which I had to do because the system didn't recognize my original password). It keeps saying "password does not conform to password rules", when it DOES. EVERY one that I try has 8 characters, upper and lower case letters, a number and a special character. This is BASIC WEBSITE HTML, guys. Password recovery is NOT rocket science. PLEASE get this fixed or I'm going to give up.	2013-10-05 11:29:15
1193	I am the only applicant. the website first asked my information as the applicant, then it ask questions about the primary applicant...which is also me. it end up looking like there were 2 people applying. there should have been an option of saying that the person filling out the application is also the primary applicant and skip the same questions. then at the end, it could not verify my identity event though I gave a valid social security number...it said I have to send in proof of citizenship (social security number being one of the "proof") and could not verify my existing insurance...	2013-10-05 12:29:59
1194	It is a crying shame we spend \$67 million dollars on this piece of crap. Not user friendly, My name is [redacted] - but it asked me if Anthony was or has been pregnant in the last 3 months. Who the hell is Anthony???? I did not want anything more than to see the plans and determine which I may choose over the one I am currently paying for now. I know I am not entitled to a subsidy so why don't you just let me see the plans to review - Instead I have to enter personal financial information on a computer system to which has demonstrated poor planning and programming. I don't feel particularly secure having done so. After them telling me what I already know (I am not eligible for a subsidy) I still cannot see the insurance plans that might be available to me. This thing SUCKS!!!!	2013-10-05 14:00:03
1195	The site doesn't answer the question: "If I have health insurance through a former employer's plan via COBRA, am I required to enroll in a policy under the Maryland Health Connection by March 31, 2014, or may I opt to continue coverage under my former employer's plan until the COBRA period runs out?" Thanks.	2013-10-05 14:03:13
1196	It's moronic to allow users to input data for creating an account when the Identity Proofing service is unavailable. TURN OFF ACCOUNT CREATION UNTIL THE IDENTITY PROOFING SERVICE IS WORKING - DUH!	2013-10-05 14:31:56
1197	I registered, got an email, then came back to log in. No matter how many times I enter my user name and password it came back to that same page. I never could get inside. Also, I'm curious. I don't see a "log in" option on the first page. I have to click on things that only a first time visitor might be interested in "I'm interested in learning more" Will there ever be a way for me to just log in without going through all that. I'm on hold now, but apparently, I'm waiting for someone to enroll me. I'd really like to look at options before I sign up for anything. Hoping the phone person can instruct me on how to get into the website. That's really all I need right now.	2013-10-05 14:38:40

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1198	Everytime I try to create my account I continuously get this message: Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. I called the number and they are NO help whatsoever they just say try again later and they site will improve later or some people go through why not you. Very dissatisfied with this site and the illprepared people who cannot in the least bit help you. How are you supposed to even check anything on this site when it does not properly work right at all. The need help now is not even interactive so you cannot even chat with a technician who would know anything. You might not have had enough time to prepare this site but at least give us a start. Like keep are password on file and then verify it and our identity later and send us an email when that happens. At least then we could look at the health plans available. Right now we cannot even get in to look at any health plans. Or at least have a connection so we can look at the health plans and compare them and register later if necessary. PLEASE work with us.	2013-10-05 14:40:26
1199	This website SUCKS!!! I've tried numerous times and I can NEVER get beyond the screen that's supposed to offer me a list of the plans, their terms and their cost.	2013-10-05 14:42:00
1200	2 bugs. I'm using chrome 30.0.1599.69 on OSX First, I'm looking for a plan to cover me and a spouse. After entering our information (birthday, tobacco usage), I click the "browse for plans" button. It shows the FAQ, and tries to load plans, but the latter part fails. Here's an excerpt from the console log: XHR finished loading: "https://prod.marylandhealthconnection.gov/mdsa/stateadvantage/GetCostEstimatorSettings.action". jquery-1.5.2.js:7366 Uncaught TypeError: Cannot read property 'value' of undefined jquery.planAdvisor.js:9796 \$.programAdvisor.setDefaultUsersUtilizations jquery.planAdvisor.js:3624 \$.plans.deserializePlanOption jquery.plans.js:3624 (anonymous function) jquery.plans.js:3444 (anonymous function) jquery.plans.js:316 XHR finished loading: "https://prod.marylandhealthconnection.gov/mdsa/stateadvantage/ListQuestions.action". jquery-1.5.2.js:7366 XHR finished loading: "https://prod.marylandhealthconnection.gov/mdsa/planadvisor/templates/advvisor/questions.htm?_=1380998930427". jquery-1.5.2.js:7366 XHR finished loading: "https://prod.marylandhealthconnection.gov/mdsa/stateadvantage/GetCostEstimatorSettings.action". jquery-1.5.2.js:7366 Uncaught TypeError: Cannot read property 'value' of undefined jquery.planAdvisor.js:9796 \$.planAdvisor.setDefaultUsersUtilizations jquery.planAdvisor.js:9796 (anonymous function) jquery.questions.js:1460 jQuery.extend.each jquery-1.5.2.js:618 jQuery.fn.jquery.each jquery-1.5.2.js:258 jQuery.ajax.complete jquery-1.5.2.js:6312 deferred.resolveWith jquery-1.5.2.js:976 done jquery-1.5.2.js:6665 callback Second issue: From the same screen (browse for plans), resizing the window causes an app crash.	2013-10-05 14:55:48
1201	Hello – I was just registering for an account on the website, and you're not allowed to have anything entered in the "last Name" field other than alphabetical characters. My last name is double barreled with a space between the two last names... but neither this, nor a hyphenated last name, is acceptable to the website's registration process. This is probably something that you want to fix...	2013-10-05 15:03:46
1202	On the first page of the application, it states the phone number must be in the format xxx-xxxx. However, the only field that allows more than 3 characters to be entered only allows 7. Thus, the required format cannot be added. This means I can not get past the first page of the application. I tried all phone fields for home, work and cell and the problem is the same throughout.	2013-10-05 15:12:10
1203	How do I actually shop for and sign up for a plan???	2013-10-05 15:23:11
1204	Keep getting this Message will not let me go and further. Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXXX. I do not have a home phone # I use my cell. I have enter my cell and work # but keep getting the above message then also tried to put my cell in the home phone # space but same message. Also tried not putting the area code in and just using the above xxx-xxxx format no luck.	2013-10-05 15:27:21
1205	Two specific problems to report: 1. System won't recognize 21212 as Baltimore County (it's a split zipcode which is attached to both City and County addresses) - if I try to complete an application, it won't let me progress beyond this point, which it sees as an error. 2. Despite countless attempts, it won't let me "browse for plans". I enter the info, get to the "browsing" page, and then it only displays "FAQs" instead of any detailed information. I have tried this in Firefox, Chrome, and IE (Windows 7 system)	2013-10-05 15:29:37
1206	I was waiting for ACA to sign up for healthcare, 1st and foremost any good plan poorly implemented is as good has not having it, state online application website is nothing less than shabby, it is no where near professional to say the least. Who ever developed this website should be made accountable. It is a pure farce, seriously disappointed. Displays the lack of technical ability to the people who designed and created this website.	2013-10-05 15:42:02
1207	won't let me pass the applicant details form because it says I didn't enter "a valid phone number in the form of XXX-XXXX" which I did even tho it is not marked with an asterisk indicating it is a required field.	2013-10-05 15:44:47
1208	Just entered all of my information TWICE. The first time it froze up. Ended up getting kicked off. The system does not save any information (you would think the "Save and exit" button would, oh, I don't know, SAVE it? You should also have a SAVE and Continue button. Sometimes phones ring, people interrupt, etc. It's nice to be able to "save as you go." So I called for tech support and had an agent stay on the line with me to the very end. It said that it could not verify my wife's tribal information. She's not native American. Maybe I made a mistake? With the agent on the line, and with the agent asking others for help, we could not fix this. So, I filled out the whole thing a second time and still have to do it again. I would like an agent to call me and take my information. Then you can fuss with it until such time as you get it working. And please fix the "save" function.	2013-10-05 15:52:30
1209	Wow - as a software designer I don't think I have ever had a worse experience. I understand growing pains and implementation issues, but this was truly awful. Please get a refund of any money provided to the developers.	2013-10-05 16:05:30
1210	Who was the contractor who set up the web site? Have they been paid? I find it hard to believe that something as important as health insurance is so poorly executed. My 12 year has set up web sites that are more functional, easy to navigate, and professional. I am very disappointed.	2013-10-05 16:06:03

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1211	Information as to income not readily available - most sites would tell you which line item from your 1040 to use - is it gross or adjusted gross? There should be the ability to save and continue - all info gets lost if there is an issue and once in, who wants to save and exit Mechanism for inputting dates is insane - I have never encountered such a silly system on any site I kept getting from after inputting phone number and after 2 days finally realized it was because I indicated email as contact preference and therefore inputting phone numbers not required - putting them in anyway should not lock things up I haven't gotten this far yet - but there doesn't seem to be a way to include an adult child under 26 in the initial information. Eventually, I would like to price this both with and without the child, but not feeling optimistic about the process to do that	2013-10-05 16:18:45
1212	"Browse Available Plans" returns no plans!	2013-10-05 16:21:05
1213	Haha what a mess. I'll try again in November.	2013-10-05 16:43:52
1214	On the page of the application form that requests your telephone number there are three boxes to collect the telephone number. When entering the telephone number (xxx xxx xxxx) as the boxes will accept, the following error is displayed: Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXX-XXXX. Of course the user can not enter the number in this format. I believe the verification should be on the data type (numeric, if not empty) instead. Also, the last log-in date on the log-in page shows January 1, 0001. Also, some of the help links just repeats what the link displays.	2013-10-05 16:50:02
1215	I've been to the site every day, still not able to get the information we need. I can find rates for myself, but as soon as I try to add my spouse to get rates, all I see is a blank white page after it says it is "Finding plans". Please fix your faulty website. Also, it appears that we'll be forced to change to ACA because we haven't been with our current policy long enough to keep that one. Despite the promises we could keep our existing plan, that's a lie. Despite the great coverage we have now, we'll be forced to pay double. This whole approach is a travesty.	2013-10-05 16:52:16
1216	You guys need to fix your identity verification system. Otherwise, there is no way for any of us to contribute to your healthcare system.	2013-10-05 16:59:12
1217	Finally got through giving info to system and was told I didn't qualify for assistance then system kicked me off. Got back on line and filled out form again for third time and when to unassisted part of site and system kicked me off again, twice. You ever you hired to setup this system needs to be fired and the software scraped and started on again. This is the worst site I have ever tried to navigate to enter so little information. The ACA will fail because of sites like this and the IT people who wrote them.	2013-10-05 17:01:07
1218	freeing and loosing data could not re log in when the site stooped	2013-10-05 17:25:19
1219	Everyone involved in creating this piece of shit website should be both embarrassed and fired	2013-10-05 17:26:37
1220	Thanks for the ACA and the Maryland Health Connection. I look forward to obtaining Health Insurance for the first time since being "let go" from my job a year ago. I am having difficulty with the website, however, and I think there are things to repair on the site to make it serviceable. . . 1) The site consistently locks up on the Application "Please Tell Us About Your Household Income" "Income Section" [https://prod.marylandhealthconnection.gov/CitizenPortal/application.do] with the error message "Please correct the following errors before proceeding: An un-handled server exception occurred. Please contact your administrator." I am on comcast.net but don't think I can/should try to resolve this issue with them. I don't know where the problem is but I can't proceed until it is resolved. 2) I can't get the "Browse for Plans" or "Find a Plan" to work so I can't see what Plans are available to me or learn how much they cost. 3) How is the "Primary Applicant" and "Yourself" different?? I've tried filling this out a couple of different ways but nothing looks right in the end unless I put my information in for BOTH "Tell us about yourself" and for the "Primary Applicant" and then add my wife as a household member. Doing it that way requires me to then REMOVE my redundant name as a household member. I'm just trying to get insurance for myself and my wife. I'm not sure how it is supposed to be done. 4) Under "Relationship of Members" for there are choices for "Appointer" and "Appointee". I assume these don't apply to me but neither definition is in the Glossary of Terms. 5) The web site would not accept my phone number even though I feel confident the format was correct. Error read "Please enter a valid phone number in the format of XXX-XXX-XXXX"	2013-10-05 17:32:27
1221	I've been trying to create a account since oct 1st and still haven't been able since only after I enter all my SSN, DOB, and all my other basic information I get a prompt about the identity verification being down	2013-10-05 18:05:22
1222	My user name that I entered, was sent in an email and then did the 'forgot user name' since it wasn't working still continued to show up as not found. Very disappointing.	2013-10-05 18:16:17
1223	can't get passed the personal information part of application/ keep getting message the phone number is not in right form BUT IT IS IN EXACTLY THE FORM YOUR APPLICATIONS ALLOWS FOR POOR PROGRAMMING	2013-10-05 18:38:22
1224	So today I decided to take a different approach to get the MHC website to provide me with marginally useful pricing information for family plans: I chose the "Purchase Plans Without Financial Assistance" option. This was a slightly hair-raising process because, unlike the subsidized enrollment option, the website designers neglected to add a button allowing you to save your application as you go. Applying this way involves a lot of typing, and one crash can wipe all that hard work away. Once again, inexplicably, the website forces you to retype all of your identifying information rather than use the information you entered during registration to prefill forms. But for the first time in a week, I actually got to the part where I could look at *family* plans and pricing! Joy! Except...the monthly premiums seemed suspiciously low, even with all the cost-savings hype out there. So I moused over the Family Cost Breakdown portion of the plan listing to find that the estimates were only counting my husband and children--not me, the primary applicant. I went through the entire process AGAIN just to make *absolutely* certain that I'd included all members of my family on the plan, and it happened again. The "Primary" applicant isn't included in the estimates. For your sake, I dearly hope that no one has already purchased an unsubsidized family policy on your site, only to discover at an emergency room in 2014 that a website glitch left themselves unenrolled. I called the MHC help line to report the problem and ask for human assistance, but the representative I spoke to (who was very kind!) explained that her system had not allowed her to log in for hours. After I mentioned that the system only shows me two Platinum plans, both offered by CareFirst, she also informed me that the exchange *does* offer more than two, but without a working system she couldn't tell me anything about them. "Call back next week" was the only advice I got. I'm at the point where I want to cry. There is literally NO portion of this website that isn't utterly broken. This would be laughable if my family didn't have complex medical needs as well as an MHIP policy that is set to expire at the end of the year. I think I'm going to call my state representative on Monday to demand answers. The condition of this website is inexcusable.	2013-10-05 19:00:40

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1246	I signed on and tried to browse for policies and got this: Unexpected Authentication Challenge Server received an unexpected authentication challenge from a junction Web server. Explanation The server attempted to fetch the resource you requested from a back end server. However, server received an authentication challenge from the back end server while handling your request. There is currently no sign-on information configured for this junction server. Solution Configure the junction with the appropriate sign-on information. Disable authentication at the junction Web server.	2013-10-06 09:19:22
1247	I wanted to know the cost and all I get: you can find this info at Maryland health connection site. I am asking the question while in the Maryland health connection site. du... I know the details of the health plan. What I need is what is my cost? Very frustrating and useless site.	2013-10-06 09:31:34
1248	Your website is poorly designed, and when I was in the section about answering questions about my health, the page would freeze and no question would appear.	2013-10-06 09:40:18
1249	Please post a notice on the front page that indicates that the site is down/not working. Very frustrating to try for the last 3 days to get a quote. Twice I was able to get to the pages where I listed me and my dependents - never could get a quote - it would stop responding. The other 20 times I tried I either cannot login or it stops responding before I even get to that point. I have tried this in both Internet Explorer and Chrome; I have ensured that I am not using any blockers/etc. I have tried at "off-hours" (such as this morning - Sunday morning) and it still does not help. If the service does not work/is not working, THEN POST A MESSAGE.	2013-10-06 09:51:48
1250	It took 4 days to establish an account. And still I can't login to the website. Very frustrating!	2013-10-06 10:15:42
1251	I have been trying since Friday to create my account so I can into the details of the prices/ programs etc. with NO success. I enter the first page information as to name, address, phone, email, SS #, DOB, all along getting "red errors messages that state "fields are required fields" when the info has been entered! or "first name must be alphabets" when I typed in all letters!.....but it does then let me submit the completed page with these so called errors, only to then to give me a screen that states "On line Identity Proofing Service currently not available. Pls try back at later time. Or call Support customer service....." 1) will you be sending me an email when this problem is corrected? I entered an email on an opening page - not just in my application page or 2) Maybe a date/time for this correction being made OR even a statement as to this not currently working could be posted on the consumer update notice - instead of having to go thru entering the info to find out still not working?? or am I missing this being stated somewhere? And by the way where does this personal information go...when it's not accepted????? 3) I did the suggested call to Support on Friday - that did me no good on getting an account - since they told me they couldn't do it either! if the system didn't work for me it wasn't working for them... Don't get me wrong - I did find out some information about all the ways I can go thru this process- 1)online; 2)over the phone;3)face to face;4)print out app and mail....but without the computer program working - to input my personal information and get my account.....none of these ways could give me my available insurance information!!! As to general info it is easy and user friendly to navigate around your websitebut I'm interest in my personal information now that I've read all the general info!!!!!! Please inform me..... .mail: ..	2013-10-06 10:23:35
1252	Why can't I just look at the plan options and costs??? Why does this have to be so difficult??? Can you please post tables of the available plans and pricing information outside of the login area? That seems to be where it all breaks down. I can see all of the "happy" pages with no real info, but cannot access what I really want to see....which is how much the various plan options will cost me. Should only take a couple of hours to post that info on a page somewhere. I'm a web designer and it seems that whoever is working on this site is completely incompetent and doesn't understand what the consumer needs to see right away. I hope the state of Maryland will get a refund on this contract!!!	2013-10-06 10:24:08
1253	I was trying to enter my last name to create an account, and the programming algorithm would not allow me to submit my last name correctly. My Last Name is separated into 3 words and in order for the system to have my correct Last Name, it must allow me to enter it as 3 words with spaces between them. When I tried to click through to the next page after entering my name and address information, it was rejected highlighting my last name with an error code that said only to enter alphabeticals - which I assume means no spaces. If the state wishes to maintain the correct information on individuals, as well as be able to have accurate and correct records on individuals, it needs to allow us to enter our names correctly. Again, my name is PROPERLY and LEGALLY spelled as 3 separate words with spaces between them. I will find it less secure and inaccurate, and a potential identity fraud risk to associate such personal data to an incorrectly spelled and identified name identity. Hopefully you can resolve this problem so that I may try to participate in this system properly. If you have any further questions, please feel free to contact me via e-mail at _____ .at Regards	2013-10-06 10:29:22
1254	"Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXXX." I still get this message, not allowed to proceed, even though you have a three block format for enter phone numbers. I'm trying to help you fix this	2013-10-06 10:35:54
1255	I am still unable to complete the initial portion of my application. I have been trying every day since the opening. The system will not accept my contact phone numbers. It tells me that I have to enter them in the correct format (XXX-XXXX), which I am doing. Going to keep trying. I hope it gets fixed soon. Thanks!	2013-10-06 10:59:30
1256	I can not enroll the sign up page does not work the drop down windows do not work correctly.	2013-10-06 11:17:59
1257	There is a significant group of people (about 300) who live in the northeastern section of Dorchester County, Maryland, but who have a Seaford, DE mailing address. This area includes the town of Galestown, MD (an incorporated MD town where 60% of the population are living below the poverty level). However, Galestown does not have its own zip code. For some reason back in the 1950's, Galestown, MD was assigned Seaford, DE's zip code. A call to the Seaford, DE Post Master will tell you exactly what roads they serve are actually located in Dorchester County, Maryland. Today was the 7th or 8th time I tried to fill out the online form (could not get to the form the other times) and this time I got as far as the first page of the form, but after including my address, I got an "identity proofer" error message. It could have been due to the issue with being a Maryland resident, but having a Delaware address. Could someone please check on this and reconfigure the system to allow online access for me and my neighbors in this situation? I did contact customer service about the problem and I spoke to a very polite and helpful person named _____ who said she would send this information up to her supervisor. She cited a reference # o _____ or the issue.	2013-10-06 11:20:50
1258	I was able to chose a program that will save me a lot of money and be healthy for the first time in a long time	2013-10-06 11:48:02

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1259	One of the identity verification questions (my high school) offered no correct answer. One of the answers should be "none of these." I chose a bogus school, and my ID was confirmed. The Password rules say: "Should have/be ..." but this should say: "Must have/be" because these rules are enforced. Finally, no matter what password I choose, the page claims the password isn't compliant. Even this one: which is over 8 characters in length contains uppercase and lowercase letters contains at least one number contains at least one special character cannot match any of my last passwords, because this is my initial sign up. Mac OSX 10.8.3; Safari 6.0.5	2013-10-06 11:50:24
1260	Same result halfwat through the connection stops then kicks me off.	2013-10-06 11:54:45
1261	I was able to create an account, and to log out and log in again. good start. When I try to browse plans, I get a screen that says there are 34 plans, but does not display the plans. Is it possible that there are browser or operating system problems? I'm using a Macbook pro. I've tried both safari and Chrome. I did not see any information on what is compatible. side note: You should be consistent with language. Use "browse" to describe looking at plans not sometimes browse and sometimes something else.	2013-10-06 12:18:29
1262	Tried for 3 days to access info. Can't get pass the proofing. Says it is not available. System is poor especially after having 3 years to perfect it.	2013-10-06 12:43:43
1263	I successfully registered and then went to see the price of plans offered. After entering Name, DOB and Relationship for myself and my dependents, I clicked the Browse Health Plans button. This loaded a page with FAQs, which after a few seconds redirected to the URL https://prod.marylandhealthconnection.gov/curam-engagepoint-authenticate-catcher/%2Findex.html At this point, the site hangs indefinitely. Thus, I cannot see any plan options or prices and am completely blocked. I use the latest version of Chrome browser for Mac. Email address = _____ ou do not support this browser, please document what browser(s) and OS you do support.	2013-10-06 12:53:28
1264	After 6 days still unable to do anything with this website. I hope you folks can get this web site up and running soon.	2013-10-06 13:07:01
1265	I have been trying to find out my alternatives for one week. Today was the first day that I was able to create an account. After that, the site would not accept my phone numbers. (in fact the error message doe not indicate the correct format because it shows xxx-xxxx leaving out area code.) Did anyone even try this before release? Truthfully, I was against this program from the beginning. But have really tried to have an open mind since the Supreme Court upheld the law. Unfortunately, it appears my concerns over the program have been confirmed. My families current policy cost have increased, my company is not eligible for any help because of income levels regardless that I have an employee with cancer and no health insurance, and the system works like other government systems that I have experienced in this lifetime.	2013-10-06 13:09:12
1266	This is as far as I was able to get. "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572."	2013-10-06 13:38:58
1267	Unable to create an account. Something about ID verification service not working.	2013-10-06 13:44:04
1268	Please correct the following errors before proceeding. Rules expression 'isNotNull(Address.state)!=false or Address.state!="MD" or MDHXVerifyZipAndCounty(Address.zipCode,Address.county)' could not be parsed. Received this error Address Given:	2013-10-06 14:00:26
1269	It would allow me to sign on and as soon as I am done filling up maybe about 4-5 pages it will suddenly just log off either after clicking the next button or the save and exit button. Very frustrating.	2013-10-06 14:33:58
1270	I cannot get past the "Information About You" page of signup. It refuses to accept my valid phone number and keeps giving me this error message: "Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXX-XXXX." I have tried a dozen times to enter my phone number to no avail. Instead of using resources to post worthless information on Facebook about senators visiting high schools, why not use the resources to fix the problems with the website!	2013-10-06 14:34:32
1271	Still does not show available family plans! Get your act together already!	2013-10-06 14:50:06
1272	Website Doesn't work. Keeps timing out and freezing.	2013-10-06 14:54:36
1273	When I tried to sign up for insurance, the site continuously gave me a message to enter my phone number in the following format XXX-XXXX. My phone numbers were entered into the boxes in the format allowed by the program. I could neither save and exit the page nor proceed to the next page. Very frustrating.... Will try again after you work out the kinks.	2013-10-06 14:56:52
1274	This is one of the worst sites I've ever used and I built sites for 15 years so I understand there can be issues. But this is an unmitigated disaster, it's like half-built alpha, you couldn't even call this a beta... There's no clear way to cancel an application and start over once it's gone bad. Multiple attempts ended in dead end errors forcing me to use the back button and reenter everything. The instructions are unclear and lead to duplicate dependents or applicants. The error messages are at best cryptic at worst infuriating. The site is ridiculously over designed making the process far more complex than it needs to be. All of that has nothing to do with the the load issues and should have been corrected before launch. This site is an embarrassment and the creators should be branded with a scarlet alpha to prevent them from ever building something public facing again. If you can't get your dynamic pricing data to publish for anyone, publish some static freaking tables? You know there was insurance and complicated information before the internet and AIA. Stop with the eye candy, bells and whistles and build something robust that actually works. I' saying that as a liberal who supports the program. Who built this, Tea Party saboteurs?	2013-10-06 15:23:02
1275		2013-10-06 15:23:35
1276	When I click on the application button I get an error message. I have gone all the way through the application, but I need to go back and change some things. Also I was told that I need to prove that I am a citizen, doesn't name, address, and ss number prove that. It also said that they may check your tax records, isn't that even more proof of who you are? It also did not say who or how or where to contact for this information. Thank You	2013-10-06 15:52:46
1277	I have not been able to access the online application yet to see what I qualify for or what kind of health insurance i can afford and the benefit it provide.	2013-10-06 17:03:16
1278	could not access the enrollment page or the different insurance policies	2013-10-06 17:05:55
1279	I managed to log in to my account and create an account, but there were no plans listed when I went to that area of the website. Also, as I mentioned yesterday, you have too many distracting items all over the page. There should be less random links and the page layout should be solely focused on: entering personal information and viewing specific optional plans.	2013-10-06 17:08:06

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1280	First time in 10 years I'll have health insurance and qualify for Medicaid. I was able to enroll in Medicaid but can't get past the "Find Primary Care Provider" page. You had a year to complete this website and you underestimated the thousands of people who would jump at the first chance to sign up. It is not my fault your system is awful, but I am punished by now having over 30 failed attempts in your system. Very disappointing experience.	2013-10-06 17:14:43
1281	This is the worst user experience possible. Wording is unclear. Site freezes up. Required to tediously re-enter same info repeatedly. Site should save DOB and dependent info.	2013-10-06 17:59:05
1282	I'd like to know whether anybody actually reads this form; please have someone contact me at _____ after MANY tries, I was finally able to set up an account and got a confirming e-mail. However, the website will not let me sign in. I called and spoke to a rep, and the only thing she could suggest was that I wait and try again. I have done that repeatedly, to no avail. It is a very significant design flaw in your website to require interested people to create an account before they can view substantive information about the various coverages available. It's akin to a retailer requiring a shopper to set up an account before the shopper is allowed to view the products being offered. Why was the site set up this way, and why don't you change it? If the sign-in doesn't work correctly, everything else on the site is practically useless. This is incredibly frustrating and it needs to be fixed. Thank you for listening to me.	2013-10-06 18:07:15
1283	After 4 days, literally hundreds of logins, an untold number of crashes, errors and freezes... I was finally able to get as far as enrolling in a plan... and now your "Find A Provider" search tool just sits there spinning... for hours & hours & hours & hours.	2013-10-06 18:35:18
1284	Cannot complete application because I cannot figure out how to enter my phone number. You have three boxes the first two of which have a limit of 3 digits. I've tried every permutation of entering my phone number in the three boxes starting with the obvious one of area code, then first 3 digits, then last 4 digits and moving on to area code, hyphen, last 7 digits, then every permutation I could think of. All I get is an error screen telling me to enter a valid phone number if format xxx-xxxx. Can you tell me how to enter a number in that format in the three available boxes? You certainly can't put it in any one box, doesn't fit. You can't split them up. Are you saying you need the hyphen? How can the simplest thing be that difficult?	2013-10-06 19:29:32
1285	Fact sheets are high literacy with lots of words. They will not work for my patients.	2013-10-06 19:44:47
1286	I am self employed, taken from my 2012 tax return my income is at the level where I was told I would get medicaid. Is that my only choice? I would like to look at some other plans and see what the tax credit would be, I'm sure I can find something I can afford. In 2012 I was just under \$15,856 and in 2013 I may be above that. Being self employed I can only guess at what my income will be for 2013. There should be a way to put in what you think your income will be for 2013, not only what your income was in 2012.	2013-10-06 20:01:05
1287	It says browsing plans but no plans come up, only 2 FAQs. Very frustrating!	2013-10-06 20:05:40
1288	Today was able to get through account setup, but then, at sign-on, no response comes back	2013-10-06 20:09:04
1289	This just sucks. I have no idea what I'm supposed to do. What's the difference between health care and health insurance? Why do I have to pay for birth control in my insurance plan?	2013-10-06 20:16:04
1290	No information about plan options or how to learn about them or how to sign up. Very disappointing.	2013-10-06 20:22:59
1291	Account registration form requests too much personal information before rates are available. People should be allowed to see the plan rates they would qualify for before putting personal information like SS number into a database whose security is unproven. This is not paranoia about the state having my information but concern about the unproven nature of this site and its security. I do not want that depth of personal information in this database unless I am going to purchase a plan. People should be able to just look at rates without giving that much information at such an early stage.	2013-10-06 20:44:53
1292	The site never saves my information when I am filling out an application. I will click the "Save and Exit" button and try to come back later, and all of my information is gone and I have to enter it again. Then when I get to the point where I am selecting a plan, the site freezes. This has been an absolutely terrible experience trying to get insurance through this exchange.	2013-10-06 20:35:03
1293	I created a user name and password perfectly fine. However, when I logged in to start my application and finished the first page with name and address information, I hit the button "Next" but it logged me out and I had to start all over again. I did this 3 times and even tried saving my information just in case but it just kept logging me out when I hit "Next"	2013-10-06 20:53:28
1294	Got my Id and Password, then tried to fill out application to be repeatedly kicked out by the software...finally almost got to the end where and was kicked out again. It is asking me to restart the process...very frustrating! I was cancelled by Atena due to it's inability to negotiate plans with the Maryland Exchange...will try again when things working better!	2013-10-06 21:07:17
1295	Mostly just annoying not to be able to use neither a hyphen nor a space for my hyphenated last name.	2013-10-06 21:22:08
1296	I have established an account with the exchange, but when I attempt to login, my user name and password clears, and I am unable to access the site. This has happened every day since the exchange was online. I am a user who needs no assistance monetarily, but would like to view available options for health coverage. Please help! user id: _____ password: _____	2013-10-06 21:33:44
1297	This website is a joke. I've tried (with no success) to obtain quotes no fewer than a 50 times. I can understand having some glitches for a day or two, but for the whole week? You guys should be ashamed of yourselves. You've had plenty of time and plenty of money to get it right, SO GET IT RIGHT!!!! Every time I'm prompted to "browse" for quotes, all I get is FAQs. Pathetic. This is the worst website ever. There is no website that even comes close to the miserable failure that is the Maryland Health Connection. Shame. Shame. Shame.	2013-10-06 21:38:59
1298	when I entered my address and phone number the site demand my phone number in xxx-xxxx format but the boxes to fill in had to room for - so went into an endless loop. This is a very frustrating web-site.	2013-10-06 21:40:00
1299	Why is identity information entered then informed that the Identity Proofing is down and to try again later? Twenty-fours hours later received the same response. It would be better to say that account creation not possible and to given a day and time when it may be possible.	2013-10-06 21:40:00
1300	I am currently with MHIP and was seeking information on when and how they would inform me of options, but all I got from your website was FAQ canned answers. My wife and I are cancer patients and cannot be without coverage and have medical maintenance and tests such as PET scans and treatments scheduled out into 2014. I am very uncomfortable that I will have a gap in coverage. Can someone provide me with some info so that I can know what my options are? This website will not let me search for plans, even though I have registered and received a MD Health Connection ID #. When is this site going to work?!! When is MHIP going to get moving on informing their policyholders?!!	

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1301	The website is overblown with fluff that doesn't give you facts. When I click on a FAQ to get information on how it works, I'm told you will give me information on how it works, not the information I need. I am on an iPad on a mobile phone link and the screens have lots of slow graphics and it takes forever to navigate through the pages. The graphics don't all line up neatly on my display using Safari. I want straightforward cost comparison charts and links to providers. I spent about an hour to find facts and rather keep getting more links to further useless information.	2013-10-06 22:11:57
1302	unable to apply for 5 days, would like to know when system will work properly.	2013-10-06 22:20:29
1303	The website is not user friendly. Why do we have to register just to view the plans? We should be able to view and compare plans before we have to register and/or provide our personal information. Shopping should not require that you enter personal info.....you should be able to enter information as a "visitor" to obtain an idea of how much the different plans would cost under different circumstances. You should also let us know what you are doing with the information we are entering. Is it private, who does it go to?	2013-10-06 22:53:22
1304	I am currently unemployed and have cobra and currently receiving cobra indiv insurande	2013-10-06 23:25:43
1305	(1) there is no excuse for insisting on in out of personal data and account setup before uses can see any usefu information (2) the password rules do not indicate a maximum password length but my password was rejected until I shortened it (3) I entered data for myself and 3 dependents but the site never let me see any plan info before it locked up. None of my data was saved.	2013-10-07 00:01:02
1306	Site doesn't support tablet users? Seriously?	2013-10-07 00:05:38
1307	This website is horribly laid out, horribly programmed, and the links don't fucking work. I click "Individual" and "Get started" and all I see is an empty grey box that, when clicked, doesn't do ANYTHING. GREAT FUCKING WORK, GOVERNMENT. OUR TAX DOLLARS AT WORK!!	2013-10-07 00:10:29
1308	So you're re telling me that my son who barely makes \$200 a week now will have to pay for insurance out of this. This is bullshit. He was turned down for medicaid after he crashed a motorcycle and couldn't walk and now he can barely work and you want to take that away? Obama you suck!!! You're the worst thing that could've happened to this country. Go back to Kenya you baboon!	2013-10-07 00:46:12
1309	I am thinking of moving to the DC metro area and am debating on whether to move to the District, VA or Maryland. Part of the decision will depend on the health insurance coverage I will be able to get. MY SUGGESTION: allow people to input their age and tobacco use and get quotes for coverage WITHOUT HAVING TO REGISTER, especially since registration requires that you provide a Maryland address. People such as I do not yet have a Maryland address but would like to know what coverage we would be able to get were we to move to Maryland. It would be great to simply be able to shop and see what coverages and costs are available in Maryland, again, without having to register, provide a Maryland address etc.	2013-10-07 02:46:45
1310	Suggest adding login -- "getting started" sounds like the you have to begin all over again Site froze trying to look-up plans Entering birth dates--default is to 2013? Really expect some to click by month backwards by month to reach 1960s or even 1990s?	2013-10-07 07:03:05
1311	I can get through the point where I enter my information and that of my spouses, it then sends me to the FAQ page, which also works OK. But if at this point I click the blue "Browse Plans" button, the DIVs move around, but no data ever gets presented. Also, if I hit refresh from here, I get stuck at "https://prod.marylandhealthconnection.gov/curam-engagement-authenticate-catcher/%2Findex.html" I think there's an extra %2F in there, because if I remove it, it takes me back to the start page.	2013-10-07 07:15:00
1312	On the "Information About You" page at this URL: https://prod.marylandhealthconnection.gov/CitizenPortal/application.do I enter my cell phone number (which is all I have) and I get a validation error: Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXXX. Which is a problem, because the input field are three separate entry fields, so I can't enter my phone number in that format. If I remove the phone number, I can proceed.	2013-10-07 07:19:42
1313	Took less than 2 minutes to type up a feedback form for another bug, and when I went back, it seems like my session had timed out, as it prompted me for username and password. When I entered them, I got this: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /CitizenPortal/leg/ProcessScript.do?executionID=-2999124672945061888 Error Code: 0x38c0159 Error Text: DPWMA0345E The request was too large to store in the session cache. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-07 07:23:44
1314	After filling out the information pages for myself, I'm presented with a screen asking for information about the Primary Applicant. Should I be able to check a box saying that I am the primary applicant?	2013-10-07 07:27:21
1315	I was again prompted for my username and password when clicking next. Again, after entering them, I recieved an error about "session too large for cache" or something along those lines. This time, when clicking the back button, I recieved a page with the following text: Valid Administration Commands: pkmstlogout - logout the current user session (Not valid for clients who authenticate with Basic Authentication or SPNEGO. BA clients must exit their browser to properly terminate their session. SPNEGO clients must log off from their workstation) :change password for logged-in user	2013-10-07 07:29:54
1316	Is the sight working yet? I don't want to waste any more time filling out pages and then getting an error message. Pleases post more consumer information updates. It seems like you all are intentionally keeping the public in the dark. I've noticed that you erased some previous posts? Why? Your website is not working, at least it is not working the way it SHOULD be, so just admit it. Post more updates. Once you do get it working, post that news.	2013-10-07 07:36:46
1317	This is ridiculous; we're SEVEN days into the process and I continue to receive the same error msg when I attempt to review health plans: Unexpected Authentication Challenge Server received an unexpected authentication challenge from a junction Web server. Explanation The server attempted to fetch the resource you requested from a back end server. However, server received an authentication challenge from the back end server while handling your request. There is currently no sign-on information configured for this junction server. Solution •Configure the junction with the appropriate sign-on information. •Disable authentication at the junction Web server.	2013-10-07 08:09:55
1318	Can someone explain the reason during the eligibility process that no matter what ethnicity I select, Hispanic also AUTOSELECTS as I answer the remainder of the eligibility questions, no matter how many times I de-select it.	2013-10-07 08:12:26
1319	YOU NEED TO GET THIS THING RUNNING PROPERLY. THIS DOES NOT HELP WITH THE PROGRAM.	2013-10-07 08:29:25
1320	Not showing available plans for me and my family. I have been trying for a week. This system is a complete failure!	2013-10-07 08:31:28

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1321	Another error msg (with a typo): Bad Request The server received an invalid HTTP request. Explanation Possible causes for this message include: •Incompatibility between the browser and the server. •A problem with the browser. Solution Contact your MDHIX Support Representative.	2013-10-07 08:44:04
1322	It took days to open an account. Now that I have an account, I get errors that prevent me from entering data. The site gives me an error that the phone and e-mail address were wrong and I could not continue. The text help did nothing. I called the help line and the person said that she had the same problem. They promised to get in 48 hours. This does not b\give me much hope for success.	2013-10-07 08:53:50
1323	Was not able at first attempt to see health plans - they did not display properly. Was not able to compare plans once I re-logged in - they did not display at all was not able to see if I qualify - site did not load appropriate pages or prompts to continue. All new sites have bugs, this site has clearly not been thoroughly tested. I am on a fiber connection using a modern browser. PLEASE FIX IT!	2013-10-07 08:59:51
1324	Cannot get past the phone number. I entered my phone numbers xxx xxx xxxx and the site will not except the phone number and move me on to the next page.	2013-10-07 09:04:53
1325	On the registration form. I can not get past the step about entering the phone number. It says enter phone number in format #xxx-xxxx, however my phone info is already entered correctly below. Here is a screenshot: http://demo.bluestranger.com/iny/Screen%20Shot%202013-10-07%20at%209.27.15%20AM.png My browser is Mac Chrome v30. ----- Also your custom select boxes are not nice to use. Each time I navigate by the keyboard to select an item from the dropdown, then hit enter it should just select the item from the drop down, instead it attempts to submit the form.	2013-10-07 09:32:44
1326	1) Why, with an established account, do I have to repeatedly start over and enter the personal information you already have on file to proceed to "shop" for health plans? Exceedingly poor web site design. 2) I have logged on multiple times in the past week and without exception, the site has crashed.	2013-10-07 09:37:25
1327	There is no provision on this website for communicating if the citizen does not have a telephone. I actually succeeded in setting up my account last Friday, but--lacking a phone--I have no way to get answers to questions critical to my decisions about which health care plans are most suited to my needs. Will someone please contact me at my email? _____ My name is _____ and I live in Hyattsville.	2013-10-07 09:43:57
1328	You've had over a week and I still can't put in a phone number correctly. Message says must be in following format: xxx-xxxx, but that format can't be input. Also still get javascript errors when using Firefox	2013-10-07 09:45:55
1329	ridiculous that the cost calculation is not up front and easy. Would you buy a car without knowing the price!!! this is a joke	2013-10-07 09:53:05
1330	You guys are doing yeoman's work under difficult circumstances. I had a rough time with the website today (and in previous days). But my experience with the website improves every time I come. The design language and the look of the website is high quality. I feel like everything is adequately explained and I never felt lost. That's a huge accomplishment, so you have my thanks for that. I wish I could end on that note, but there are two major problems that I've encountered today. First, I am asked way too often to sign in within the website, even when I've told the site to remember me. Somehow, login credentials aren't getting passed between sections and that made getting through the links really cumbersome (I never knew when clicking a link would lead to another request to log in). And finally, when I powered through all the login screens and managed to get to a list of the plans available to me, the list was empty. When I go to "Browse My Plans," I get an empty white box. I tried several times this morning and followed different paths around the website, but I never got anything but an empty box when I tried to browse for a health plan. Today was rough, but I will keep coming back in the days ahead. I look forward to the improvements you will be making in the coming days. Thanks again for all your hard work.	2013-10-07 10:20:34
1331	nothing seems to work	2013-10-07 10:37:35
1332	All the content on the website tells me what I WILL be able to do. Nothing tells me HOW to do it. When I finally find an "apply now" button I've been getting an error message for three weeks. Now today I'm trying to access on my iPad and it tells me mobile devices are not supported. This web site is embarrassingly bad, so I called the 800 number. I was out in hold for twenty minutes and it disconnected me. If you were my phone company, internet provider or baby sitter, you'd be fired. Your the government. What am I supposed to do?	2013-10-07 10:39:24
1333	Looks pretty -- but YOUR WEBSITE DOESN'T WORK. What's going on there?!	2013-10-07 10:40:22
1334	I have been trying to apply for health insurance for myself, and selected the "for myself and/or family" option, but the form ignores that, and acts as if I am applying for someone else. I cannot complete the form in this current state. Furthermore, the site design is *atrocious*, with the designated phone number input field seemingly unwilling to accept any valid phone numbers, the ability to save, but not to delete, any in-process applications, and a design that makes keyboard navigation very difficult. I understand that there have been technical problems due to the high demand for the site, but the problems appear to go much deeper than that.	2013-10-07 10:47:15
1335	This site is WORTHLESS!!	2013-10-07 10:53:37
1336	Speed appears to increase a bit each day, but the system has a long way to go before I can compare and choose plans. And many of the features do not appear to work, e.g. health information to assist in selecting plans, provider search. I know I have a couple of months to get this done, and I am being patient. Not yet frustrated, but I do worry about the impact of all of these problems on public confidence in what is an extremely important (and I hope popular) program.	2013-10-07 10:55:05
1337	Why do I need to register and provide all personal and private information if all I want to know is information about plan coverages? I need access to all information without providing personal information. It is not reasonable to request personal information until the visitor to your website has decided to sign up.	2013-10-07 10:55:09
1338	Web site will not let me past signing in!!! for the THIRD time I have been on this site, it is NOT working.	2013-10-07 10:58:49
1339	I have email confirming my account registration. I also have my "Health Connection ID". But when trying to log on, it says "HPDJA0200W Authentication failed. You have used an invalid user name, password or client certificate." When trying to reset my password, it give me "secret questions" that I did not even choose. What is going on? I called and gave my specific information and the the problem I am having, was told that someone will get back to me. Have not heard back from anyone :(2013-10-07 11:07:38
1340	I could not make an account.	2013-10-07 11:08:14
1341	After creating an account to see if my family is approved for anything, the site doesn't allow me to finish. The closer I get to the end, the more glitches pop up.	2013-10-07 11:18:40

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1342		2013-10-07 11:39:18
1343	made a phone call to get help and they hung up on me	2013-10-07 11:39:50
1344		2013-10-07 11:55:29
1345	I was hoping to find out what providers were participating plus how much and what plans were being offered without filling out an application. Just wanted basic window shopping information and couldn't get it. Your site states that 80 plans are offered, but no indication of what providers are participating. So I couldn't find the information I wanted quickly.	2013-10-07 11:55:32
1346	The State of Maryland has failed to deliver assistance to me in providing adequate resources to actually get health insurance. I have made 7 attempts to 'create an account' online. Taking the suggestion of going to a 'connector' nearby in person, I visited Leidi Garcia, Health Navigator in Wheaton, MD this morning. Even she was unable to successfully get through your non-functioning website to create an account for me, even though she has done the 'training' and is suppose to be able to access this website. I had downloaded and filled out a Maryland Health Connection.gov application (Application for Health Coverage), printed it out and presented that to Ms. Garcia. She said that this was the incorrect form, and gave me 2, smaller applications (Application for Health Coverage - blue; and Application for Health Coverage & Help Paying Costs (Short Form) - green), which I will fill out, mail in, and perhaps hear from the State of Maryland as to the health coverage options I may be able to apply. Then, another set of applications and wait. Currently I am unemployed and looking for health care. I've paid taxes my entire life. This is very disappointing 'service' from the State of Maryland.	2013-10-07 12:02:59
1347	On applicant details page, won't let me continue says I have entered phone number in incorrect format, and email is incorrect format. Email is correct, phone number is impossible to enter correctly	2013-10-07 12:08:47
1348	The create account form will not accept my e-mail address which has a dash which is a valid e-mail character. The e-mail it would not accept is _____	2013-10-07 12:21:21
1349	Site is functional but remains very buggy. Have not been able to browse plans at all (Chrome / Mac OSX). Browse should be easier (e.g. I can't save a profile for my family, so I have to reenter all 6 people before I can even see if browse works). Have been able to start application, but: 1. After choosing email as preferred contact, the form let me enter phone numbers, but wouldn't advance/accept the data until I erased them (after noticing that they weren't required). 2. Certain keyboard combinations exit the app (maybe return or space in certain fields). Site should auto-save or prompt to "save and continue" as each section is completed. Right now I'm saving and exiting to avoid having to re-enter everything.	2013-10-07 12:23:45
1350	I have yet been able to log on to the system. Either it was not available at all or it hung up my browser. In addition, today the identity check was not working.	2013-10-07 12:31:33
1351	I have been trying unsuccessfully since 10/1 to enter the site. For some reason the password that is saved on my computer is coming back not valid and when I go to change it I am told that the new password does not meet the requirements even though I have reviewed the password 'bullets' repeatedly....very frustrating	2013-10-07 12:33:11
1352	I am able to log into the website, get through several pages of the application for health insurance, and then fail at proceeding. The system failures have included 'an unexpected error has occurred' when trying to select the relationship between my wife and myself (although it accepts that our son is our child, or that we are his parents... and it has varied which way it shows the relationship), requesting a new login when I select 'no' for additional family members, and simply not responding when I click the 'next' button. If there is a way to just view the health plans available through the site, I would like to see that. At this point however, when I click the link to show me health plans it only shows me FAQ links.	2013-10-07 12:43:25
1353		2013-10-07 12:55:46
1354	The system cannot verify my id....what's the point of allowing people to access and create accounts online if verification does not go through. I cannot even review my options of health care plans. This SUCKS!	2013-10-07 13:00:11
1355	Web pages should be designed to be more user friendly, and might include: First: (Active link) - An example of a completed application for individuals/families and small businesses. Second: An explanation of all the fields contained in the application; as a separate page or appended to the bottom of the above specified applications. Third: Links to providers.	2013-10-07 13:00:28
1356	Website is non-functional. No useful information can be found. I successfully registered. When going to "view cost of plans" I get to a screen that says "Browse plans" but provides no plans. The icons and layout of the website is confusing. In attempting to get pricing for a family I'm prompted for the same information that I entered when I registered (DOB, Zip Code) why provide that data and then just forget it. The questions asked when entering information for multiple dependents is very confusing. There doesn't appear to be any way to save information entered about dependents. Every time I try to find out the "family" cost, I have to re-enter all the dependent data. But then I never get an answer so maybe that part of the site is supposed to save, but is broken. Seems that \$65M could have been better spend in Maryland rather than shipping it to North Dakota...	2013-10-07 13:06:38
1357	Enlist the expertise of state and local public health professionals/ entities who have had successful experiences in printed communications designed for general and targeted public sectors, to provide suggestions to the Maryland Health Connection on how to improve user friendliness of web pages, including modifications of format and content of web pages.	2013-10-07 13:06:56
1358	Finally was able to create account and log on. Cannot get website to work. It just locks up	2013-10-07 13:11:36
1359	I'm an assister working for the _____ Farlier today I had an error message when helping a consumer. The message said bad request, invalid http, incompatible browser/server, contact MDHIX, support representative. I can be emailed at _____ My name is _____ called CSC. They directed us to complete a paper application. I gave the consumer that application. Thanks for your assistance.	2013-10-07 13:23:41
1360	I've been trying to create an account so I can compare plans for days now and I get the same error message every time. Why can't you let us see the plans without creating an account, if that is what is causing the errors. The phone representative was not helpful at all.	2013-10-07 13:31:08
1361	Personal details form is not working correctly. I have put in my phone number correctly and repeatedly, but the form keeps telling me to enter the number in xxx-xxxx format. WTF? I have tried to enter the number both with and without the area code to no avail. I am totally in favor of the Affordable Care Act. Solidly a liberal Democrat, but this is very frustrating and indicates that Maryland Healthcare was not really ready on 1 October. Please fix this so that I can sign up with my adult son.	2013-10-07 13:34:54
1362	I was unable to complete my application because it said my zip code was not in that County. My zip is 21863 and is in Worcester County, MD.	2013-10-07 13:39:01

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1363	I tried this in two different browsers (Internet Explorer and Chrome), but it kept crashing. I very much want to take advantage of this program, but it is just too time-consuming and frustrating at this point. Half the links don't work, the information you enter isn't saved when the page crashes, and it doesn't let you open new tabs. Please let me know when it is working properly and I will come back!	2013-10-07 13:39:39
1364	This is the third time now I have set aside time to be in front of the computer instead of doing other things. This is the third time that this site has wasted my time... Guess I'll "come back later" like the site keeps asking me to do! Got to love government, don't you???	2013-10-07 13:43:11
1365	System is a joke. I support the ACA reform program, but the MD web site is very inferior. If the system requires users to create accounts, why then does it again (and repeatedly) ask users to reenter basic data that should easily migrate from the basic account record. I opened an account (that was the easy part) and the system recognized me by name, but inexcusably it does not seem to have any information about me. And, even after I reenter basic information again (birth date, zip code), the system then freezes up -- with no indication of what is going on. Really poor design -- and even worse execution. You had three-and-a-half years to get this up and running. Not good. Not good at all.	2013-10-07 13:45:25
1366	Last night I got on and registered. However, the individual health plans would not open up. Today I'm on a better computer, however, when I click to enter my username and password the page is muted and won't let me enter my information. Can I go to an office somewhere and see a hard copy of the plans available? I'm on Cobra and need to get enrolled. I know the program does not start till 1/2014, but I may get off Cobra and go to the company I choose to give me monthly insurance till the MD plan starts.	2013-10-07 13:47:35
1367	At this time, I just want to get some rough quotes to see if this makes sense for me. Why do I need to set up an "account" for this, and more importantly, why do you need my SSN?? Can you guarantee me this site is secure at this time??	2013-10-07 13:55:55
1368	I found two issues with the set-up of this site. One, when setting up an account, if the password entered doesn't follow the 'rules', the user isn't notified and the password is accepted as is. When trying to sign in, the 'illegal' password and username isn't accepted. Second issue, when using the 'change password' option, the security questions listed are not the same ones that I filled out. Interestingly enough, if I type in an 'illegal password' here, the page warns me that the password isn't acceptable before saying that my security questions are incorrect. Good luck working out the bugs, I'll keep trying.	2013-10-07 13:57:00
1369	You finally acknowledged the insurance brokers in your consumer assistance section. However, you still have not provided a listing by county of these insurance brokers. How do expect people to find the insurance brokers affiliated with Maryland Health Connection unless you put a list on the website? It appears that you are trying to give preference for people to contact your statewide call center and the Connector Entities instead of providing the public and small businesses easier access to in person help from the insurance broker community.	2013-10-07 14:19:53
1370	I wanted a health insurance quote for my family. This is easily accomplished with private health insurance companies on their websites, without having to enter any personal information other than dates of birth of the family members. The requirement to enter personal information (even my name!) just to get a quote from the state of Maryland is not acceptable to me. Now I have no quote, and even a telephone customer service rep was unable to assist me.	2013-10-07 14:27:44
1371	where is a list of insurance companies on the exchange? what they cost, cover, out-of-pocket, etc. i do not fill out forms asking for personal information before i know where that information is going and how it will be used.	2013-10-07 14:36:31
1372	When you add an individual (Spouse) to 'Browse' plans the plans page is blank. If you don't add a dependent the plans come up. Emailing the plan to email gives an "Error with JSON" error message. There isn't a logout button anywhere on the user interface. Looks like the only way to logout is to let the page timeout or close the browser window. Received the following error pages that look like they are developer messages and shouldn't be 'customer-facing' messages: Server received an unexpected authentication challenge from a Junction Web server. Explanation The server attempted to fetch the resource you requested from a back end server. However, server received an authentication challenge from the back end server while handling your request. There is currently no sign-on information configured for this junction server. Solution Configure the junction with the appropriate sign-on information. Disable authentication at the Junction Web server. [BACK BUTTON] ---- An error has occurred https://192.168.22.47:9443/sps/authservice/authentication 2013-10-07T18:33:16Z Error details An error occurred fulfilling the current request to https://192.168.22.47:9443/sps/authservice/authentication. This error was caused by an internal/unexpected error on the invoked protocol module leading to the exception displayed below. Please validate configuration of the executing protocol and environment. This is not a problem with the SPS. Stack trace ----- Valid Administration Commands: pkmslogout - logout the current user session (Not valid for clients who authenticate with Basic Authentication or SPNEGO. BA clients must exit their browser to properly terminate their session. SPNEGO clients must log off from their workstation) pkmpassword - change password for logged-in user	2013-10-07 14:38:40
1373	WHAT THE HECK IS WRONG WITH THIS SITE, MD HAS BEEN RIPPED OFF, NOTHING CAN BE SAVED, TRIED TO SAVE ENTERED DATA, PERSONAL INFO, WHAT A FRIGGING NIGHTMARE, THIS IS A JOKE!!	2013-10-07 14:45:00
1374	I repeatedly filled out the forms and was booted off the page and had to start over. This bug needs to be fixed!	2013-10-07 15:02:33
1375	Your latest suggestion of clicking on the home page logo next to your account name: I've created all my log-in information, filled out the forms multiple times, AND there is no evidence of an account name with a home logo beside it to click on. Thus your latest consumer information is not a good suggestion. It can't be made to function, at least by me.	2013-10-07 15:11:04
1376	The gender drop down window does not allow me to chose the right one if i used a mouse, but it worked when i typed the letter. once done, it stated identity could not be verified try back later. very frustrating.	2013-10-07 15:20:21
1377	Wow guys! Been voting Democrat my entire life and then you screwed me over. How ironic. After signing up and trying to log in, it wouldn't let me log in! How am I supposed to get health insurance when the website for it is BROKEN.	2013-10-07 15:24:35
1378	Tried to enter identifying information. Put in everything and came back with an error message that said my phone number(s) needed to be in a particular form. They were in the appropriate format.	2013-10-07 15:37:39
1379	Constantly fails to retain my information, on a dozen attempts over several days have not been able to enroll or compare rates. Please fix this!	2013-10-07 15:39:32
1380	I have tried at least 5 different user names and keep getting the error "user name already exists" at the end of the create account process. I have called the helpdesk and they were not able to figure out why I was getting this error. Suggested that apply by paper or at the Calvert County site in person, which is 30 min. away. I would prefer to apply online.	2013-10-07 15:40:09

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1381	I have tried numerous times to get through the application for financial assistance and saved it after each and every page. The system got bottlenecked near the end of the financial information but I had saved my entries to that point. When I return to the system it wants me to start over again. It doesn't save my application. This is about the 10th time I have tried to use the system. Bottleneck because of high usage is one thing but not saving what has painstakingly been entered is extremely frustrating. This system is a mess!	2013-10-07 15:49:48
1382	Online Identity Proofing (whatever that is) is unavailable. Why couldn't you tell me that *before* I entered all my information? This is the same message I've been getting for days. I can't even get account information, so how can I figure out if there are any plans that meet my needs?	2013-10-07 15:53:38
1383	I was able to create an account but have not received my email with verification and further instructions. When should I expect to receive this?	2013-10-07 16:02:58
1384	This site, sucks. I have been trying to look at plan costs for over a week and each time, I get the FAQ's, but no plans. MD must not have any insurance companies willing to to enter their exchange which is why I can't see any costs associated with any plan.	2013-10-07 16:05:07
1385	I am trying to reset my password. There are two problems though. The first one is the security questions i set up for resetting password don't show up and ones I didn't set up show up. The other problem is I type a password that falls in the rules but it says it doesn't. How can I reset my password?	2013-10-07 16:30:23
1386	This site is PATHETIC. I have tried for 7 consecutive days in a row, hours on end TRYING just to get from one page to another. It keeps saying my phone # is invalid. I filled that lengthy form out well over 10 times today and still it won't go to the next screen. Called in and boy oh boy your phone people are just as clueless. This is RIDICULOUS! Force people to do this and then make it impossible! Yeah thats a great way to roll this CRAP out! HOURS of my life wasted because you all can't get it right? VERY DISSATISFIED!	2013-10-07 16:31:18
1387	Your system is a joke. I want to apply but cannot because the system failed. I know I do not qualify for any subsidies, yet your system will not provide me with any plans or rates so I can at least begin the review process so I will be ready to enroll when the system is fixed. A complete and total piece of junk. How much did yo pay for this? Who designed it, a four year old?	2013-10-07 16:37:47
1388	I successfully established a login, providing verified identity, SSN, etc. When I try to find out insurance costs - and I am logged in - the system asks me to re-input all the info I have already put in and have had verified. It then asks me to login (which I am already), then the site crashes when I enter my password. It has done this twice. Good luck.	2013-10-07 16:48:34
1389	This is my fourth or fifth try... still can't find out how to find health plan options. I read in the newspaper that I have to register first, but I can't find anywhere to register. Help	2013-10-07 16:57:38
1390	The ACA is a great idea, however this site is a complete joke. If this is the best you can do you need a doctor.	2013-10-07 16:58:13
1391	1) There should be easy and obvious way to login and resume your application starting from the Home Page (http://www.marylandhealthconnection.gov/). The link to resume your application is not obvious from the "Click Here to Apply Now" page either (https://prod.marylandhealthconnection.gov/CitizenPortal/application.do). I finally found the links by clicking the "Welcome Michael . . ." when the resume application link FINALLY became apparent and clear. This link should be move to the Home Page. 2) The link between the "Income Section" (https://prod.marylandhealthconnection.gov/CitizenPortal/application.do) "Please Tell Us About Your Household Income", The NEXT button gives me the following error message "Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator."	2013-10-07 17:05:52
1392	Still can not get any information	2013-10-07 17:07:24
1393	This cannot get any worse - this site is complete garbage. I was finally able to get a quote for myself, but whenever I add my spouse and 2 kids I get no results. Many timeouts/pages won't load (or if they load they only get half of it).	2013-10-07 17:14:57
1394	OK Maryland we have a problem. I support the Affordable Care Act 100%! But I have to say that the MD Public Exchange System is really really bad. Whomever they had build the system seem like a bunch of amateurs. They really need to fix it quickly. I have tried using it many times, I finally managed to create an account after multiple server errors. Now the same thing is happening when trying to apply for insurance; round and round in circles, basic screen validation errors and then server errors (not enough memory). Martin O'Malley needs to bang some heads together and fix it.	2013-10-07 17:27:50
1395	I'm trying to apply to Maryland Health Connection, the Web Site keeps asking to provide a valid phone number: "Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXXX." I can't get pass this error even if my phone is correctly entered.	2013-10-07 17:35:42
1396	When going through the "Get Started Application", I cannot proceed. I am given an odd login screen. This happens at various points. I have only been able to get as far as financial information and this was only once! Now I am only able to get as far as my address. Also, I tried saving my application and it did not save from where I left off.	2013-10-07 17:52:41
1397	This should not have been launched unless you were 100% ready. This website is the worse I have ever seen. It makes me doubt the ability to manage healthcare. I am upset that you feel our time is not valuable. Your inability to fix simple web site issues speaks volumes about quality of staff that is suppose to be managing this.	2013-10-07 18:10:30
1398	After choosing whether or not I wanted dental, the program glitched - it would not show me any options or allow me to click on anything else. The program essentially stopped after that - I could not proceed to view plans or prices.	2013-10-07 18:28:03
1399	I realize the system is swamped, but at times it's unusable slow or completely unresponsive. I've had to enter the same information (address, ssn) in multiple places. The process left my 26 year old son with no option other than Medicaid. The shopping page won't let you enter in a valid date - you have to use a calendar that defaults to TODAY's date, even though you already have my birthday. The links on that calendar don't work to go back a year, let alone 26 (or 58 for me) - other places where you enter a date will. That's unusable design (I'm a software developer, so I know). After registering, and logging in, I'm stuck at a page that just says "your login was successful". The site couldn't verify even basic stuff like my sons SSN. The Other Contact Information section will not accept any phone number, complaining about it needing to be in the format xxx-xxxx, even though MD went 10-digit years and years ago, and the FORM takes the area code, exchange and 4-digit number and combines them.	2013-10-07 18:34:34
1400	Finally after trying for several days, I was able to create an account. Then I when on to the next step of applying for insurance. Wow, this is terrible software. I do not know who this state paid to create this software but it is an absolute nightmare. Many, many problems. I am self employed and was looking forward to finally being able to afford health coverage for my family but this has been a complete nightmare. Every time I think I have gotten somewhere with the application, I'm inexplicably kicked out and have to start the application over. Hours and hours. And you can not blame it on the traffic, it is the software. I mean it is horrible. The software company should be fired immediately and the state of Maryland should be embarrassed and ashamed!!!!	2013-10-07 18:41:18

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1401	I cannot complete an application because I am continuously kicked out of the system! Please help!	2013-10-07 19:10:38
1402	some one should be able to look at the plans and cost without actually signing up. without signing up you only get an overview but no cost or deductible details. this is the worst site for information I have ever been on. when I call customer rep I was told that you can sign in anonymously but he could not find it on the site. he then stated it was available before October 1 but must not be now.	2013-10-07 19:34:16
1403	I tried to register to use the site, but the security questions to "verify my identity" did not provide the high school I graduated from. I have no idea where you got the list of high schools or why mine was not on it, but they were wrong. Not sure how I can complete a registration now. Very dissatisfied and disappointed. This was not a hurdle I expected to encounter.	2013-10-07 19:37:17
1404	I hate the Obamas. ALL OF THEM AND THIS BILL.	2013-10-07 19:43:54
1405	I would like to look at plans but am not able to do it. I can log in and then when I go to look at plans, I can see only "step1" with the FAQs. I cannot move to step 2 to browse plans. This is frustrating.	2013-10-07 19:56:36
1406	I have been trying for five days to simply "create an account." I hope you will get this site working soon.	2013-10-07 20:12:23
1407	I have already started my application, it still won't let me go past the screen where it asks if you smoke and then how many people you want to enroll and it goes to a blank screen. Is there anyway I can get information on the different plans besides making a phone call to your customer service. I would like to be able to look at plans side by side. I don't think that is feasible over the phone.	2013-10-07 20:23:07
1408	THIS IS ABSOLUTELY THE WORSE WEBSITE I HAVE EVER BEEN ON AT THIS RATE I MIGHT BE ABLE TO HAVE HEALTH INSURANCE BY SOMETIME NEXT YEAR	2013-10-07 20:35:16
1409	It's a bunch of shit that every time I come to look around on this site I cant get in or it crashes. I finally get a user name and password but every time I try to get in it wont let me. I'm pissed fix this useless site!!!!!!!!!!!!	2013-10-07 20:45:12
1410	I am a huge fan of the ACA and the Maryland Health Connection. I want you to succeed. We can understand technical glitches. But please, please PUT UP SOME POP-UP MESSAGES ON THE SITE INFORMING PEOPLE THAT CERTAIN PAGES/PROCESSES AREN'T WORKING. Then users won't waste our time, trying over and over and not knowing whether the problem is simply traffic (i.e. its slow) or that some pages are really non-functional. and end up frustrated and angry. I fear you are squandering goodwill and making a lot of people very frustrated and angry. Frankly, if somebody wanted to turn the public against the MHC, they could hardly do a better job than putting up a dysfunctional site and not putting notices of this on the relevant pages, not just on an obscure "updates" page.	2013-10-07 20:45:35
1411	The questions for validation are not pertinent to me and I could not proceed any further. I do not have get insurance nor have I lived in the areas noted in text.	2013-10-07 20:48:12
1412	After days, I have been able to setup my account. After setting up my account, I tried to review the plans. Could not go any further. Now several days later, I can not login. The information is correct, but I keep getting an error message. WOW!! The State of Maryland paid millions for this????? A college computer class could have designed a more workable solution. This is very embarrassing. It hinders persons who need the insurance. This plays right into the hands of those who are saying delaying the individual mandate, because so many all over the country cannot use the system. There will be on other options than to delay.. since the system is delaying persons from enrolling. You can not penalize someone if the system you design will not allow persons to enroll. Since the success of the President's use of social media and computer technology in his election and re-elections you would think this would be a piece of cake, but..... Still looking forward to seeing it up and running.	2013-10-07 20:50:11
1413	I am attempting to apply for insurance and every time I try to click next from page 1 the system goes to an error page.	2013-10-07 20:56:28
1414		2013-10-07 20:56:42
1415	After creating account on Sat, now I can't login at all. I click "Get Started", a white screen comes up, blank with small text in upper left corner saying "Logging in.... After a few seconds, it goes completely blank. White screen. No error message. Just blank. Would it be so difficult to post an error message, so at least we know what's going on?"	2013-10-07 20:59:39
1416	Ok, I gave it a week. This website is still completely non-functional. I've been through the application process half a dozen times. . it has failed EVERY TIME after requiring me to input tons of info on all family members, often repeatedly. I've been booted off the system without explanation. The system has inexplicably counted me twice in the application and given me no way to delete the duplicate entry. It's like the people who designed this site have never used the web before. I know you have complex systems integration issues, but that does not explain the total failure of the site to do the most basic thing...tell people what coverage is available and what it will cost. We're a week into the program and I can't even tell what insurers are offering coverage thru the exchange. You should take the site down and reboot it when it actually works. This is making you look incompetent and all you are doing is feeding the Tea Party ammunition to say the government is incapable of doing this right.	2013-10-07 21:07:34
1417	What a dreadful site. I couldn't get anywhere, couldn't get any information. I don't want Medicaid information, I want all kinds of other information. I think my eight year old grandson could do a better job than this. What on earth were you thinking.	2013-10-07 21:19:26
1418	Wow. Did you test this site at all? I've tried three times to see health plans - some pages load, then you click Next and a blank page displays. You click help and the screen changes, sometimes gives you an error, sometimes doesn't. I finally gave up. And I wasn't even using the system when demand was high. I think you've made some poor architecture decisions with this site. A consumer should be able to research plans without getting trapped in an error-filled application process. If you segmented out the process into separate streams, you'd greatly reduce the errors, greatly increase performance, and actually be able to provide consumers with what they need to sign up for health insurance. Please let me know if you would like assistance with resolving the issues you have on this site, or would like a comprehensive testing plan that will help you get past these issues. I can be reached at _____	2013-10-07 21:41:03
1419	I have managed to set up an account. I am trying to find subsidized costs of family plans. I enter the birthdates, ask to see my plan options and get a page with 2 FAQs and nothing else. If I go in just as myself I can see plans at the unsubsidized rate for just myself, neither of which is at all helpful. I am very excited about the ACA but am very disappointed in the Maryland site. One week in and I still can't see any information. While I know that we have until March for open enrollment, and I have a self-purchased plan through May, I would love to be able to switch Jan 1. At this rate, I don't know that it's even worth trying for several more weeks. Please take the site down completely until this is fixed so that I know when it is back up and running I can do what I need to do.	2013-10-07 21:42:29

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1420	I can't get past the data entry part. I enter my phone number and email and it keeps telling me to enter my phone and email...I have tried several times over the past week. Even setting up an account to log on to this site was more stressful than it had to be.	2013-10-07 21:42:55
1421	I have been trying all day to bring up non - funded health plans of which nothing will ever populate after I enter my entire family over several times. It is very frustrating when a site doesn't work.	2013-10-07 21:45:58
1422	Still still in a never ending loop when trying to fill out the first section of the application: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /CitizenPortal/ieg/ProcessScript.do?executionID=-3224784041383297024 Error Code: 0x38cfd159 Error Text: DPWWA0345E The request was too large to store in the session cache. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-07 22:00:33
1423	My husband was able to create an account after the first few days. I started searching for health coverage for the family. Couldn't search for all of us. So I searched for just my husband. I only got as far as the page telling me there are 34 of 34 plans. But nothing else was clickable to look at those plans. It says "what is important to me" and neither plan type, health, doctor or any of the choices were clickable. I am assuming that if it takes this long for people to search or not be able to search, the deadline will have to be extended! Anyway, am I doing something wrong? Does the page to look at my 34 options take a while to load (it didn't look like anything was loading)? Are the options even clickable? I've spent 4 1/2 hours tonight trying to shop with no luck.	2013-10-07 22:16:47
1424	A simple video on the home page showing someone going step by step filling in a mock application would go a long way. Just show people what applying looks like so they can get familiar with the screens. Then even if the site if down or help no available, the curious can see what it would look like if it were working. The video you have is a total marketing fluff piece. Nice if people have no idea what the ACA is, but it doesn't show anything about what the process looks like. And then all that information is also written. I had to read it all to realize that. Hope I'm not sounding to harsh, I want to help and I'm being honest. I'm a VP or sales and marketing so I do have some perspective in what I am providing as feedback. #2 I swear last time I looked the site I could see the rates but this was before it opened. Now it seem you need an account to do that. I didn't want to set up an account. I just wanted to look at rates. And there was no easy answer on the site telling me how to do that. If you need to reach me _____ o what this programs to work so please take this suggestions. I'm kind of surprised these ideas weren't implemented from the start. A demo video would be a natural fit considering what you are trying to do and how many people you are trying to educate. It would greatly lower your call, email, assistance value. A video like this should be able to get created in less than a week. For starts, you don't have to over do it. If doesn't have to answer every question, just an orientation so people we can the screens. Sample... Just click here to see a sample application getting filled out so you know what the process will look like. 2nd, allow us to see the rate without a log in. If we are kicking the tires, we shouldn't need a log in. People are over whelmed with user names and ids as it is. You are just creating an extra hurdle. Hope this helps	2013-10-07 22:20:41
1425	I am unemployed with pending unemployment benefits - with no health care coverage. I have been trying to log onto this website since midnight 10/1/13. EVERY TIME I click on GET CONNECTED, the page loads but it is completely faded with the added inability of not being able to click on any function. Is it my computer or this website?	2013-10-07 22:45:10
1426	unable to apply for one week, not acceptable at all, tell them to let us know when it is up and running so we do not waste our time.	2013-10-07 23:07:28
1427		2013-10-07 23:12:04
1428	You let me sign up without an E-Mail address, and are now gating me from logging in because I didn't authenticate with an E-mail address that I never provided. Ridiculous.	2013-10-08 00:19:46
1429	Navigation very un-intuitive and also gets stuck all the time. Yesterday I was finally able to register. That was a start. Today I tried to "browse" plans. The entry system here for dates, etc., is very glitch. But I got past that. Clicking on "browse plans" brings up (1) some FAQs (why does it do that?) and (2) a box that says it is searching for plans. That's it. Nothing more. This is really not a system to be proud of.	2013-10-08 00:21:20
1430	I have been trying to get information and get started in the process unsuccessfully for a week now. If this is an indicator of what the Affordable Healthcare Act and the associated care is going to be like, I'm beginning to believe the Republicans are right. I guess we should have known ... can't be much different than all of the other government run operations! VERY VERY DISAPPOINTED!!! You've had years to prepare. What's the deal?!! This sucks!!	2013-10-08 00:23:15
1431	Complete waste of time. servers not responding page layout not completely loading. Freezing without cause. Are you deliberately trying to make this fail.	2013-10-08 00:41:02
1432		2013-10-08 00:50:34
1433	You folks are botching this whole thing up!!	2013-10-08 01:16:00
1434	could not find pricing or cost calculation	2013-10-08 06:10:53
1435	This website is useless. Can't log on today. Cannot access any health care plans to see the prices. This thing simply does not work. Tried IE, Firefox, Chrome. Deleted cookies, updated Flash and Java. Nada	2013-10-08 06:56:48
1436	There should be a comparison table with all the options	2013-10-08 07:38:13
1437	Repeated attempts, perhaps 10 of your 174,000+, have been met with Identity Proofing Not Available. The wholly miserable rate of enrolled applicants (374? Really? and you admit to that as if it were some sort of achievement?) suggest that they were walk-ins, and that this site is a TOTAL FAIL. Suggest the leader of the operation, the one where the buck stops, be walked out back and be publicly stripped of his ID, stoned by the crowd and dismissed. IT Development seems to be the personification of the Peter Principle. Fully expect a tea party victory in delayed roll-out (at least) based on this shoddy effort. And that's a shame. Based on search results this AM (your release of the abysmal success ratio), hang on to your hats, you are about to become a national laughing stock. Except for your actual clients. We in Maryland aren't laughing.	2013-10-08 07:50:34
1438	Day 8 and I still have not been able to see one price estimate for our family of eight. My employer enrollment end October 18. If there's a chance that the MD exchange offers a better plan, looks like I won't be able find out. I also tried calling in and the representative I spoke with said her system was down. Your claims of "high interest" in healthcare would be better stated as "how bad is it going to be". Very sad and disappointing.	2013-10-08 07:57:30
1439	I would like to find out about cost of coverage without creating an account & giving personal information.	2013-10-08 08:25:17
1440	Still does not show any available family plans. How long must this farce continue?	2013-10-08 08:37:37

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1464	Why do you have to sign up BEFORE finding out what the costs are? If I'm not buying the insurance at this time, where is my information being kept? How long is it kept? Who can see it?	2013-10-08 11:42:44
1465	Have entered same info at least 20 times and am unable to complete application.	2013-10-08 11:43:54
1466	signed up without any problems however once at screen for finding plans icon stalled at "searching for plans" 10:25am. I shut down after 15min of waiting	2013-10-08 11:46:15
1467	I have been trying to get "costs" of my plan since October 1. All it does is send me to a page with no plans - after I enter all of my information.	2013-10-08 11:50:12
1468	For the second day in a row, I keep getting stuck at the same point (https://prod.marylandhealthconnection.gov/CitizenPortal/application.do#/q9). No matter what computer (Win7 64x) or browser I use (I've tried IE 9, Firefox and Chrome), I can't get the health question to appear (I made sure my ad blocker was off, and all previous screens worked just fine). According to the estimator, I probably qualify for some assistance, so I need to see adjusted plan prices, and I can't because I can't get past this one question.	2013-10-08 11:52:35
1469	To view the material available the site is fine. To investigate the various carriers, their offerings, and rates (without the subsidies) is completely non-existent. ... and a basic calculator to allow people to develop subsidy estimates to again consider the offerings from a more informed basis is very little to ask for when trying to examine options. DON'T MAKE VISITORS SIGN IN AND PROVIDE INFORMATION JUST TO PERFORM THIS BIT OF INVESTIGATION!!!	2013-10-08 12:08:19
1470	Unable to even view available plans or their cost. Very hard to navigate. Back button is lethal. Doesn't remember form data, needed to re-enter information 4 times, then gave up. Good luck MD	2013-10-08 12:16:00
1471		2013-10-08 12:16:59
1472	JOKE	2013-10-08 12:29:51
1473		2013-10-08 12:30:58
1474	Pretty Colors, but where are the plans?	2013-10-08 12:34:25
1475	Would not accept ANY combinations for passwords- even according to directions Advised by phone person to REESTABLISH new acct, which as I KNEW would backfire. ALSO, asked me WRONG security questions, when I backed up then forwarded, it asked me a NEW set of wrong security questions After creating "new" acct. I am on hold, unable to do anything, Even tho acct is established	2013-10-08 12:43:28
1476	Consumer Assistance MAP is set for WISCONSIN!!!	2013-10-08 13:07:26
1477	The failure of this website is inexcusable. It appears like it was never tested with actual humans to catch any of the simple design problems that should not have been there in the first place. The whole experience so far has been worthless. States such as Kentucky have websites that work just fine, and it boggles the mind that Maryland is so far behind.	2013-10-08 13:09:32
1478	Will the online proofing service EVER be available? I have been trying this several times a day, every day, since Oct 1. It has yet to work.	2013-10-08 13:09:41
1479	your site sucks	2013-10-08 13:17:24
1480	Site constantly kicks me off/sends error messages. Totally horrible and amateurish.	2013-10-08 13:17:54
1481	I know this application site is being worked on but this epic FAILURE is unacceptable. To expect us to continue to waste time typing in information that cannot be saved, for an application that cannot be submitted is incomprehensible.	2013-10-08 13:21:42
1482	I have not made it through the application process successfully yet, it would not accept my phone numbers and kept saying where not incorrect format and they were absolutely correct, than it kicked me out.	2013-10-08 13:23:12
1483	why do you need my social security number. I just want to browse plans right now. I really don't want to set up an "account" until I am sure I wish to purchase on the exchange.... Am concerned about hacking.	2013-10-08 13:45:32
1484	The website SUCKS It keeps giving error messages! Bounces back to LOGIN and then blocks me out FIX IT FIX IT FIX IT	2013-10-08 13:50:43
1485	Told that system was not available to validate registration information, and to try back later. This was at 2 pm on Oct 8. Why wasn't this communicated to me before I took the time to fill out the form?	2013-10-08 13:57:25
1486	Need a back button at the end of the application. Also can't get to my applications page. Thank You	2013-10-08 14:01:12
1487	The entire system is a piece of crap. I have spent hours on the site and have been frozen out at some point every time. Save data and go back and it is gone. If this happened in the private sector everyone involved would be fired. Welcome to ObamaO'Malleyland. This is a disaster in the making for the citizen's of this state and country. Before ObamaCare we had 30 million uninsured. Now we may all be uninsured. That's liberal progress.	2013-10-08 14:03:40
1488	The website does not work. I tried to look at health plan price and it never loaded. Furthermore, I tried to come back in and try again and it did not remember anything about me or my dependents. Very disappointing. I could implement a better site by myself in my sleep.	2013-10-08 14:17:56
1489	THIS WEBSITE IS DYSFUNCTIONAL, WHAT A CRIME, CAN'T GET PAS I LOGIN AND APPLICATION, NOTHING SAVES, WHAT A COMPLETE WASTE!	2013-10-08 14:29:21
1490		2013-10-08 14:52:23
1491	I understand the site is having problems. When trying to login for the first time, the computer froze and I hit the refresh button. This is what showed on the screen: Valid Administration Commands: pkmslogout - logout the current user session (Not valid for clients who authenticate with Basic Authentication or SPNEGO. BA clients must exit their browser to properly terminate their session. SPNEGO clients must logoff from their workstation) pkmspasswd - change password for logged-in user. I opted to click on the first option. I opened the website again and I was able to login. I was trying to estimate the eligibility for financial assistance. Once again the page froze indefinitely. When trying to refresh this time it logged me out. Hope this information helps!	2013-10-08 14:56:49
1492	Unable to sign up for email updates	2013-10-08 14:59:30
1493	I enrolled a new member and need to send in supporting documents. No instructions on where to send them nor is there a way for the agent to scan and update the client application with the requested documentation. Please call me at	2013-10-08 15:08:40
1494	I still cannot even complete an application! hitting tab makes it jump like a flea!	2013-10-08 15:34:57

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1495	My last name is hyphenated and it would not allow me to include a hyphen or leave a blank space.	2013-10-08 15:35:39
1496	Really, Really, you have to ask? I have not been able to do anything on this site.	2013-10-08 15:49:21
1497	This site is a joke, I cant see any health plans...	2013-10-08 15:58:31
1498		2013-10-08 16:17:58
1499	I posted a usability review of my experience on my site with specific problems and recommendations. Unfortunately, I can see why so many people are having problems with the site. There are some fundamental usability issues beyond the technical/scale issues you are experiencing. I hope this information is useful to you. I really want the ACA and Maryland's exchange to succeed. Many of these problems can be solved easily so you can focus on the hard stuff.	2013-10-08 16:18:39
1500	No one appreciates wasting hours and hours of their valuable time to fill out forms time after time, only to end up right back at the beginning of the process every entry mysteriously wiped out. Such a theater-of-the-absurd process will anger thousands and thousands of people. I know -- I'm one of them.	2013-10-08 16:26:46
1501	I HAVE BETTER THINGS TO DO THAT TOTALLY WASTE MY TIME FILLING OUT FORMS ONLY TO BE TOLD THE CACHE IS TO FULL. IT WAS IN SENATE HEARINGS THAT THAT MARYLAND'S SITE WAS WORKING FINE, THAT PREMIUMS WERE GOING TO BE SIGNIFICANTLY LESS THAN PROJECTED. IT APPEARS THAT NONE OF THIS IS TRUE. GOVERNMENT OFFICIALS WERE INFORMED PRIOR TO THE ELECTION THAT THE POLICIES THAT VETERINARIANS HAD WOULD BE CANCELLED IF CHANGES WERE NOT MADE TO OBMACARE. YET THIS LIE IS STILL BEING TOLD. I PURCHASED A DISABILITY WAIVER OF PREMIUM RIDER WITH MY POLICY AND THAT WAS VOIDED. I HAVE MADE SOME MINOR COMPLAINTS ONLY TO HAVE MARYLANDS CCU TO INFORM ME THAT AN INVOICE FROM 1988 HAS NOT BEEN PAID.	2013-10-08 16:30:53
1502	- The site kept kicking me out, forcing me to continually log back in. Very annoying. - You are unable to make a change to an application and, when that is necessary, you are forced to start from scratch. It took me five tries to get the application correct. Ridiculous! Allow people to make changes to their existing application. - Access to backend database servers was continually interrupted or unavailable, forcing me to log out and back in just to get to the data I needed. - Very difficult to navigate. Not well-designed at all.	2013-10-08 16:35:44
1503	"Resume application" restarts my application; I have now completed 3. If I go to my account, it displays one application with a link to "Continue". Clicking continue restarts the application process. There appears to be no way to return to my applications. "Browse for Plans" gets stuck at "Health" if I attempt to narrow my options. Thank god for the "Skip to Plans" option so I can review all 34 of 34. Whoever tested this site did a piss poor job; I'm astounded that there have been this many issues (which seems to be a moving target now) in the 1st week after all the supposed effort the state has put into making it all function.	2013-10-08 16:38:35
1504	set up account, when i try to sign on the id and password fields go blank and nothing happens. I paid my hard earned taxes for this pos?	2013-10-08 16:43:21
1505	Received info that I would receive an email with further instructions after establishing account. No email yet.	2013-10-08 16:44:06
1506	Navigating this website is a nightmare! I have had to continuously "log in" and re-enter the same information. Most times the information does not load correctly and when it does, I lose what I have entered when I try to move on to the "next" page. This process has been very frustrating!	2013-10-08 16:54:40
1507	I want to see what options are available to me. I then can choose which options I want. Your site wants to gather information from me before I can even see what options I have. I do not want to give information first. Show me what's available, let me choose and then let me send my information to whom I choose.	2013-10-08 17:00:36
1508	you have got to be joking? I have come to this page over and over again trying to sign up. Now there isn't even a place to sign off to be rejected. Whoever is running this owes the public an apology and yet you seem to have no shame. Sebelius should have done the honorable thing and resigned after she screwed up the morning after pill. BUT for O Malley who wants to run for President to have such a bad computer system is completely unacceptable.	2013-10-08 17:07:10
1509	Your website kicked me off four times as I was trying to sign up. Also, when I typed in my phone number, it wouldn't accept it. The instruction was to put a dash after the numbers in this format: (855) 642-8572. I put the page was set up so you couldn't do it, and as a result, the application could never be completed. After trying to enter my phone # the website kicked me off, and I had to re-enter all of the information all over again (unsuccessfully) This is a poorly run system!!	2013-10-08 17:26:35
1510	It won't let me register. I tried three times and it crashed after I entered information. All it says is: Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. This is unacceptable and there needs to be an investigation into how this could happen after all of the money spent on it. Somebody should be going to jail for this debacle.	2013-10-08 17:34:25
1511		2013-10-08 17:34:49
1512	you are using a TRW database that has errors in it that shows the wrong car for me so I can't create an account. Apparently TRW doesn't know what car I currently own and have had for years 2007? you need a way to create an account without having this level of security being passed, and then have a way for users be able to get passed this. If you had of tested this system you would have realized that there were this sort of problem.	2013-10-08 17:56:17
1513	is this nonsense a prelude of what's to come? It's past a week and all your are able to enroll is 500 (+/-)? If the department is not prepared for business, then don't make us feel good about foist tax in addition to the already high tax that is not even used to adequately and timely fix our broken and outdated infrastructure lest broken citizenry. Look at Baltimore city, or a lot of districts in Baltimore county, dwindling day by day. Please, get your act together so we can enroll or tell us we can not any longer, so we know and take care of ourselves. I hope this feedback makes it through and not freeze like the ACA enrollment process.	2013-10-08 18:08:50
1514	unable to apply, system required another sign in half way through, causing all information to be lost! I have had this problem for a week! Totally a negative and unacceptable experience.	2013-10-08 18:11:12
1515	I do not provide my SS number to anyone. Why do I have to provide it to see insurance rates	2013-10-08 18:16:16
1516	I'm not done poking around on the site (this is my first day successfully logging in), but please have someone go in and fix all the pages where using the "back" button sends the browser into an endless loop of reloading a blank screen. Also, I clicked on the link to compare pricing, and I'm seeing pricing that doesn't factor in financial eligibility. Please ask me how much money I make before you show me a price. If there's a sale at Macy's, I want to see the "20% off" sign - I don't want to learn what the price is at the register. I'm sure you're quite busy, so good luck (not sarcastic).	2013-10-08 18:18:51

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1517	I've been trying to get plan quotes since 10/1/2013, both for myself and a family of four. I have not yet been successful. I tried applying once, but it locked up in the middle of my application, and saving/exit didn't save it.	2013-10-08 18:47:31
1518	attempting to browse plans without payment assistance, it lost my application four times, and made me re-login after entering myself or a dependent repeatedly. I still have no idea how much insurance is going to cost, through the maryland health exchange.	2013-10-08 19:18:41
1519	A week in and you still don't have a working system. Great job!	2013-10-08 19:31:19
1520	how tragically embarrassing for you. After 3 years of preparation, this is the best you can do? i use ecommerce ALL THE TIME and if i encountered a website that was as poor as this, i promise you i would not try more than twice to get thru. In this case i have entered and re-entered information, been locked out, had the system crash, asked for information that was already entered several times, etc. Just pitiful! This is our chance to make this program work. and this is the key element. very disappointing!!	2013-10-08 19:32:53
1521	I am commenting as a retired Maryland State Medical Director, as well as a consumer, now on Medicare. I was looking up for coverage for my wife, who is not yet Medicare-eligible, to see if we'd do better with her having her own insurance policy, instead of being on mine. Mind you, I expect glitches to occur when this is such an important, detailed and significant effort, but here's the most disappointing ones. The goal should be to make this online application user-friendly and easy to do. 1) Two days ago, I submitted all the necessary information and, upon completion, received an error code, 0005-L2. After resubmitting all the information today, I received the same error code. Expecting the average persons to know what it means and then have to negotiate the problem by phone is asking too much. I believe that error codes are usually the problem of the software, not the consumer, especially since I switched from a Windows 7 to Apple OSX. I never get an error code with OSX. 2. Today, when I tried to retrieve the saved information, there was none saved. That is very frustrating and discouraging. 3. On both occasions, after submitting data and clicking "NEXT", I'd be redirected frequently to a page, asking me to resubmit the ID and password, but in a different font and form than accustomed. 4. I then decided to keep saving my data as I went along, which seemed to work, but still kept getting kicked off. 5. Sometimes, for the financial information, the next screen would be in a reduced font and disorganized page. After submitting the figures and clicking "NEXT", nothing happened. I would then have to get out of the program and then restart at "www.marylandhealthconnection.gov. 6. In looking at the different plans, the questions to help narrow down one's choices did not work at all. 7. There should be a button on the home page that states "Resume application" instead of having to intuit that one must click "Get Started"-that is not user friendly. 8. The question about whether or not a person is covered by a health care plan or program is not clear. I originally clicked yes, because I am with CareFirst. The plans and programs you were asking about were governmental. You should add that qualifier in the question. 9. Finally, there is one unacceptable misspelling. The word is spelled "deductible", not "deductable." It is hard for me to believe that this system was beta tested to an acceptable degree, because there are so many disrupting glitches and obstacles. I am a strong supporter of the ACA, but this version of Maryland Health Connection is too rocky a start for a state that prides itself on superb technology and software development.	2013-10-08 19:35:42
1522	This is the worst web site I have ever seen. Nothing works right. But I am forced by my government, "by the people for the people" (what happened to this?), to use this web site? I have wasted hours of my time trying to comply with the law, but the law makers can not even figure out how to make it work? You (The Government) should all be forced to enter the "real world" of the non-government life were income is not guaranteed but earned. Let me know when it is working.....as I am too discussed to continue.	2013-10-08 20:26:50
1523	The site will not allow me to register with my standard address of _____ The site states that the email address is not valid	2013-10-08 20:47:52
1524	This site is full of glitches. It booted me out continuously. The information level is poor. When the form does not "take" information it is not clear why. The phone number fields are not working at all. It ge around these I had to leave them blank. I went through the entire application to be told at the end that I had 30 days to submit documents for verification yet not provided with WHERE to submit them or WHAT exact document to provide, People who are not completely able to work on wonky glitchy sites are going to be driven crazy by this messy bad site. The ONLY thing it has going for it is that the graphics are clear and the design is on the right path. BAD start to the ACA! The state need to put some resources towards fixing this site.	2013-10-08 20:48:05
1525	Is there at least a sensible way to inform people when the website starts working in Maryland?	2013-10-08 21:23:03
1526	As someone that work for the federal agency and I am trying to enrol my mom to this system, this got to be the worst design system that I have ever come across. Whoever the contractor that build this systme need to be fired. And whoever the the government employee in charge of the contractors need t be demoted	2013-10-08 21:39:56
1527	I was able to create an account a few days ago, but can not get past the initial question of birthdate / # of dependents. get it together. as a software developer, this is just shameful. all of the national news reports use maryland's health connection site to relay "difficulties" people have in using any of the other health exchange sites. you knew this was coming, you've had years to plan / prepare. and instead of showing others how to get things off the ground, the site fell flat, whimpering, into a steaming pile of dog mess.	2013-10-08 22:07:21
1528	The account creation process cannot verify my identity. I can't think of any good reason why this might be.	2013-10-08 23:38:55
1529	Slow upgrade your servers!	2013-10-08 23:42:43
1530	Site was very easy to navigate and explanations were extremely clear. Great job and thank you!	2013-10-09 02:18:07
1531	This is the 10th time trying to view the insurance side by side. no success again!!! really how cant I be verified after giving all my personal information I've lived in Maryland my whole life, I have Maryland drivers license SS# and pay taxes for myself and my business. located in MARYLAND!!!! what do I need to get your stupid system to work? Thanks, ^	2013-10-09 02:28:27
1532	Wow...the website is so pitiful there are no words. Still haven't been able to see a listing of plans. Can't even log in right now.	2013-10-09 06:42:22
1533	When is the site going to work?	2013-10-09 06:48:46
1534	glitched at every page - still cant view any plans 5 days after starting	2013-10-09 07:09:43

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1535	I get finished with the application, and to the verification page, but I have no way to submit verification. This results in my application timing out and I have to keep filling the same information out over and over, and still get nowhere. This is the text from the page: We need more information to process and confirm your eligibility. Please send documents to show your citizenship and identity status is required on your application for health insurance. Please submit documents by . If you do not send these documents by we will close your application for health insurance and you will no longer be eligible for health insurance. For a complete list of accepted documents for verification, please click here. Name Items which require verification Supporting Document Due Date No information entered and confirm your eligibility. Please submit this information by . If you do not send these documents by your application cannot be processed and you will not be eligible for health insurance. For a complete list of accepted documents for verification, please click here. Name Items which require verification Supporting Document Due Date No information entered	2013-10-09 07:35:43
1536	Day 9 - just wanted to let you know that your site still does not work.	2013-10-09 07:46:47
1537	set up account, tried to sign in, user name and password blanks out and stays on signin page. you people should be ashamed. My tax dollars paying you clowns?	2013-10-09 08:10:26
1538	Once I tried to browse plans, I got what seemed to be a FAQ page with no clear way to actually browse plans.	2013-10-09 08:10:53
1539	I have tried for three days straight to get quotes on health insurance and the website does not function. I can either never get to the login page, or if I get to the login page, the quote function times out every time.	2013-10-09 08:22:40
1540	The login/set up account page never fully loads. The page is blurred. I have tried several times a day since the opening of the exchange and this has been the case. Very disappointed.	2013-10-09 08:29:10
1541	If the system of verification is not available, why collect the data? I have continuously visited the site and had to enter the information in to get to the same problem. Very frustrating and disappointing.	2013-10-09 08:47:52
1542	It doesn't work, period. Please fix it.	2013-10-09 08:52:53
1543	I'm going to send this same message every day until you get your system working. WHY IS THE ONLINE PROOFING NEVER WORKING???	2013-10-09 08:57:20
1544	unable to get on site	2013-10-09 09:05:17
1545	1) How do I edit my account that I created? I need to change my email address. You need to either add that functionality or make it clear how to "edit account." 2) Functionality for applying tax credits - I can use the calculator to determine that I may be eligible for a tax credit, but that does not get applied to the cost estimates of the plans that I am researching. Is there a disconnect between the "tax credit" and the "research plans" parts of the site or am I missing something?	2013-10-09 09:35:29
1546	This is the 9th day straight I have visited the site (I have gotten on everyday since its initial launch). I have yet to be able to look into the cost of plans. At best, I am been able to navigate through the first two pages of cost comparisons (my demographic information - birthday, tobacco use, area code, and dependents; and the page regarding what kind of plans I am interested in). Though it is frustrating not having been able to sign up, it is even more so an annoyance that I cannot even look at what kind of costs to expect. Furthermore, all this after having to go through the process of providing my personal information to create an account. The only information I have about the issue is routine maintenance will be conducted from 11pm to 5am daily in October. I have logged on at various times of day to no avail. If this site was meant to be helpful, thus far, it has been overwhelmingly unsuccessful in that vain.	2013-10-09 10:02:31
1547	Have tried making an account everyday; still no luck. Will I be able to make an account before January 1?	2013-10-09 10:27:36
1548		2013-10-09 10:29:08
1549	not working	2013-10-09 10:31:10
1550		2013-10-09 10:43:17
1551	This site keeps getting worse.. Now it won't even let me log in..	2013-10-09 10:54:07
1552	This site won't let me select my County - Frederick for Zip code 21771... Which does extend into Frederick county.	2013-10-09 10:55:07
1553	When running into trouble, I switched browsers from Internet Explorer to Mozilla and this enabled the shopping of plans functionality and pricing to show up. Your telephone reps were unaware of this. I would encourage this as a possible fix as many default to IE.	2013-10-09 11:14:00
1554	I wanted to log in to my account, and was unable because the system is on some kind of loop. Additionally, the reason I needed to log on today was because the site was not working properly yesterday and I was unable to edit my application. This is very disheartening and a poor indicator of how the system is currently being managed. I hope this improves in the future.	2013-10-09 11:18:49
1555	website is completely nonintuitive and un-user friendly. Have the developers seen any other website, ever? I've seen better websites designed by high schoolers. And technically, it's completely unusable.	2013-10-09 11:25:25
1556	Cannot access anything today, stuck in loop. Sign In takes me back to "Small business/Individual" start screen. During previous visits, I get stuck at the "health" screen when trying to get information about insurance plans. The page is blank, and I cannot get back into the system without logging out and logging back in again.	2013-10-09 11:25:51
1557	Once you create an account, you can't even log back in. Why not create a "login" button LIKE EVERY OTHER WEBSITE ON THE PLANET.	2013-10-09 11:27:04
1558	I created an account. During the application process, I was kicked off the system. There does not appear to be a way to "resume" the process. When I tried to start over, the username _____ is taken (most likely from attempt #1). There does not appear to be a way to login to the website using a username and password. Help please.	2013-10-09 11:30:25
1559	Unable to register due to identity proofing.	2013-10-09 11:33:47
1560	Frustrating beyond belief. Waded through pages and then stopped. What a joke.	2013-10-09 11:40:57
1561		2013-10-09 11:48:36

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1562	I've spent hours trying to navigate this site. There is no detailed information on rates and deductibles on the web site. making the claims that you can "shop" at the site at best false, and at worst deliberately misleading. The link to "get started" is a dead-end because identity proofing isn't operational, yet it makes you go through a detailed form every time you try it to find that out. I'm embarrassed for our state that this is the best we could do. Whoever was responsible for this mess should be fired, starting with the governor and his political hacks who promise great things (just read all the hype on the site) but deliver crap and waste our time.	2013-10-09 11:50:56
1563		2013-10-09 11:57:42
1564	There is no back button and when you hit the back arrow the program freezes up and won't let you do anything (Chrome) Your IT told me to delete my cookies. Did it, didn't fix it. Tried it thru Explorer. I have to re-enter my info every time I log in to "Check the Cost of Plans" Really annoying. Why am I signed in in you are not going to remember my information? I don't even need insurance. I'm just curious on the cost. I've tried 5 times and I give up. I hope you figure this out for those who actually need to sign up. PS. (2) platinum plan both thru Carefirst is not having options.	2013-10-09 12:06:55
1565	you have had months and months to get this website ready. What is the problem?	2013-10-09 12:19:35
1566	Hello, I was trying to apply online for information about Medicaid and even though I entered my phone number, the website kept coming back saying the phone number was not entered. It would not let me proceed.	2013-10-09 12:20:26
1567	I am unable to check on pricing without creating an account. Totally unsatisfactory, and totally unhelpful. Why must this be the case? A concerned parent of a child living in Maryland.	2013-10-09 12:24:52
1568	I didn't like that I had to provide my social security number then was told to try back later. Doesn't seem right to give my private information then to be told to try later. Is this information saved somewhere so that I might become a victim of identity theft. I certainly hope not. I do not have insurance and need insurance to get my medications. I have several pre existing conditions such as diabetes, high blood pressure and depression with anxiety. I also take a medication to maintain my cholesterol levels. Please don't let this be a hoax. I need health insurance for physical and mental health well being. I recently lost a good pay job with health insurance due to a laid off. I'm working part time at job that doesn't provide health insurance.	2013-10-09 12:28:49
1569	I have spent over 3 hours trying to fill out requested "healthcare" related questions even after working with a producer who has gone through your training. At the end of the the submission process I'm presented with ZERO plans. I do not know if I'm supposed to laugh or cry at the quality of application and the business process presented to a user. Regards.	2013-10-09 12:44:08
1570	First off, there are too many personal questions and identity questions just to make an account. It took me 20 minutes just to create the account successfully, then when I went back on to log in, it wouldn't take my log in! You just lost me as a customer before I even found out if I even qualify!	2013-10-09 13:07:04
1571	Got message Online Identity Proofing Service not available. All I want to do is get a sample of plans and rates. I don't need to go through all this aggregation just to get an idea of what is available with premiums. THIS PROGRAM IS A DISASTER	2013-10-09 13:12:32
1572	This is horrible website keeps crashing an booting you off. How much of my tax dollars has gone to to maintain this abysmal amateur website.	2013-10-09 13:13:35
1573	Your homepage opens with the "I'm an individual" or "I'm a small business owner" options. When individual and get started are chosen, a drop down window opens offering the opportunity to read customer service information or get started. When get started is chosen, it sends you to "I'm a small business owner." A frustrating continuous path to nowhere.	2013-10-09 13:13:46
1574	Constant database errors. I was able to sign up, then when trying to complete the forms it wouldn't accept my phone number or email address. Then trying it in Internet Explorer I can't even load the page. Errors and access denied and pages that half load, and my computer is standard, before you even think about suggesting the problem is on my end.	2013-10-09 13:23:39
1575	Can you put a "log in" box on your home page so that users that have created accounts can navigate more efficiently?	2013-10-09 13:23:49
1576	This is what you get when the Government is involved with something, a system that is difficult to work and can not contact anyone to discuss as per they are on break, lunch off on vacation etc. Unbelievable....	2013-10-09 13:29:40
1577	broken links and unable to log in after FINALLY being able to set up an account very poor customer service	2013-10-09 13:33:29
1578	CAN YOU PLEASE, PLEASE, PLEASE FIX THE "RESET PASSWORD" AREA? I CANNOT GET INTO THE SITE, AS THE SYSTEM REFUSES TO ACCEPT MY NEW PASSWORD - I HAVE TRIED FOR OVER A WEEK NOW, ENTERING IN NEW PASSWORDS, USING THE RULES FOR WHAT THE PASSWORD SHOULD INCLUDE, AND EACH TIME IT TELLS ME THAT THE PASSWORD DOES NOT CONFORM TO THE PASSWORD RULES. THIS IS RIDICULOUS.	2013-10-09 13:39:48
1579	I went through the process of setting up an account and went to sign in and it rejected my password so I tried to reset and it ended up booting me out. I have been on this pc for over twenty minutes and have only accomplished being stressed out. thanks	2013-10-09 14:00:05
1580	I've been trying to create an account since last Friday. I fill out the first page and then I get the following message: "Online Identity Proofing service is currently not available." Why has it been down for so long (6 days now)?	2013-10-09 14:16:52
1581	Finally got through the process of applying for insurance without assistance. Then after signing, the entire thing failed. Did this three times and gave up.	2013-10-09 14:23:48
1582	I was not eligible to get medicare because of my income which I do not have any more what should I do? how can a family of 6 with 36,000 annual income be not .	2013-10-09 14:26:51
1583	No work! http://www.marylandhealthconnection.gov/assets/2013/09/mhc_income_eligibility.pdf Not a good showing considering Maryland had years to get this site operational.	2013-10-09 14:45:57
1584	The website looks good and it works beautifully, but the information I want just isn't available yet.	2013-10-09 14:46:54
1585	I previously was able to set up an account but now I can't log in and while my information was all verified, I never was able to look at my plan options. Today when I tried to log in it sent me to a page about small business owners and I never got to the actual login page. I hope it gets better soon. This is our only option for getting insurance and while we have time we now are on MHP and my daughter has	2013-10-09 14:58:15
1586	interested in seeing what our options are. Thanks very much.	2013-10-09 15:10:00

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1587	I have been trying every day, sometimes many times a day, just to login and complete the shopping process. I have not in a week and a half been able to complete anything. I am someone whose current policy will no longer be available as of 1/1/2014. I must find a new plan for my son and I to make sure we are covered by that date. How can you talk about charging a fee if someone is uninsured, when we can't even begin to shop with the ridiculous non-responsiveness of the state website? I would appreciate an update on the progress being made by the government to help the consumer to complete what should be a fairly simple procedure. Sincerely _____	2013-10-09 15:15:13
1588	Information details section is not allowing me to continue. It shows an error stating my zip code does not match my county even though it does. And it is saying my phone number is not in the proper format even though it is. I will save and try again later.	2013-10-09 15:16:39
1589	It does not accept phone numbers...wants it in this format xxx-xxxx but does not provide it	2013-10-09 15:34:48
1590	I have been trying to get rates for myself since the marketplace came on line October 1. I am not usually a complainer and realize that starting any large program such as this came be a significant undertaking, but I am more than a little bit annoyed with the process, as I know others are. I guess I would just like to know when I will be able to enroll because I would rather wait until the "glitches" have been ironed out than continually try to log in with no success, but I am trying to be a responsible consumer and don't want to wait until the last minute.	2013-10-09 15:40:26
1591	Can't get past inserting tel numbers on app page- constantly kicks back page: pls enter tel in format XXX-XXXX ??	2013-10-09 15:44:13
1592		2013-10-09 15:51:17
1593	This site is a joke! I have tried to create an account every day since it was launched and my identity has yet to be verified. When you call customer assistance they tell you the same thing. Best they can do is have someone call when the 'bugs' get worked out. 170,000 people have tried to use your site and a whopping 350 have been able to create an account. This country is in a downward spiral and the best you can do is offer a fake website that is supposed to keep the masses at bay. You have failed miserably. How about spending money that we don't have on something that can actually help people!	2013-10-09 15:53:19
1594	100% Unmitigated disaster. Error messages for phone numbers typed correctly. If I click Yes, to the "do you want payment assistance" question if it gives me an error message. If I click "no" it takes me to the next page which says "Since you AREN'T applying for health insurance..." Why does the question "Does this person live with you?" Appear on an INDIVIDUAL application? How are we supposed to answer that? If I click NO it sends me on a list of questions about where "this person" lives. If I click yes it asks me what relationship I am to "this person." I AM this person. But that's not one of the options. From this point forward the application thinks I'm two people. A total mess. And I'm sure I'm not the first one to say it but... your technical incompetence has huge political ramifications. GET IT RIGHT! Logged off and am now unable to log back in	2013-10-09 15:56:54
1595	I've tried to get an account 4 + times per day since the site opened. I get the following message each time. Information as to when the Online Identity Proofing service will be available would be wonderful. Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572.	2013-10-09 16:16:11
1596	I am not able to delete my application and I don't see a delete option available through the applications home page refers to one. I have not submitted it and it is incorrect, so I am trying to delete it prior to starting my application over. Thank you for your time and attention to this matter. Sincerely _____	2013-10-09 16:24:13
1597	All I want to know what the damn insurance will cost. Can't find it. No problem finding out how much it cost if you don't. Hmmm interesting. Better do better than this.	2013-10-09 16:24:38
1598	I come everyday to try to register and I can get past the verification of personal information step. I always get a message saying verification is not available at the time. I am also not allowed to have 2 separate last names or 2 hifenated last names (for example _____ for _____). My SSN has 2 last names, so that's the way I need to enter the information for last name. Can you fix your online intake system? Thanks.	2013-10-09 16:26:29
1599	Was FINALLY able to enter all my personal information in the system, except for some important pieces, but the only way to get through was to leave those blank. Now I am on the About your health/find a plan/enroll in a plan page and I can't get past "About your health." The reason is nothing is loaded there, nothing for me to answer, nothing for me to look at, no button for me to press to get past it.	2013-10-09 16:30:38
1600	the website will not accept a phone number when applying. Also, the delete icon does not work. I can't delete a duplicate person, myself, from the information. I am one applying for one. I ended up with 3!	2013-10-09 16:42:28
1601	I have been trying since Oct 1 to create an account. I keep getting the message that the identity proofing service is not available and to try back later. I have tried at 10pm, 5am, 6am and many other times daily, but keep getting the same "come back later message. When will the identity proofing service be working?	2013-10-09 17:04:41
1602	For over a week now I get the following message when trying to create an account: Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572.	2013-10-09 17:11:22
1603	My third day trying to do ANYTHING on here- app process- no go. Says enter valid phone #-IT IS ENLINED-OVER AND OVER AGAIN!. Try to look at plans and prices- I HATE DAYS IN I HAVEN'T SEEN THE FIRST PRICE OR PLAN! I'm not some wingnut that want this to fail- I want this to work and to be a voice for it working. Maryland was supposed to be the state that was on top of this... but this site and this service SUCK!	2013-10-09 17:22:08
1604	It seems like this website isn't finished. The set up for browsing healthcare plans shouldn't all be on one flash page. There is no way to change any options after the search results come up. I want to be able to see all of the options and then uncheck gold or platinum without having to start from the beginning. Also when browsing plans: you click the Start button and it goes right to number 2 Find a plan, completely skipping 1 About your health. There is no way to access about your health, and there is no way to go back without reloading the page and starting over.	2013-10-09 17:29:42
1605	Note: completed application, including financial info, have log-in info and #. Difficult to find where to log in. After getting bumped back and forth, find the right place. Then have to repeatedly answer questions I answered last time I logged on. In fact, have to answer EACH time I log on. When I finally get to the place where I can see a list of plans, there is no indication of the deduction I should receive because of my low income. There is no indication of where I can click to find that amount information. This is ridiculous.	2013-10-09 17:36:23
1606	Been trying to create an account for over a week. THIS SITE SUCKS BALLS!!	2013-10-09 18:06:26

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1607	We cannot seem to get pass the message that online identity proofing is currently unavailable. This is a disgrace, 10 days after the program has started.	2013-10-09 18:06:43
1608	This is a joke! Who came up this system where we have to log in just to browse the plans? Is he fired? This is the message we get: Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. You are losing supporters rapidly!	2013-10-09 18:09:26
1609	1) I am asked to enter my phone number into a fillible field with 3 boxes, but an error message comes up saying that my phone number must be in XXX-XXX format. This means nobody can provide any phone numbers at all. 2) Site randomly and repeatedly loops back to a log-in page without ever loading, logging back in does not solve the problem as the site loops without completing the page load. 3) The income reporting section does not ask for a MAGI number as explained in the info section, it asks about salary-based pay stub information which completely excludes people who are paid hourly (which is most people who need Medicaid). The dates for the pay information do not mean anything and my indicating a change in job/pay was not recognized, instead my income was calculated as though I had 2 jobs the whole year. My application is ruined and I am not allowed to re-enter to edit any information.	2013-10-09 18:11:23
1610	It doesn't recognize my town, county and being in the correct zip code. It won't accept my phone number.	2013-10-09 18:32:45
1611	I get to loon page and them flipped right back to home page	2013-10-09 18:45:47
1612	I'm trying to resume my previously started application. According to the "Consumer Information Update" page, I should find a "Resume Application" button on the home page. I do not see any such button or link on marylandhealthconnection.gov. Where is this button located? So, I went to my Internet history to find the address for the log-in page (prod.marylandhealthconnection.gov), and I entered my log-in name and password there. Originally, it brought up an error page. Now, if I try to log-in again, it just returns me to the homepage. I'm not able to resume my previously started application at this time.	2013-10-09 18:57:23
1613	Today alone, every single link that I clicked on would not work, not would it allow me to even sign into my account. Yesterday I could only get so far in the sign up process before it would just not go to the next step. It would take me to the next info/registration page and it would just be blank. Literally blank, nothing on the page. I waited 10-15 minutes thinking there may just be high web traffic, but nothing happened. It was a blank page, with only the header of the website showing at the top. If the website was not ready to be released on the "release date", it should have been postponed, in order to avoid all of this unnecessary stress and inconvenience. I will be surprised if this comment even goes through. Thank you for your time ward County	2013-10-09 19:01:07
1614	this thing sucks,I'm getting tired of trying to sign up. No help over the phone.I had big hopes this was good two weeks trying to sign up.No where No help	2013-10-09 19:57:29
1615	could not find a resume button or a way to resume my search for insurance. thanks	2013-10-09 20:04:43
1616	Folks, I have tried for days to use the site. Just filling out the forms has been a nightmare. The furthest I have gotten was foiled by being unable to submit my phone number. Today I can not get past the second screen because it links back to the first page -- over and over. I really want this site to work. I want Obamacare for my family, but I am getting very frustrated. I gather I am not alone in this and I know Maryland can do better. If it is a matter of needing more IT workers, then hire them. We will have more Marylanders working and the site will work. Please fix the webpage and let me get on with shopping the health plans.	2013-10-09 20:18:39
1617	Why don't you have ONE SINGLE PLACE WHERE ALL THE PLANS and PRICES ARE LOCATED ON THIS SITE? that I can CLICK WITH ONE Button?	2013-10-09 20:21:01
1618	Could not reset my password due to incorrect security questions being asked. When it did ask me the right questions because I tried logging in many times, the system did not acknowledge my answers, new password, nothing. Just kept telling me to call center. Very cumbersome.	2013-10-09 20:27:22
1619	Became frustrated with the system constantly going back to the beginning and finally would not allow us to proceed at all.	2013-10-09 20:28:46
1620	after filling in the information I could not log in. kept telling me incorrect password or user. I changed password several times and still the same thing. So frustrating to spend half my night trying to get in to learn more and nothing!!!!!!!!!!!!	2013-10-09 20:49:37
1621	Site is awkward. Should be easier to select "yes" or "no", for example. Minor point, but by now we shouldn't have to tab to go from box to box when entering a phone number. Most sites just jump you to the next box automatically. Some of the important stuff (are you eligible for financial assistance), is on the bottom of the page, where you have to scroll down to see it. It took me longer than I would have expected to find it. Main issue - I couldn't figure out how to "save" my application. I have to take a break, and want to go back to it when the kids are in bed. I couldn't figure out how to save it. I'm no computer genius, but I use a computer every day at work, and this could be more intuitive. I'm an attorney, for what that's worth, so I am a little surprised that I couldn't figure out how to save the application. Actually, even finding out how to give feedback wasn't easy - I first looked at "contact us" and got only a phone number (What???) and a link to the FAQs. I just wanted to provide feedback online or via email. That's it for now. Thanks for your hard work - I'm very happy that this is available in Maryland.	2013-10-09 20:58:10
1622	I was unable to delete an application that was incorrect even though the application page referred to a delete option, there was no delete option on that page. I started and completed a new application, but I was unable to review it prior to submitting it to make sure everything was in order. My reference# is and Email is: Thank you for your time and attention to this matter. Sincere!	2013-10-09 21:10:26
1623	I have been trying since October 5 to SHOP for coverages. Last week I couldnot SHOP because your system told me I had to take proof of CITIZENSHIP to some office 45-minutes away, just to SHOP. Today I finally can access the Resources page and Preparing for Enrollment -where I was supposed to be able to SHOP. There are several offerings listed - I clicked on each one and my screen blinked and DID NOT CHANGE. WHEN WEILL I BE ABLE TO SHOP??????	2013-10-09 21:21:59
1624	the link for Medicaid Income Limits for Adults IS BROKEN. THIS IS GETTING WAAAAAAAY BEYOND FRUSTRATING. PATIENCE IS NOT WHAT YOU SHOULD BE ASKING. YOU SHOULD BE ASKING WHY IS THIS SYSTEM SO SCREWED UP?????	2013-10-09 21:24:04
1625	When I do manage to sign in and get through the application, it keeps creating two of me. I am single and live alone. There was a question on the application asking that yet it still created tw Then when I get through the application it says it can't confirm my identity. What do I do??	2013-10-09 21:38:42
1626	I can not sign on to start to look at any helpful info because I made an account but it won't let me sign on. I've tried every which way to sing on reset my password etc. but having troubles getting it to work, it is too buggy it seems and I'm giving up. Will try again in a week and maybe it will work better. :(2013-10-09 21:38:58

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1627	I have visited this site approximately 8 times and each time I have been rebuffed and unable to simply search on the available plans. I have never seen such a pitiful, shameful implementation. I implore you to fire IBM, Accenture, Deloitte, PwC, TCS, or whoever the contractor was who did this. They have failed you, and because of them the mission as a whole has been jeopardized. Truthfully, I give up. I simply do not have the time to waste on this. Oh, and by the way I am 24 and have no insurance. In other words, you just missed out on one of the key people you NEED to sign up for this in order to make this work. Bet you guys are glad you hit that deadline though right?	2013-10-09 22:33:37
1628	Today again, as two days ago, I fill out the application until I get to where I must enter my phone numbers. I enter the numbers in the three boxes XXX XXX XXX then I get a message that "You must enter a valid phone number in format XXX-XXX. Well there are three boxes there, not two, and not one where I can enter my number with a dash (-). Besides, my number is ten digits including area code. I tried every commutation: no area code, adding a dash in the third box. Nothing works. I cannot go forward as long as I get this error message.	2013-10-09 22:53:19
1629	I was not able to finish applying or put in my phone number. I got half way through the application and it kicked me off the site and would not let me log back in. I have only been able to get on the site intermittently. There is always an unresponsive script. The site is too focused on design and not functionality.	2013-10-10 00:06:26
1630	I signed up and created an account but when I clicked on plans and coverage nothing happened. The next day I tried again but I can see no place to sign in. I am very frustrated.	2013-10-10 04:03:28
1631	I do was great but could not locate the actualace to begin the virtual Ovation. Very frustrating. Please help.	2013-10-10 05:30:41
1632	Ten days into this and I still cannot get any prices, much less enroll. Certainly, this could have been managed better. How long will I have to wait before I can get the information I need to make an educated decision? For heavens sake, and some servers, bandwidth, whatever it takes. Other websites can take millions of hits a day. Why can't this one?	2013-10-10 06:59:40
1633	Your site does not work! Fire the techs now and get it right!	2013-10-10 07:03:46
1634	I'm trying to put in my son's information and whenever I get to the identity verification part it doesn't work	2013-10-10 07:16:50
1635	I have been to this site many times per day since the site opened for business (10 days ago) and I have not yet even been able to see any insurance plans available to me. The furthest I've gotten is to be able to get a login. Never got past that yet. Guess I'll just give up. Oh well...	2013-10-10 07:21:41
1636	Why not wait to start this this sight until it works this is my 5th try and this is very poor!	2013-10-10 07:27:44
1637	Still can't log in even after getting registration confirmation. Can't reset the password either. Still giving me wrong "Secret Questions". Can't there be a easy way? Like calling somewhere, providing my "health connection ID" or other personal identification to reset the account?	2013-10-10 07:31:24
1638	I just wanted to let someone know that on the Preparing for Enrollment page, the document that summarizes the plans offered by Evergreen has numerous pages that are unreadable. Thank you!	2013-10-10 08:11:43
1639	It wouldn't let me select 'gender' and I input my SSN and it said I didn't, so I couldn't move forward in the application process	2013-10-10 08:27:46
1640	When selecting the link for Applications ... here's the error message I get ... this was actually working before and you've broken it with something else you've done Error 500: ERROR: curam.omega3.taglib.bean.CallServerTag: An unknown or unexpected error occurred when requesting the current page.	2013-10-10 08:34:47
1641	I clicked on the "My Applications" icon to give it one more go, and received the following: Error 500: ERROR: curam.omega3.taglib.bean.CallServerTag: An unknown or unexpected error occurred when requesting the current page. This process is so sadly dysfunctional, all I can do is laugh and feel mad at the same time.	2013-10-10 08:50:14
1642	It'd be much better if there was an easy to access table showing the overall cost of the plans for individuals and businesses. It'd also be much more user friendly if there was an obvious sign up now or apply now button for users to begin the process. The floating header arc with "Maryland Health Connection" is also distracting and should be able to be minimized or at least kept above the text when scrolling. Often it blocks things on the page so the user has to re-scroll to read what is being covered.	2013-10-10 08:54:02
1643	This website SUCKS!!!!!!!!!!!!!! It will NOT let me sign in with the password I set up!!!! It will NOT let me CHANGE my password!!!!!!!!!!!! I have been attempting to get into this website since Oct 1st and I am BEYOND DONE TRYING!!!!!!	2013-10-10 08:57:02
1644	website will not accept my email address even though that is the correct email and the one I registered with and it will not accept any phone numbers which were also entered correctly so I cannot save or continue with application.	2013-10-10 09:48:43
1645	The site worked in general, but I did run into several issues. Was not able to find a single medical provider in the lookup form, despite the fact that the providers I was looking for are relatively large practices (pediatric and general medicine). It appears that the provider search form did not work at all. The form where I was to enter medical preferences for family members (average number of doctor visits, types of medications, etc.) displayed Null as a subheading for each of the family members. Site navigation is slow, even within the context of a single page, such as when filling out text fields, probably because of heavy reliance on Javascript and corresponding event capture. Would be nice if ability to provide feedback was available via email or via a more flexible form - this one doesn't allow screenshot attachment for example. Hope this is useful.	2013-10-10 09:53:57
1646	Many of the help options only repeat the question! Like the help next to Are you enrolled in a health program or plan? The help says "question asking If you are enrolled in a health program or plan". Really?? And on that same item, it's not clear what the question is asking for until you get to the next page. Yes, I'm enrolled in a health plan through my employer's offerings. No (next page), I'm not enrolled in medicare or medicaid. I had to go back and change my response. Another example of poor design.	2013-10-10 09:57:31
1647	I cannot create an account on the website because I get a message saying that online identify proofing is not available. I have tried this for the past several days. The Consumer Update Information should be updated so as to inform users as to what the situation is in terms of being able to create an account.	2013-10-10 10:11:32
1648	I have tried countless times to get through the profile information, but it kept creating an error code. Now, I can't even pull up the log-in page. It keeps taking me to the home screen. These issues are making many people frustrated and they are trying to do the right thing according to the law. Also, if someone fills out a paper application, is there any indication about where to send the application and how long it'll take to process the info? Too many problems for a government agency	2013-10-10 10:19:36
1649	I just want to see the prices of plans, but I can't see that anywhere on the site. I'm guessing I have to give you all my personal information to see that???	2013-10-10 10:24:01
1650		2013-10-10 11:41:36

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1651	I am looking for pricing as the plans go into effect. BC sends out pages and pages of crap with no prices. Your website has no plans listed and no prices.????	2013-10-10 11:54:41
1652		2013-10-10 11:54:56
1653	I have tried to complete the application everyday for the last 8 days. The information entered is not saved and I have to reenter the same information, OVER and OVER AGAIN! I am making absolutely no progress with even finding out what programs are available.	2013-10-10 11:59:26
1654	I do not understand why proof of citizenship is required. I was told did not need it and today was told I did. conflicting info. I also have not yet been able to bring up the different policy choices on my laptop. I have been able to on my main computer. Why is that?	2013-10-10 12:11:46
1655	Only a few timeout errors today. Finally able to get a quote for a family of 4.	2013-10-10 12:18:07
1656	As a web/software developer this site was very stand-offish, lots of moving parts on the home page, very little clarity. The redirect from healthcare.gov seeking a calculator that was non-existent was frustrating. Upon completing the registration form I was unable to login. This was presumably because I use a "-" in my password. I often have issues with site authentication methods failing due to poor programming. This led me to the password reset tool which was a hard fail as well. It asked me 3 questions in which none of them were questions I provided answers to during the registration process. I refreshed the page a few times to see if they changed and they did (Normal users wouldn't know better to do this), if normal users knew to do this they would probably be employed with healthcare coverage already. Once I answered the 2 questions on the page successfully (Case sensitive, and by the way there was no mention of this during the registration process) I was hit with 'password does not meet the requirements' which it clearly did and I attempted at least a dozen passwords that met the requirements. I was merely trying to get a feel for the pains and processes of signing up for coverage, it's clearly a pain in the backside if this is what average users are to expect. Some notes to improve: - when verifying the users security questions: Cast to UPPERCASE or lowercase when verifying the answer OR Inform the participant during registration that these answers are CASE SENSITIVE and suggest that they take note of them as they are. Such as sending themselves an email or printing them out. - Fix the password reset option, something is clearly broken there. - If passwords with unique special characters such as the tilde "~" are having issues authenticating them prevent them from using it in the registration process or fix the login method. - On the main page remove the annoying hover over for the "Individual/SmallBusiness" banner in the middle of the screen. The page looks and flows better with the smaller banner. Thanks,	2013-10-10 12:19:37
1657	I found the Maryland website and the federal website to be functioning well and organized in a very helpful and easy to follow manner. After all of the bad press, I wanted to check it out for myself. I am a furloughed federal employee with a little too much extra time on my hands right now. I think this website is well presented and thought out. Thank you Governor O'Malley for embracing affordable healthcare for Marylanders and committing to making this a success. I have friends and family members without the blessing of health insurance, so I have high hopes for the success of the Affordable Healthcare Act. I will encourage everyone I know to be patient and persistent but get the healthcare.	2013-10-10 12:29:22
1658		2013-10-10 12:29:22
1659	At least once a day since October 1st, I have tried to logon and create an account. EVERY SINGLE TIME, and after I enter all the information, I get a msg that the service is not available now. This is at different times of day, so the service must NEVER be available.	2013-10-10 12:31:01
1660	The "get started" click just goes back to the first page, try again...same result = FAIL!	2013-10-10 12:33:46
1661	why aren't any doctors listed? I don't want to sign up for a plan, if I can't pick my doctor..	2013-10-10 12:55:03
1662		2013-10-10 12:58:53
1663	Set up account but can't log in. Frustrating.	2013-10-10 13:10:17
1664	I can't log in or get pass the first page of the application	2013-10-10 13:16:53
1665		2013-10-10 13:19:10
1666	Can't even find link to purchasel!!!	2013-10-10 13:25:58
1667	I tried to create an account but was unable to because the validation on the password field rejected all efforts at entering a password even after I carefully read and followed all the posted password rules. I can't continue without an account and this bug on the password field will not allow me to create one.	2013-10-10 13:26:02
1668	Can't get back on to select a plan after I filled out the financial form. You allow a person to log in but don't provide a log off when you can't get into it. This "connection" really sucks. And no I have not tried the phone lines. I'll try again later.	2013-10-10 13:27:36
1669	Can't create an account. I get the ghost image on the Get Started screen	2013-10-10 13:39:23
1670	My income varies, from pay period to pay period, and I am expecting difficulties.	2013-10-10 13:44:58
1671	Have tried to access many times with no success..Ilang up at the Identity Proofing step every time.Was very excited about this in the beginning,now starting to wonder.	2013-10-10 13:47:02
1672	I could not find any information on the cost of plans. How can you even consider plans if you can't find out what you will pay.	2013-10-10 14:23:43
1673	Although I was able to finally make an account last weekend, I am not able to get beyond the "Get Started" button. I do hope you get the website up and running soon! Thanks so much!	2013-10-10 14:33:37
1674	I've been trying to log in for the last week, and today I finally got to create an account! But then as I'm navigating the poorly designed site, where I couldn't even find where the available coverages were, when the site just kicked me back into the generic marylandhealthconnection.gov start screen (before you log in) and now I cannot get past that screen. Every time that I hit the "get started" button and then get the warning that you do maintenance to the site every night, it goes back to the generic home screen and won't let me back into the site, and if I try again it just loops me back again. P.S. - I tried to reboot my computer and my browser and that didn't help	2013-10-10 14:51:26
1675	Data base relating physicians to health plans must be grossly incomplete. It has consistently reported "no one found" on many of my queries with different physician names currently operating in AA county.	2013-10-10 15:16:47
1676	For 10 days unable to get online...always saying to come back later. I have tried at all times during the day and night. Any suggestions?	2013-10-10 15:46:27

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1677	I had to use firefox; explorer did not work well. I only wanted to view plans and cost at this time. Why is the social security number necessary when shopping?	2013-10-10 15:59:50
1678		2013-10-10 16:19:46
1679	After completing the identity section, I get the following message without fail: Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. Have been trying four times each day ... randomly during the day & evening between 9 AM and 10:15 PM ... have tried both Internet Explorer and Google Chrome browsers. Is it simply volume or could I have something set wrong? Would love to see something on this problem in your FAQ section. Thanks so much for sticking at this until it goes more smoothly ... it will transform many, many lives for the better.	2013-10-10 16:50:38
1680	so as working American, does this mean I'll be paying more in taxes to provide health insurance to to illegal immigrants and provide free birth control to the in moral young people of this once great country??	2013-10-10 16:50:58
1681	You need to change the calculation when determining income. Bi-weekly means every two weeks, not twice a week. It's currently calculating that I get paid twice a week and is completely throwing off my annual income. What is the "start date" for income? Is that when I started my job or when I started receiving money this year?	2013-10-10 16:53:55
1682	While trying to compare plans, I can only use half the height of my screen to view information about the plans. Maybe your website developers have high resolution computer screens, but most consumers do not. The top half (actually 40%) of my screen is wasted with static information. This makes the site very user unfriendly. It is much better to move such static content to a side bar, or minimize its footprint so it takes up minimal real-estate. Also, on this feedback page the semi-circular logo may be "cool", but it is very confusing to have it block the top of your webpage. Please hire a real UX expert to fix these usability problems for you!	2013-10-10 17:16:36
1683	Your annual income calculator is wrong. I wanted information on if I qualify for help in paying for health insurance but your website was calculating that I make 3.5x more than what I do. Very frustrating!!	2013-10-10 17:18:19
1684	I have been trying to register since October 1. I thought I was registered multiple times but still can't get in. Not sure I want to go through the registration process again because I am not sure where it is going and when I complete the registration it says I am already registered. I am just looking for an insurance quote but can't find any actual information on the site. Please help as I am extremely frustrated with this and all I want is a quote. Thanks.	2013-10-10 17:23:26
1685	I have tried to sign up for 5 days now. I am hispanic, and it keeps saying that my identity cannot be proven. I believe this entire system is racist. I have gone to the media. Obama is full of shit.	2013-10-10 17:30:06
1686	Identify proofing, whatever that is, is still unavailable. I still get an "api error" every time. Is this ever going to work?	2013-10-10 17:56:12
1687	The website will not properly reset my password. It will not accept the password that I registered with and the security questions are not the one I chose. Every time I sign in to reset password it shows different security questions. I tried creating a new account, it says that I already have one. I called last Saturday and someone was supposed to call me back Monday and it's Thursday- no call back. Bad enough that you haven't fixed it, it's unacceptable that no one has called me back. Username: _____ none _____	2013-10-10 18:43:02
1688	I have scholarship income. No matter what figure I enter choosing the heading scholarship payments, the message always comes up: _____ entered scholarship income as 0.00. Therefore, as the next page comes up, Exclusions from Income, I always get an error message: Exclusions are greater than scholarship income reported. Help.	2013-10-10 19:01:51
1689	My name is _____, an assister with the _____. Today I was assisting a consumer. She found a list of plans and wanted to print those screens so should could more fully consider those various plans. We received an error message when we tried to print. We tried to get back into the system to try again, but we could not get to the screens with the different plans available to her. We called the CSC. They gave her a number to call tomorrow to see if they could help her. My email is: _____ y work phone number is _____	2013-10-10 19:17:08
1690	I was attempting to fill out an application online. I was unable to proceed beyond the first page because I kept receiving a notification that I needed to enter a valid phone number which I had. I tried several times and I was not able to save and exit from the information I had entered. The website also was lagging.	2013-10-10 19:20:38
1691	Still lots of work to do guys. Doctor finding tool was completely useless. There seems to be redundancy in asking for information about the applicant -- why should I have to enter my address more than once? Glossary of basic terms would also be helpful for people who don't necessarily understand what a deductible is or the difference between an HMO, PPO or POS.	2013-10-10 19:25:14
1692	Can't get to the log in page	2013-10-10 20:00:03
1693	This site sucks.	2013-10-10 20:09:43
1694	THE HOURS OF OPERATION ON THE WEBSITE IS INCORRECT YOU CLOSE AT 8AM WEBPAGE SHOWS 9PM UNABLE TO COMPLETE DEMOGRAPHICS TO GET A PASSWORD SCREEN JUMPS FROM ONE FIELD TO THE NEXT UNABLE TO CHOOSE A PLAN THERE ARE SOME PEOPLE WHO ARE NOT ABLE TO READ OR WRITE THERE ARE A LOT OF PEOPLE WHO DO NOT UNDERSTAND THE HEALTHCARE ACT HOWEVER, I WILL HELP THOSE PEOPLE WHO NEED ASSISTANCE BASED ON WHAT I LEARN I THINK A BOOKLET WITH THE AVAILABLE INSURANCE PLANS SHOULD HAVE BEEN MAILED DESCRIBING EACH PLAN BY THE TIME YOU ARE ABLE TO CHOOSE A PLAN IT WILL BE AFTER MARCIL VERY FRUSTRATING	2013-10-10 20:22:11
1695	The site doesn't work, for 5 days I'd tried to create an account and it's still not working. The "consumer assistance" tech was useless, had no idea what she asking, had no idea about computers or websites, was obviously just reading a script. She was no help, and I haven't gotten the return call yet from "tier 2 techs" as I was told I would. Great job, maybe next time you can make sure something works when you create, then again I shouldn't expect the in Maryland. Even the government site is working, during a federal shutdown. EPIC FAIL!	2013-10-10 20:35:55
1696	your dropdown menus for most of the items don't work well (using google chrome browser). Many of the time I had to type something first for anything to appear and then i couldn't click on anything. i would literally have to type in the whole response. places where you have to enter dates (start date for income for example) should have a calendar feature. it was also unclear how to report federal work study income that i make as a student. - do i file it under scholarship payment? and does that mean that i have to also put all the scholarship that i earned (grants, and other awards)? also the little (?) next to each response is not helpful. it literally just repeats the question most of the time. more details would be helpful. your income section is not all that great. its unclear at first what to put under "amount". do i put my overall income? i know ideally you want me to put what i get each paycheck and how often i get it. but its not clear -since amount could mean anything. it's a good start...but there are these issues. please be sure to proofread... there were some typos	2013-10-10 21:07:30

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1697	My username is _____ login form does not work Reset password form does not work So I couldn't really get past registration. Please fix those bugs. Thanks _____	2013-10-10 21:14:33
1698	I would like to know when the ONLINE IDENTITY PROOFING SERVICE will be available?	2013-10-10 21:34:14
1699	Site crashes. Doesn't work well in Internet Explorer 10. I had to switch to a different browser because I couldn't see the "Start" icon at the top of the page. The Start icon should be much bigger. I really had to search for it. When I print plan comparisons, the comparisons print, but the site shuts down, and all I see is a blank screen -happened every time. It would be nice to be able to compare more than 3 plans. I almost gave up just trying to create an account because the security questions did not provide enough choices and the last verification question about pet insurance was ridiculous - the "None of the Above" menu option requires you to scroll down, which isn't very obvious.	2013-10-10 21:34:16
1700	Provider search does not seem to function. Attempted to locate several BC/BS in network providers and in each case was informed that no results were found. System is sluggish. Why mandate setting up an account if one is merely educating oneself on plan alternatives and price	2013-10-10 21:57:09
1701	I don't understand what the media and GOP are talking about. My enrollment was seamless. The only impediment was that I was directed to use a lap top rather than an ipad for cost information. Congratulations MD. Job well done! I LOVE Obama Care!	2013-10-10 22:16:47
1702	After logging in and starting an application, I logged out. Later, I got back online to the marylandhealthconnection.gov site, but COULD NOT FIND ANYPLACE TO LOG IN. Please, make it more visible!!! I have tried several times, but still can not find how to log back in. There will always be glitches at a website rollout, but so much difficulty in doing something as simple as logging in is unacceptable. Get the damn thing fixed!!!	2013-10-10 22:27:49
1703	It appears that no testing at all was done on this website before putting it in production. It is completely unusable to view, browse, or purchase health plans. The site should be taken offline until it is fully tested and fixed.	2013-10-10 22:36:02
1704	Website is horrible. Could not download or print pdf files. Could not "save & exit" plans at the end of "browse plans."	2013-10-10 23:09:42
1705	a huge waste of our tax dollars, good job	2013-10-10 23:44:53
1706		2013-10-11 05:50:06
1707	After finally submitting my application on Oct. 5th, I am eligible for Medicaid, but it wont let me choose a provider--i clicked on the provider--and an error code came up--it is Oct 11th--and still no way to do this--when I click on resume application--it takes me to a new application to start all over again. I'm aware that I only have 28 days? to pick my provider for Medicaid--or they will do it for me--When will this be fixed? and will MD Medicaid extend the time factor for choosing the provider? I have called several times--but the navigators have no idea???	2013-10-11 07:17:40
1708	logon takes you back to main screen to - logon. Still broke, not working. Some one needs to be fired for incompetence there	2013-10-11 08:10:26
1709	waste of time and effort.	2013-10-11 08:45:12
1710	Can't believe that the government spent over \$600,000,000 to develop this website. What a travesty!!! How much graft was involved?	2013-10-11 08:46:39
1711	I started my application a few days ago, then did a "save and exit" at the Financial Information section so I could assemble my records. Every attempt to resume my application has resulted in a pop-up window telling me to contact my server's administrator. Except I don't have a server - I'm doing this at home.	2013-10-11 08:53:14
1712	First it took me hours a week ago to create an account - I NEVER received the follow-up email with instructions how to proceed. I have yet and I try daily been able to login to the website.	2013-10-11 09:44:46
1713	Logging in fails the "secure connection" and returns to the home page. Please provide consumer assistance representatives with up to date status of the website so users can tell if the problem is with them or the website. Consumer representatives can only navigate to the home page and do not have test accounts to verify if application or plan browsing is working.	2013-10-11 09:50:26
1714	For having three years to create, test and implemet a website this is by far the worst money spent. If you can't get a simple website to work how is the program to work? It has taken 8 days to set up my info, and every time i try to either sign up, log in (which there should be a seperate area to do so you dont have to naviate threw the main page) or navigate to another page the system freezes. I plan on using the site but it is frustrating. And no I dont want to talk to someone I barley trust the site with my info.	2013-10-11 09:55:09
1715	Keeps going back to home page. Have gotten as far as putting my name in the application. The form always says "you must put in your phone number" First of all, there is no * by the phone number. Second of all, I have filled in my phone number. Please get it together.	2013-10-11 10:27:03
1716	I already self pay for health insurance but was interested in finding out the costs of plans being offered in the exchange. Why not have a site where you can comparison shop without creating an account? Something like ehealthinsurance?	2013-10-11 10:30:14
1717	I browsed and compared plans, but when I had the website email those plan comparisons, I never received the email.	2013-10-11 10:44:49
1718	I can't find providers, always says no results found	2013-10-11 10:56:18
1719	I have been trying for a week to navigate this site and have not accomplished anything. I have yet been able to look at plans	2013-10-11 12:43:12
1720	I cannot access pricing information. I have tried late at night, early in the morning and in the middle of the day. I really hope service improves soon so I can figure out health care.	2013-10-11 13:02:06
1721	in filling out the application it kept telling me the phone number had to be in this format xxx xxxx Phone number was filled in properly but would not allow me to go to next page	2013-10-11 13:04:04
1722	I made a mistake, I think, on my phone call. The LAST QUESTION I assumed would be Yes or NO (1 or 2) and pressed "1." I think that indicates that I was dissatisfied with the call. I was NOT. The person was very helpful. Thanks for your service.	2013-10-11 13:06:26
1723	I have tried several times over the past week to enter information to check and see if I am eligible for help paying for health care and about different plans and I enter all of the information needed. However, it will not accept my information when I fill in the phone number fields as they are on the page. It insists that they must be in a XXX-XXX-XXXX format when there is no place to do that on the page.	2013-10-11 13:18:35
1724	I cannot get past the identity page as the proof page is never available. I called the number and was told I would get a call back, after 4 calls and no calls back I still have no idea what insurance I can get. I am very frustrated and angry as I have been trying to do this since October 1. I have received no help at all from your help number or on line.	2013-10-11 13:45:21

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1725	I have repeatedly tried to open an account and it consistently fails when trying to verify identity.	2013-10-11 14:10:10
1726	I'm trying to fill out an application and no matter how many phone numbers I put in, it says "Please correct the following errors before proceeding. Please enter a valid phone number. It must be in the format of XXX-XXXX." Which is not even right, because the form has room for an area code as well. I will try again later	2013-10-11 14:18:38
1727	After filling out information and successfully creating an account, while I was searching through plans the system stalled out, then kicked me out to the home page and now will not show the "get started" link to log back in. Very frustrating. I support the program and was not predisposed to disliking the site. I would also rate my computer literacy as high, and have designed several websites.	2013-10-11 14:20:05
1728	I cannot use the password I created. I type it in correctly and click on Login and the site removes the last two characters before giving me a message that I failed to login. How can I get the site to recognize my password?	2013-10-11 14:24:48
1729	Day 10 -- finally was able to view available coverages on the site last night after 9 days of very frustrating attempts. The site is still very balky in places, but at least as far the module for viewing available coverages goes, the site was working and I generally found it helpful in comparing coverages from different insurers. Keep at it. . . this is going to be a great resource for Marylanders. Thanks Suggestion for improvement: put a link to the login splash screen under the "Connect" heading on the home page. Virtually every website has a link to the login or account in this location. . . no reason for you to make users hunt around for the login page. And it makes sense to hide it under "Get Started" -- by definition, people who already have an account are not just "getting started," they are returning to the site having already created an account.	2013-10-11 14:29:09
1730	The site layout is very confusing. I use progressive lenses which gives me a very narrow field of vision. On the first page of the site, the fill in box is located next to the previous question. The prompt needs to be next to the box where the information is required, not next to the box for the prior question. Not at all clear about how to count a child who is a student away at college if they are over 21. If they are under 21, they are counted. Yet, other family members are counted without regard to age. Why does that make a difference that they are a child and over 21? Your website takes my information, allows me to save and then resume, then at some point freezes or kicks me off. When I log back in, my saved information has disappeared. All that remains is my account login and password. I have tried this at all times of the day and night. It is not related to traffic spikes. The information buttons are only provided for things that I don't need help with. I don't like entering a SSN with a keyboard where it is vulnerable to keystroke loggers. How strange that you provide a calendar pad to enter months of employment yet don't provide one for entering SSN. This program should accept SSN entered in format XXX-XX-XXXX. Simple enough to write a subroutine to delete all dashes. Not clear which school option to select for a child who is a full time student at a regular university. There is no help button to explain what the long list of school types are. I am logging into the Maryland web site. Why do I have to page down to the next page to select my state? When I try to enter MD with my keyboard, it is not accepted. If I have to use a pull-down list, Maryland should be the top entry, and then repeated again in its alphabetical location. When I finish an entry, pressing Tab or Enter does not advance me to the next cell. I have to press a second time. While this is a minor complaint, when you are forced to enter the same information over and over it gets very tedious. Your staff members are very nice and patient. I don't know how they do it. They deserve appreciation for doing a very tough job. I have used phone support twice and in person once. Never was able to get information, but they were very pleasant and helpful to the extent that they could be. One of the phone people spoke like he had marbles in his mouth which made it difficult to understand him. He was intelligent and nice, so would be much better used with on-site customer support where it would be easier to understand him.	2013-10-11 14:39:00
1731	It won't let me get past logging in.	2013-10-11 14:47:05
1732	It is a big step in the right direction to make plan info available in the "Prepare" section. However, the info is neither easily accessible nor easily comparable. You just have to scroll through. There should be a "Table of Contents" listing each plan for each provider -- At least, if not some form of comparing. I should be able for example to pull up all "silver" plans. Or all High Deductible plans. Etc. Finally, none of this is very useful without at least basis premium information. Step in the right direction though -- should have been done before you went live.	2013-10-11 15:03:25
1733	I set up an account. When I tried to log-in, I was given an error message that I had the wrong user id or password, even though both were correct. When I tried to reset the password, I was given different security questions from the ones I had chosen, so, of course, I was told the answers were wrong. I am still not able to log-in and there is obviously something wrong with the site if it's not even giving me the security questions I chose. How am I supposed to access the site? I thought the "help" text was way too simple and not specific enough. I found it difficult to figure out how to get past all the general information pages to where I could actually view the plans offered which I still was not able to do since my log-in won't work. I consider myself familiar with computers and I wonder how people who are not as experienced as I am are able to navigate the site.	2013-10-11 15:12:37
1734	It won't let me get past logging in.	2013-10-11 15:29:43
1735	I started going through the process of applying for Medicaid through the website when my system had a hiccup and now I cannot return to where I was, the site no longer will go past the note where it warns that between 11pm and 5am daily it is down for updating processes to take place. It would be certainly rather helpful to have a standard normal log in here button without the need to roll over your choice (individual or small business) and then clicking get started, especially for people who have already started the process.	2013-10-11 15:37:36
1736	I cant get past the first page where it asks to give my information, it keeps saying please enter a valid phone number, yet I have entered my phone number and it is valid. It also does not indicate where it thinks the in valid phone number is.	2013-10-11 15:59:25
1737	Need to fix where you're suppose to find a "Healthcare Provider". Have tried several times for it to say that there were "no results found" for ANY of the plans that were shown. Very frustrating, considering that the same ones on the main website show that they are a provider for the one I wanted (Priority Partners). Not picking anything until I know that I don't pay for health insurance that isn't any useful to me.	2013-10-11 16:24:25
1738	I had tried to use the Health signup site on opening day and I couldn't get any screen to load. I tried again today and while I could create an account it still failed to do anything after login aside from give me an error. Of course, since I can't attach a screen shot you'll just have to guess at the script error. I would imagine it likely boils down to a lack of server capacity.	2013-10-11 16:58:11
1739	I filled out the application and have my verification number. I keep being asked to fill out or resume my application. One time I was able to look at plans and prices but did not pick a plan at that time. Now I cannot get in to anything accept to fill out the application.	2013-10-11 17:40:47

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1740	Now I'm being told my zip code does not match my address and County. I've got a verification number because I completed my application and it was approved and verified. Why do you keep telling me to fill out or resume my application. Awfully upsetting.	2013-10-11 17:59:46
1741	Income Eligibility for Adults .PDF link is broken on http://www.marylandhealthconnection.gov/health-insurance-in-maryland/benefits-of-health-insurance/medicaid-assistance-in-maryland	2013-10-11 18:23:09
1742	I am a computer literate Electrical Engineer. Why can I not find a description of each plan and the cost?? I keep getting bounced around with pages of boiler plate but I don't see a logical way to navigate to anything useful.	2013-10-11 18:33:35
1743	The Google Maps address is incorrect for the Consumer Coverage, Oct. 19th event at BWI Marriott. I clicked on Google Maps on your web site for location. There is no Marriott there. I used Bing to confirm and it took me to a different location which looks correct. You will have angry, disappointed people if they click on Google Maps right beside the invitation. Try it yourself and see what you get. Good Luck!	2013-10-11 19:05:19
1744	The plan comparison is nearly useless. Specifically: 1. Should allow comparison of more than 3 plans 2. Should freeze Plan Name headers as you scroll through the features 3. Exclude irrelevant rows (eg. you know I have no children) 4. There are so many "No Data Available" That it is impossible to compare I had trouble logging in until I switched to Chrome instead of IE10 The few Help or "screens I checked were nearly repeats of what was already on the screen	2013-10-11 19:42:21
1745	I filled out my application. Income does not say whether you want 2012, 2013, or projected 2014 income. Besides that, when I finished it said it could not verify my income even though I did check the other box and say I was retired now. The site also did not find information that my wife is a naturalized citizen and she has been now for 14 months. Now after all of this it tells me I am not eligible for a subsidy. I believe I am based on my projected 2014 income of \$47,000 and also now I cannot find my application at all. when I log in now and go to "my application" nothing is listed. I think it just kicked my information out once it said I was not eligible for a subsidy. I need insurance and I need the subsidy in order to afford it. thanks	2013-10-11 20:11:40
1746	This website is almost completely non functional. I have tried countless times to attempt to enroll in a MCO/PPO but the site keeps freezing or shutting down. When will the site get better?	2013-10-11 20:18:02
1747	I am web saavy and English is my first language but I could not navigate your site. Although enrolled, I still could not access information about plan options and costs. The search window was maddening as it simply kept taking me back to FAQ questions/responses, not to the page for which I was searching. Please fix this site! I want to sign up. I want the ACA to be successful!!!!	2013-10-11 20:48:21
1748	have been trying for 11 days to complete the application. Now can't get the find a doctor app to work. trying to enroll in United Healthcare and choose my doctor but can't get it to work.	2013-10-11 20:52:24
1749		2013-10-11 21:26:07
1750	I WAS "JUST BROWSING" AGAIN TODAY. Congratulations on continuing to work on the web site, and explaining to people what is going on with the modifications and improvements. It's a huge achievement and you should be very proud of the work you are doing in order to help people in this state. I try to do my part by responding to the negative comments of the "Turkeys" in the Republican party, and counteract wrong information that friends have by telling how good the website is and encouraging them to investigate it themselves. I think if everyone tried to do a little with their friends and neighbors we would make a lot of progress. Well, cheers again to you. RahRah!	2013-10-11 23:41:23
1751	I have been trying to create an account every day since the website opened and I have still not been able to do it. The problem is always the second two questions in the identity section. Either they don't apply to me or all the options for answers are wrong. I do appreciate, however, that you were able to make the information on the different plan options and sample costs available. I now know the kind of plan I want. If I could just get the actual costs and sign up, I would be all set.	
1752	system down	2013-10-12 00:53:38
1753		2013-10-12 05:52:49
1754	This is the most un-friendly site I've ever seen. I just want to see what coverage is available, what companies have plans available and what the costs are. I want this information so I can make a reasonably informed decision by comparing the available plans to my existing health coverage. But, your site will not let me browse the plans without establishing an account. Further, you require a SSN and date of birth to establish the account. Why do I need to provide this information just to look at the plans that you're offering? Considering all of the difficulties you are having with the start-up of this site, do you seriously think that I would provide this data for your database when I have absolutely no confidence that you've gotten the database security aspects done properly. Please, let me do the comparison and decide whether I want a plan BEFORE you require me to establish an account.	2013-10-12 07:52:36
1755	I was finally able to get the the registration process. When I was logged in for a 2nd time I was prompted with some really weird codes - final figuring out I had to reset my password. The reset password did not work for an hour. Finally I could log on but it is impossible to search for a plan. I hit the get started button and am dumped into the small business section.	2013-10-12 08:58:05
1756	I cannot complete...the pages just loop you back to the beginning.	2013-10-12 09:37:38
1757	After signing in, the site loops you back to the beginning, over and over again. Unable to view plans, unable to enroll. Tried IE, Chrome and Firefox. No luck. Been trying for 3 days now. Sigh.	2013-10-12 09:44:15
1758	Why would anyone provide their social security number to simply look at the plans even before they have made any decisions to buy a plan? It is like Walmart asking for you SS# before they let you in the store. I wish you allowed folks to see what the plans would cost first before asking for personal details.	2013-10-12 10:25:42
1759	Many aspects of your program are helpful and user-friendly. However, when I input my biweekly salary estimates, your program miscalculated my yearly income grossly. I will be lucky to make 16,000 this year. Your program put me at over 68,000 yearly salary based on biweekly salary statements and told me I can receive no assistance. I'm given no way to check or amend this miscalculation. Before I began this program, I read, in your frequently asked questions section, that there was a problem with the biweekly salary calculations. There is. Based on that problem you are misinforming people about their eligibility for the program. Nor do I see any way to reenter the information and reapply. This seems like a major problem that should be addressed. Thank you.	2013-10-12 10:47:36
1760	I have not been able to access any health insurance information since I signed up on October 7th. No matter what web browser I use, I can never get past putting in my username and password. I get mostly messages saying that the website is not responding. Very frustrating, as I cannot apply for insurance without going thru your site and my current plan will soon expire. I hope this will be resolved soon.	2013-10-12 11:09:29

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1761	I think I managed to get my children enrolled but I am not sure. There was no confirmation given. I could not get back to the page to finish the enrollment for my husband and I. Please fix your website.	2013-10-12 12:04:08
1762	I have no confidence that you can protect my SSN. Some other provisions should be made for creating an account. All I wanted to do was to determine my options at this time and consequently I do not see any reason that a SSN is required.	2013-10-12 12:09:36
1763		2013-10-12 12:35:02
1764	I give up. I will just stay with my individual plan with CareFirst	2013-10-12 12:36:16
1765	Unable to search plans by price "metal". Unable to find costs per plan. Basically unable to do anything I needed.	2013-10-12 12:36:44
1766	If error code is received during application, there should be something explaining what the error is and what needs to be done to fix it	2013-10-12 13:50:23
1767	Why can't you use your smart phone to navigate the site? When the assister was helping me fill out the application I could search, now I can not. Why?	2013-10-12 13:54:47
1768	I still can not create an account because the password validation routine flags all password creation attempts as invalid even though I have VERY CAREFULLY READ AND APPLIED the password rules to all my password attempts. This has been going on for one week. I am beyond frustrated.	2013-10-12 14:03:49
1769	For the last week my information seems to have been saved and I am on the sign and submit page. The page just sits there, I cannot fill in the information and have to log out of the session. I am hoping this will be fixed soon. I did try to complete my application on the phone but was told that their systems were not working. Saying that we can sign up until May does not help. I want to see what is available to me now. Why not tell us what the few that have successfully signed up had to do.	2013-10-12 14:43:09
1770	I cannot believe that you guys released this site to public without properly testing it. I feel my tax dollars are being wasted by the incompetent bureaucrats.	2013-10-12 15:16:02
1771	I wanted to get information on pricing to compare to my current employer offered plan. It took ten minutes to figure out how to even get into anything but the FAQs page that is the home. Then I was asked to create an account only to find that after I entered all of my personal information an underlying service was unavailable to identify me. THIS IS ABSURD! I can not believe there is any way that you have someone enter that much information about themselves, name, address, phone, social security number and DOB only to not create an account. This site is as screwed up as everything else related to this program. People could care less about the advertisement for the program that you have on the page, publish the prices so we can do the research everyone wants to know. Let the prices speak for the product. I am already leary of this because it is so hard to find any pricing. Fast food restaurants publish all of their prices and they are affordable, high priced joints make you wait till your seated and looking at the menu, sound familiar.... Login/create an account so we have all of your information before we show you any of the information we know you want. You should be ashamed of yourselves.	
1772	I have not been able to gets rates or to apply and have tried every day since its been available.	2013-10-12 16:04:18
1773	I want to shop the plans before I give any personal information or have to sign up	2013-10-12 16:16:27
1774	The state got taken on this deal. This web site is horrible. The worst I have seen in a long time. Perhaps the worst site I have ever seen. It looks visually nice (real nice) but it barely functions. I get into places that I have no way to get out of, no back button. What a horrible mess and waste of my tax dollars. I was looking forward to using the site and it appeared as though Maryland was on their game and was going to be delivering a great site, but this is a horrible failure. By the way, I have been a software engineer for 22 years and have worked in technology for 35 years. This site is horrible and the company that made it should be ashamed for taking our money.	2013-10-12 18:20:05
1775	I just wanted lowest rate for littlest possible for 50year old woman.....where are the charge charts???need simple out the door cost....to decide if should just pay penalty or get insurance....wow....so busy is your site	2013-10-12 18:28:23
1776	In the demographic field, I correctly entered both home and cell phone #, in structured fields. I then could not either save and exit or go to next page. I got an error message despite multiple attempts that instructed me to enter phone number as xxx-xxxx. There was no way to do so in the fields provided, which had space for 3 digit, 3 digit and 4 digit.	2013-10-12 18:41:39
1777	you people had three years to develop & test this website. I no longer believe its because of traffic. this site is terrible & the worst I ever experienced! My little brother could have design a better website for way less money	2013-10-12 19:18:59
1778	Cannot enter phone number or cell number, you have three boxes for the 7 digit number, but after entering in the boxes, you get an error that it needs to be in this format "XXX-XXXX". But it has 3 boxes, one for the zip code, the other box for 3 digits and last box for 4 digits. Unfortunately could not save the application because of this error. Very disappointing.	2013-10-12 19:48:00
1779	very self explanatory.	2013-10-12 20:56:19
1780	This website is horrible and absolutely ridiculous and hard to work. I started an application this afternoon in the State of MD I needed to go back in and finalize the choices, etc and according to this stupid worthless website it says I should be able to go to RESUME APPLICATION on the home page - there is not frickin homepage or a button or anything that says RESUME APPLICATION. I have tried to set up an account again and it says to call but of course you are closed so now I can't do anything except wonder where the hell all my information has really gone, did I sign up for any of this shit, do I need to send in further information and if so what and where the hell does it go??? For living in a country that isn't a communist one I certainly feel like I am being forced into signing up for something that I don't want, can't afford and don't need!!!! Not to mention this easy, helpful website is for the frickin birds or maybe just the damn president and politicians!!! So, if someone would like to tell me what is wrong it would be appreciated but I really doubt I will get any satisfaction or help anytime soon!	
1781	This is horrible. You're not getting anything from me. I'll file a law suit.	2013-10-12 23:44:41
1782	I registered but it won't let me sign in...Help!! my user name is:	2013-10-13 00:39:02
1783	Poor (those persons who cannot afford any plan) are not directed to any information except the phone number.	2013-10-13 05:05:51
1784	Please tell me how I can apply online. Downloading the application is not a problem, but it states it is faster online, but where is the link to the online application?	2013-10-13 07:23:50
1785		2013-10-13 08:25:15

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1786	I have tried to sign in multiple times and have got to the page where I am asked if I smoke, zip code etc..... then nothing happens. I spent 2 hours on the site last night and got nowhere except frustrated.	2013-10-13 09:24:46
1787	Dear Sir or Madam: I spoke with customer support early last week and was promised a return call from Tech Support within 48 hours, which I never received. I'll reiterate the problem here – please forward internally to the appropriate person(s). Three of four Blue Cross PPO plans that are displayed have inactive links to the detailed plan information (the "View/Print Detailed Benefits and Coverage Information" Adobe .pdf link on the Summary Page). They are the "BluePreferred HSA Bronze \$3,500 PPO," the "BlueCross BlueShield Preferred 1500, A Multi-State Plan PPO," and the "BlueCross BlueShield Preferred 500, A Multi-State Plan PPO." Also, the "Do I Qualify" button on these Summary pages simply bounces you back to the "Browse for Plans" page. I have notified Blue Cross of this issue as well. Thank you.	2013-10-13 13:00:47
1788		2013-10-13 16:28:44
1789	I was able to set up an account but couldn't get beyond that step. My concern is about one of the the questions that was asked to validate my identity. It was: "What pet did you recently get pet health insurance for?" I have NEVER done this. Inorder to set up an account I had to randomly pick an answer to that question. And was perturbed when this worked! I hope this will not affect my ability to get health insurance. How could this happen? And hopefully if there is another Maryland resident with my name I hope this doesn't cause any problems for her!	2013-10-13 16:38:38
1790	I have much feedback on functionality and design and would be happy to try to help improve the site.	2013-10-13 17:58:37
1791	why don't you have a simple sign in tab for those already signed up?	2013-10-14 08:12:05
1792	I was finally able to access and register on Friday 10/11/13. After trying unsuccessfully for 10 days (the log-in page never fully loading), I decided to try a different computer. The new computer has Internet Explorer 10, and the computer I was using has Internet Explorer 9. This incompatibility may be causing some of the problems users are experiencing.	2013-10-14 08:44:18
1793	Last Monday I attempted to select a provider but the pages came up blank. I called the help number and was told that someone would contact me by phone within 48 hours. It's been a week. I'm totally dissatisfied	2013-10-14 08:59:06
1794	It is 9:14 Monday morning and cannot get on web site. Very disappointing after being down all weekend working on it.	2013-10-14 09:15:43
1795	I have been trying to sign up since 10/01/2013. Everytime I get to the end of the application and submit it. It returns a message that the server is busy and try back another time. I have done this each morning and evening since 10/01/2013. Very poor planning on the President's part to roll this out. Very BAD management I guess in the long run I will be punished for not signing up though. The US citizen just doesn't stand a chance any more.	2013-10-14 10:18:14
1796	Unable to get any list of insurance or prices. Unable to compare them with other insurance. Unable to set up an account. WHAT A JOKE!!!!	2013-10-14 10:35:24
1797	I can not get any information on the cost of any health insurance plans	2013-10-14 10:39:31
1798	WHY can I still NOT reset my password!!!!!!!!!!!!	2013-10-14 10:43:06
1799	I hope the state of Maryland sues CGI for every cent they have left after the Feds and Hawaii get done with them. They couldn't design a site that makes the ACA look any worst than this mess.	2013-10-14 10:43:09
1800	When is this website going to work, I have been unable to do anything after I created my account last week. I puts up a dialog box to enter my user name and password, comes with a blank white screen with a message "Logging in..." and then goes back to the screen from which the pop-up was displayed. It is doing this with both Firefox and Chrome. It is completely unusable from Internet Explorer. I think you need to provide technical support for the website more than customer support which is unable to help.	2013-10-14 11:18:40
1801		2013-10-14 11:54:31
1802	This is what I get after 2 weeks of trying. "We are unable to determine your tax credit due to a system wide outage." Really? I gave all of my information, as best I know it. All I can do is try again next week. I just hope I can get enrolled before my insurance is cancelled Jan 1.	2013-10-14 11:55:57
1803	CONTINUE TO GET MESSAGE INVALID PASSWORD OR USER NAME	2013-10-14 12:34:14
1804	Obamacare sucks	2013-10-14 12:50:31
1805	As a Web developer for many years, I can honestly say that I have never seen a poorer implementation made public. I have wasted an inordinate amount of my time attempting to be compliant and the systems that have been put in place are a complete abomination.	2013-10-14 13:30:51
1806	Why is it SO DIFFICULT to simply shop the available plans to get some idea of cost? I still haven't found that link!!	2013-10-14 13:34:48
1807		2013-10-14 13:44:04
1808	I am so disappointed - am concerned that I pul my social in here - this site is terrible	2013-10-14 13:44:47
1809	!!! I got my email from you so I can confirm it my account. I cut and paste your link but won't let me do it. I can't confirm my email so I can start looking up benefits. What can I do know. Please help me. Thanks	2013 10 14 13:57:06
1810	some one needs to be fired for letting this web site continue to run. I've never seen a worst designed piece of trash in my life. It's no wonder people are mad at the government all the time.	2013-10-14 14:11:10
1811	ARE YOU KIDDING ME? TWO WEEKS IN AND I STILL CAN'T CREATE A NEW PASSWORD? A HIGH SCHOOL COMPUTER KID COULD FIX THIS. WHO IS RUNNING THIS THING? I've called MANY times and tried EVERY DAY, at least FIVE TIMES A DAY, over the last FOURTEEN DAYS to simply CREATE A NEW PASSWORD, and the system says my password doesn't "conform to password rules" - when it DOES - and HAS - EVERY TIME. 8 characters, upper and lower case, a number, a special character - I mean COME ON. Do you WANT people to sign up for this?	2013-10-14 14:14:08
1812	This is one of the worst web sites I can think of. 4 attempts and almost 4 hours of struggle navigating, still not signed up. Most frustrating and totally illogical and non functional. Absolutely ridiculous. Whoever created this web site should be fired.	2013-10-14 14:48:52
1813	I couldn't get anywhere with the Create Account feature, as identity proofing is unavailable. It has been for a few weeks.	2013-10-14 14:49:15

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1814	It should be a place for you to log on if you have already signed up instead of having to choose family or employer in the beginning. Also after you sign on, it should take you to where you left off, not having to decide whether you have an existing case or resume application or whatever. It needs to be easier to understand with a menu maybe on the sidebar.	2013-10-14 14:53:51
1815	Resume application does not appear. No login tab for returning customers. This site is not working.	2013-10-14 14:55:32
1816	I have been getting this same message for two week when trying to register for an account. Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572.	2013-10-14 15:02:47
1817	It's been about 2 weeks since I created an account - and I still have never been able to log into the site!!!!	2013-10-14 15:04:09
1818		2013-10-14 15:11:48
1819	Got stuck here.. Income Section Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator. Please Tell Us About Your Household Income What is this Section About In this section you will be asked to provide information on the income of each of the household members in your household. From this information, we can determine who is eligible for help paying for health insurance and benefit amount. Depending on your income level we may need to know about both your current income and what you expect your income to be for the coming year. It might be helpful to have the following documents when filling out this section: The last tax return made by anyone in your household The latest wage information for anyone in your household	2013-10-14 16:23:55
1820	I haven't even been able to set up my account. Every time after I have entered my personal data a message informs me that the site is unable to proof identity. When will this be rectified. This is absurd as the site has been operating for almost two weeks. I am extremely dissatisfied with this defective service.	2013-10-14 16:35:42
1821	The system is insisting I complete my 4th application since my previous applications were somehow deleted. However, I keep getting the following error when I say yes to "Do you want to find out if you can get free or low-cost health coverage or assistance paying for it?": "Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator." If I choose no, the system continues through the application listing me as two separate people and pulling the incorrect plan options.	2013-10-14 16:40:32
1822	I tried to create an account so I could see how much it would cost for healthcare. Your system does not work and can not verify who I am at this time. I can call a 1800 number for more assistance. WHAT A JOKE! By the way, why do I have to create an account to see how much healthcare is going to cost? Total BS!!!	2013-10-14 16:49:03
1823	sucks	2013-10-14 16:50:53
1824		2013-10-14 17:01:22
1825	it says that it is quicker to apply online but I can't find the tab that opens so I can type into the application. How do I do that? Additionally, the tabular form should be matched next to each other. Continuing to page down is exhausting and confusing and does not lend itself to meaningful comparison between companies or even between plans in same company. My 25 year old daughter lives with her sister and is unemployed. My recommendation to her will be to file for insurance on her own instead of attaching to my policy. Does that seem like sound advice?	2013-10-14 17:10:02
1826	THIS SITE IS TERRIBLE.	2013-10-14 17:15:32
1827	1. NO HELP. 2. This is my SEVENTH TRY and now I am told I am eligible for help and completed the filters for my health conditions, clicked Show Plans, and all I got were SILVER, GOLD, AND PLATINUM - WITH ABSOLUTELY NO REDUCTIONS/CREDIT/COPAY HELP ETC. 3. 4. Tried to COMPLETE APPLICATION, NO APPLICATIONS SHOWN - either submitted or not yet submitted. 5. system FROZE at YOUR HEALTH OPTIONS.	2013-10-14 17:18:09
1828	I had to re-enter all the my information more than 5 times because it wouldn't save when I resumed my application. When I finally finished my application, it could not be processed. I have tried this 3 times and every time, it says that my application could not be processed because of a system outage. I am very frustrated. I hope you can get this system to work better soon.	2013-10-14 17:39:52
1829	Yqur website is not working, cannot create an account.	2013-10-14 18:27:58
1830	Already have a password but now can not log back in using the existing password. The screen just reverts to the blank login page and doesn't advance at all.	2013-10-14 19:07:16
1831	I have a name that is two words with a space in between but could not create an account with this name. Please fix this, thank you.	2013-10-14 19:35:06
1832	Still doesn't work even marginally. What the hell?	2013-10-14 20:00:46
1833		2013-10-14 20:25:04
1834	My "ability" to navigate is excellent, but my ability to navigate your site is not the question. Your site is not easy for anyone to navigate. Text and layout is very poor. Should be a consistent menu and or index to refer back to. For example, where and how does one find out about the Advanced Premium Tax Credit (APTC)? or estimate the results. Other states have more logical and user friendly sites. Also, there were many glitches in the software. Fore example, entering phone numbers resulted in an error that could not be corrected. A tech told me to just take them all out and then the page was accepted. The questions about employer provided insurance are not clear enough, especially for FSI people. I was helping a new citizen and she thought "provided" included a referral to a private insurance company - for which her employer pays no part of the plan	2013-10-14 20:28:22
1835	I live in Anne Arundel County, on _____ zip code _____ he zip code is for the Dunkirk post office in Calvert County, but many people on my road (and nearby roads) have the 20754 zip code but live in Anne Arundel County. However, your system does not allow me to enter Anne Arundel county with the 20754 zip code. I have to fudge it by using a nearby zip code (20711) for it to allow me to choose Anne Arundel. Since some of the programs differ depending on the county, it is very important to be able to get the correct county in the system! Please correct this ASAP. Thank you!	2013-10-14 20:35:30
1836	As a information system major with multiple years of development and management experiences, I spent several days to proceed the application. There are bugs and glitches almost on every step.	2013-10-14 20:54:25
1837	This is the most effed up website I've ever experienced. All I want to do is to check on the cost of the silver plan for my husband and me after the federal subsidies have been subtracted and it's not do-able.	2013-10-14 21:06:06

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1838	I can't save and continue my application because there is an error in the way phone numbers are validated. It will not let me store my phone numbers and the error message is bogus. Also, once the user ID/password are established, it is very difficult to find a screen or link that just says Login. Very poor design. Was this even tested?	2013-10-14 21:08:35
1839	On the first page of the application, I kept getting an error message about my phone number and my e-mail address. I deleted the phone number, as it is not required. However, e-mail is my preferred method of communication so I cannot delete it. I reentered the e-mail address correctly several times and kept getting an error message.	2013-10-14 21:24:03
1840	You need to be able to live chat to answer questions. need to explain exactly what it covered in the detail link. catastrophic plans are not explained. what do you consider catastrophic. This really needs to be revamped or maybe I'm missing something.	2013-10-14 21:24:59
1841	I was trying to do general research for a family member. But no matter where I went, I was unable to get even a general idea of costs. Apparently you need to create an account and go through a longer process for that. And I really don't want to do that yet. What a shame. I am truly excited about the Affordable Care Act and especially about how wonderful Maryland has been as an early implementer. I am rooting for everything here to be a wild success so that we can all get the health care we deserve. Thank you for your efforts toward that. But please, improve navigation so that it's easy right off to get a general idea of basics and costs. Some kind of "what/if type" of feature could do that. So I could easily jump on to say, for example, I'm a single man, 50 years old. What is my general range of costs for basic benefits? Good information in return might be something like "you have [# of] plans available with costs ranging from \$\$ to \$\$." All include at least these basic benefits: [1, 2, 3...]. This might help you at least get people to stick around long enough to do more. Again, thank you and wishing you much success.	2013-10-14 21:33:17
1842	Tried over 6 times - telling me I am using wrong format phone number	2013-10-14 21:46:02
1843	You need to list out the plans with the premiums. I am unable to compare what you can offer and my employer is having open enrollment soon, so I need to find the best value for me.	2013-10-14 22:05:48
1844	When I resized my browser window, the whole page went white and I could no longer do anything in the web site. When I clicked on the browser's "back" arrow, I was sent to the initial log in screen and had to log in all over again. The web site has improved since the first time I attempted to use it. I have been able to get to the section where I can actually compare policies. However, every time I get kicked out of the web site, I have to enter all of my family's information again so that I can compare prices. It would be nice if I could save the information I entered so that I did not have to re-type it every time. I am using Google Chrome Version 26.0.1410.63 browser running on a computer with Fedora 14 operating system.	2013-10-14 22:56:26
1845	When I clicked on the link to view/print information about the Carefirst BlueChoice HSA \$6000 (\$6000 deductible, Bronze) health plan, I got the following error: Duplicate headers received from server The response from the server contained duplicate headers. This problem is generally the result of a misconfigured website or proxy. Only the website or proxy administrator can fix this issue. Error 349 (net::ERR_RESPONSE_HEADERS_MULTIPLE_CONTENT_DISPOSITION): Multiple distinct Content-Disposition headers received. This is disallowed to protect against HTTP response splitting attacks. Additionally, navigation around the web site is very bad. You need to get users to test, test, test this web site. These errors were encountered using the Google Chrome (Version 26.0.1410.63) browser running on the Fedora 14 operating system. But I also had navigational issues while using Firefox (Version 24.0).	2013-10-14 23:38:20
1846		2013-10-14 23:51:57
1847	I've been to this site several times now. It hasn't worked due to bugs etc every time. I'm sure you already know that and this is simply a place to vent. I guess snail mail is the only option that works right now. What I am most upset about is that my SSN was given to create an account and then things didn't work. It has me very concerned that the security on this site also had bugs and that I could easily have my identity stolen. Please make the security of this site your priority.	2013-10-15 07:16:00
1848	I cannot sign in. I type in my user name and password and then click sign in....The space for user name and password goes blank....NOTHING HAPPENS. I've sent feedback for this before a week ago and it wasn't fixed yet.	2013-10-15 07:47:03
1849	This website is NOT user friendly. There should be an obviously link to the application to apply for coverage. I have been on the site for 40 minutes and still have not found it. Some of the links don't work. This difficulty makes me believe it is intentional.	2013-10-15 08:27:47
1850	I tried the first day the website was available and then again today- When I type in my SSN for the second time, it continually states that the SSNs are not the same when they are. Unfortunately, I am unable to move on because I can't get past this issue.	2013-10-15 08:50:02
1851	Just trying to review plan prices, but everytime I get through the "Do you use tobacco", "birth date", etc., questions screen, the next screen just has a header and I never see anything else? Been that way for a week.	2013-10-15 09:04:31
1852	Prior to today, I was unable to retrieve my application. Now after I enter my user name and password, the site just keeps looping me back to the home page. When I click on "get started" it takes me back to the home page rather than moving ahead. It appears that it does not log me in because my name does not appear in the upper right corner. I have called twice and reported the problem: once last Thursday and again yesterday and I have not been called back either time and the problem persists. This website is impossible! My name is' and my numbr. maybe someone will read this and call me back.	2013-10-15 09:04:39
1853	I keep receiving a message that says that I am unable to enroll at this time after I try to sign my enrollment.	2013-10-15 09:28:37
1854	It is very sad to say that the website is not a user friendly. I am not a beginner when it comes to software application, but the website application is hard to navigate, When I click on "Get Started" is not directing me to where I am trying to get.	2013-10-15 09:43:06
1855	Pretty bad experience. Specific feedback: 1. I'm trying to register only myself for a plan. But the site apparently believes that I am registering for someone else and so it keeps forcing me to enter my info twice -- and then I end up with two members of the same house (both me!). 2. Phone number entry is buggy. The fields ask for an area code, and when you enter it, an error message appears saying that the format for phone numbers is xxx-xxxx. When you try the numbers without an area code, you get an error message. 3. My zip code spans two counties (21043 - Howard and Baltimore county). When I tried to specify that I live in Balt County, I got an error message ... only Howard County works. In sum - I didn't get thru the site. It really needs a lot of fixes. I hope you are able to improve the site because I need insurance.	2013-10-15 09:51:27
1856		2013-10-15 10:02:04

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1857	When I enter my username and password then click login then it goes blank. Does this mean my account was not created? Or does it mean that I am just not able to get through?	2013-10-15 10:14:31
1858	For weeks I have been trying to set up an account. And everytime I fill in all the information, I get back that the identity system is not available! What gives Maryland? The site seems to be running well, other than the lack of ability to set up an account.	2013-10-15 10:35:02
1859	did not list all providers available to their patients to choose from.	2013-10-15 11:05:50
1860	I am a navigator, and I have had so much trouble with the website. I have to log in over in over through out the process. I have not been able to get a client all of the way to enrollment yet. Also, of the consumers I have taken to shop in the Marketplace, most find the plans still too expensive, even with ATPCs and CSRs. I have has consumers cry once they look at the prices. Plus, the marketplace isn't letting them see if their or ANY doctors are participating. How can they purchase a policy when they don't know if there are any doctors participating in their area? These consumers are not wealthy. One was a woman working at a cafe making \$10.00 an hour, and she didn't qualify for Medicaid, and her discounts put her premiums over \$150 with around \$1,000 deductible. She couldn't afford that. Another was a woman working part time making \$23,000 a year, and supporting her two grown mentally disabled children. She didn't qualify for Medicaid and again, even with her discounts she couldn't afford the insurance. All of these people were sitting with me for hours before they found out the bad news. I just wanted to give you some feedback. Most of the people I have helped, if they don't qualify for Medicaid, then they are not very happy over the insurance options.	2013-10-15 11:11:13
1861	Applying, my info for myself it kept coming back as error when putting valid phone numbers for myself. cannot get pass that step. Thanks	2013-10-15 11:30:44
1862	Started my application when trying to return can't get to it!!	2013-10-15 11:47:20
1863	I still am unable to create an account due to the password validation routine flagging all my attempted passwords(I created to comply with the carefully read and followed posted password rules) as not complying with password rules. I have been trying to create an account since the 10/1 without any success. Are you trying to get people to just give up?	2013-10-15 11:59:36
1864	I appear to of registered successfully (ID =) and even changed my password once. However, after 2 days of trying to login I can't get past the login page. I enter my ID and password and it just updates by clearing out the two fields and returning me to the login screen. I've repeated it several times and even just let it sit for up to 10 minutes on the off chance the system is just slow. So far with out success or any prompts or help screens to tell me what's wrong.	2013-10-15 12:20:51
1865	Don't know where to find premium costs so I can compare plans and companies. Also, the laziness in the website building is apparent since it merely looks like they pulled the pages from the printed package book and scanned it in to the webpage. That makes each plan exhaustive, comprehensive and impossible to follow or compare to other plans or companies without writing things down to match up from each option. Scrolling down through hundreds of pages is confusing and tedious and offers little illumination regarding the best option or company to choose. I understand the expediency to meet the President's goal so our governor can be held in esteem as the state chief executive who is an exemplar of cooperation, but the efficacy of this site is limited.	2013-10-15 12:23:10
1866	I was during fine at first and then when I got to the part where I login and had to fill out my address and phone number again it would not take my information and it would let me save and continue later. I live on the border of PG county and Charles county. My zipcode is _____ live in PG county, but my mailing address is Waldorf, Md. also my home phone # is _____ and it will not accept that. I'm not able to finish my application. I'm giving the correct information. I'm not sure what to do now. Please advise me how to finish. I received an email with an id# _____ thank-you	2013-10-15 12:33:31
1867	Its too difficult to find the online application.	2013-10-15 13:09:17
1868	I've been unsuccessfully trying to create an account for my 27-year-old daughter for *eleven* days. I fill out her personal information, click "Next", and always get the following error (for eleven days): "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." Yesterday, I _____ contacted the consumer support center and talked to a tech-web representative. She input the same information and got the *same* error, even though she had just helped someone else create an account successfully. (She put me on hold to talk to someone and my wife accidentally disconnected the call.) If you would like me to send you the personal information so you can repeat the error, contact me at _____ OS: Windows 7 Browsers: IE 10 and Firefox both get the error Personal information page: https://prod.marylandhealthconnection.gov/selfservice/identityproofing/identityinformation/index.xhtml Error message page: https://prod.marylandhealthconnection.gov/selfservice/identityproofing/msg/apierror.xhtml Thank you,	2013-10-15 13:15:37
1869	I am trying to sign up as an individual. Was able to get half way through the questionnaire this morning but had to run to another part of my house to get my wife's SS#. When I returned I was logged out and upon re-entering info- the form which I spent 10 minutes filling out, was BLANK! Now when I try to log in, the link for an individual to "get started" is on a loop back to the main page or into the business owner page.	2013-10-15 13:19:14
1870	Try to log on, but nothing happens.....	2013-10-15 13:35:38
1871	When I try to enroll, and sign the agreement, the system crashes and says it can't process my application at this time.	2013-10-15 13:54:00
1872		2013-10-15 14:03:13
1873	Created account, could not login with password. Tried to reset password and I get security questions I never entered. Also, when I try to reset my password on subsequent days, I keep getting different security questions. This is ridiculous, whoever designed this site should be FIRED IMMEDIATELY!!! And I am a huge supporter of the ACA, so this whole experience is deeply disappointing.	2013-10-15 14:05:27

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1874	I have been trying to research plans (business and individual) for comparison purposes since the beginning of October. I am extremely disappointed for several reasons. First, it appears that business plans will not even be available until January 2014. It is very difficult to compare plans within the Maryland Health Connection to plans our business already offers when there are no business plans to view at this time on your site. Second, it appears that one still must create an account on the individual side of the Maryland Health Connection before being allowed to just browse the plans to see what you have to offer in order to compare to plans currently available outside the MD Health Connection. I followed the instructions to create an account for a few steps only to find that one is REQUIRED to provide a great deal of personally identifiable information. THIS ABSOLUTELY SHOULD NOT BE A REQUIREMENT IN ORDER TO JUST BROWSE PLANS! When I've called the help numbers and have spoken with actual people, I have been told that this is a problem with the site that their technical people are working to resolve. (Please let me assure you that, overall, I've been pleased with the people at the help sites. They have been very friendly and have worked to answer my questions.) However, when I've periodically returned to the individual side of the MD Health Connection to browse plans, I've not seen any change as I continue to be prompted to create an account. Finally (for now), I went to the federal Marketplace and browsed plans as if I were the resident of a state that actually uses the federal Marketplace instead of creating their own as Maryland does. I was able to browse plans, but I found that what is considered to be "side by side" comparisons is weak. I do not believe enough information is given in the "side by side" comparisons. Just look at different insurance providers' individual web sites and you'll see that they provide a way to give specific quotes on premiums and deductibles as well as other beneficial information (like out-of-pocket limits, more detailed benefits descriptions, etc) without it being necessary for one to provide a lot of personally identifiable information (e.g., social security numbers, address, full name, etc.). One can provide his/her zip code, age, and gender and get much more detailed AND INFORMATIVE comparisons. Perhaps the Maryland Health Connection should consider following the model of those insurance companies. I'd also like to add that, due to the implementation of the Affordable Care Act my individual health insurance policy with CareFirst will no longer be in existence after December 31, 2013. I am OUTRAGED at this. I thought that if I did not want to participate in "Obamacare" that I could keep the plan that I had. Well, that's evidently not the case here in Maryland. CareFirst did send me their new plans that conform to the Affordable Care Act's regulations. Based on preliminary comparisons of those policies with what I currently have, I will now have to select a plan that costs more in premiums, deductibles, coinsurance, and/or out-of-pocket limits. The bottom line for me is that I will now have to pay more for my health insurance.	2013-10-15 14:07:43
1875	I did finally (after many attempts) get an account created and got logged in. When I got to the plans, nothing was displayed even though several of the insurance companies show several plans to compare. So I started over but can't get to a login screen. It just goes round and round back to 'get started' Its still broken. I will try again. Hopefully it will be fixed soon.	2013-10-15 14:13:30
1876	I wish I could have browsed available plans BEFORE registering on the site.	2013-10-15 14:35:04
1877	Day 15 of trying to apply . . . Still can't get past the Income Section. Still comes back with "Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator." What's up with that? Needs to be fixed. Looking forward to having health insurance for the first time since being laid off a year ago and being denied coverage on the open market place. Waiting on the above described bug being fixed. Thanks.	2013-10-15 15:07:26
1878	got through to the end and it said there were "No plans" for me. What is that about? I have been unable to obtain health insurance anywhere else due to preexisting problems, waiting for this for years and now you have "no plans" that I can even look at? And none of my expenses, like my mortgage, and other items deductible on my taxes can be considered? This insurance, also, will probably be more expensive than I will be able to afford, I barely buy food now.....	2013-10-15 15:12:11
1879	Registered, but can't do anything. Nothing I click on let's me go further to see what plans are available. I just takes me back to the login page again.	2013-10-15 15:28:12
1880	Cannot get past the login.	2013-10-15 15:44:59
1881	won't let me create an account.....what a waste of time..... WHY DO I HAVE TO FILL OUT 2 PAGES OF PERSONAL INFO.....only to get an error message that the ID Proof page or form is not working.....why let people waste their time filling out 2 pages of info to HIT A BRICK WALL and be unable to create an account.....very POOR PROGRAMMING.....Pdf files do not download the whole file before they freeze up.....I just want to buy some insurance PLEASE !!!!!	2013-10-15 15:53:34
1882	was at first excited to check out options .now just disusted not able to even open account. I feel this is just scam to get social medical for select few.	2013-10-15 15:56:56
1883	I would like to not have to enter my personal information in order to view the cost of each policy...I understand insurances rather well and also understand premium cost verses co-payment, co-insurances and or deductibles. This insurance choice website enviorment really should allow anyone to "shop" openly without endulging personal information ...if you were looking to buy a pair of shoes would you give your credit card before you chose NO so why should I have to give out my health, income and family information when all I am doing is "shopping" so to speak :(very unstatified.....	2013-10-15 16:24:50
1884	I can not get pass the welcome page. It is stuck in a loop. i clicked get started in the individual/family side and it takes me back to the same page as where I started.	2013-10-15 16:39:58
1885	LOTS of glitches! Asked for phone number then said it needed a legitimate phone number! Asked for SS# and accepted dashes... then said SS# was 9 digits! TERRIBLE format for INCOME pages. Asks for PORTION of income that's tax exempt. I'm on SS so I put 100... which was taken to mean \$100! Finally get to the last page of enrollment and says I have to provide DOCUMENTATION for my SS# and citizenship! No one knows if I have to provide this info or not. Girl @ help center who was very nice, had no idea about these things. Finally get to page on available plans... and there was literally NO explanation of the damn plans! VERY frustrating experience.	2013-10-15 16:43:22
1886		2013-10-15 16:50:07
1887	I was not able to complete the first page of the application. The program would not accept my zip code (5 nor 9 digit). I finally gave up after several attempts.	2013-10-15 16:57:19

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1888	This website is useless! Since I had all kinds of difficulty, (being recycled, screens disappearing, incorrect values etc, etc,) I finally called the help center. After speaking with several reps. who knew next to nothing, I tried to sign my wife up (I already have insurance) over the phone. My wife had to give the info personally over the phone, then she handed the phone to me to complete the app. While my wife was speaking to the rep. I somehow managed to complete the application by skipping the inaccuracies, and going to the following pages, and then amending the info that was wrong to the correct info. When I again was speaking to the rep, she told me that we couldn't complete the phone app, because it would kick it out. I asked her if she could override one of the applications, and that's when the yelling started. My frustration of trying to sign up for this service for a period of three weeks, and continuously being rebuffed by the web site, as well as my phone calls not being returned, had reached the boiling point, whereas I just quit arguing and hung up the phone. Now, I can't go back and recheck the info that I entered on the app for accuracy, because there is no way to do it. I wanted to check it because, according to the application, my wife was eligible for Medicare, which I question. Your agency is the absolute worst government agency that I have ever tried to deal with in my 65 years. No wonder people hate it!!!	2013-10-15 17:15:02
1889	Cant find form to fill out for health insurance dont have a lap top or desk computer you can do anythingelse on line with the phone internet but not this bullshit way to go obama let see whatelse the jackass can screw up	2013-10-15 17:56:46
1890	why does the login disappear? I need to get back in to finalize our choices, but I have not been able to for two days. This is EXTREMELY frustrating.	2013-10-15 18:05:25
1891	In my application, when I'm asked to put in my phone number, I do so into the three-field phone number section, I hit submit, and it states it needs a valid phone number typed in as "XXX-XXX-XXXX". My phone number was typed correctly every time, but I continued to get this message and it would not submit until I corrected it. It ended up the correct submission was in this form: (imagine the brackets as the type boxes) [123] [456] [4567890] Therefore, I figured out it was requiring me to put 7 digits in the final text box as opposed to 4. It would not allow me to submit with only 4 digits. Such a simple bug that can really hold up the process of registering.	2013-10-15 18:10:05
1892	this site sucks, fire sebellus now. This is not representative of a 3.5 year planning mission. You will be fired soon too, Thanks,	2013-10-15 18:42:35
1893	This is unbelievable. Can't even get started! One of the worst sites I've had the displeasure to navigate.	2013-10-15 18:42:59
1894	How can you anything if you cannot log on.... I have established Log on ID and password, but cannot log on....it does not do anything.....	2013-10-15 18:49:39
1895	I couldn't even get through the verification to register a username/password. Shameful that you had 3 years to get this right and fail on the very first real interaction with the user. As a software professional it was staggering listening to how much money has been squandered on this.	2013-10-15 18:55:33
1896	After much struggle in completing the application today because of slow response times I finally reached the point of selecting a plan and the site hung at 'finding your plans'. After 20 minutes of waiting I tried again this evening and again the site hung at the same spot. Complete failure in this endeavor. Today was the first time I could actually get on the site and now can't accomplish the task. Such a shame.	2013-10-15 20:07:00
1897	Received the following error message when attempting to create my account. Encountered a similar message last week. PLEASE HELP! Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.shtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-15 20:10:49
1898	I have tried unsuccessfully for over an hour to create an account. what the heck.	2013-10-15 20:52:28
1899	Below is the error I received when I tried to use your Web Site. Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.shtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem. I hope you can fix this system someday. I look forward to being able to sign up SOMEDAY !! Yours,	2013-10-15 21:16:20
1900		2013-10-15 21:30:41
1901	There are no premiums listed here. How can I shop for health insurance if I cant compare premiums??	2013-10-15 21:32:17
1902	When is this website going to make it possible to compare plans WITHOUT applying for them?? The design of this website is fundamentally flawed. It needs to be rethought and re-executed.	2013-10-15 21:32:20
1903	Are you kidding me. What a joke! Get your act together. This is an embarrassment.	2013-10-15 22:02:08
1904	Doesn't work, yet again. It lets me put in my information to make an account but then errors out. It has happened repeatedly. I get this message: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.shtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-15 22:05:26
1905	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.shtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem. [BACK BUTTON]	2013-10-15 22:42:04
1906	I am unable to do anything other than view the main page. I currently have MHIP so my insurance runs out at the end of the year and I need to get this taken care of. Is there any other way?	2013-10-15 23:00:02
1907	I have tried three times to create an account. Since it is almost midnight I would not think this is a high volume time to get on. This is the message I continue to get: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.shtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem. My email for you to send a response is:	2013-10-15 23:44:52

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1908	I Was not able to submit my application it kept saying I was putting my phone # in the wrong format but that was not true I checked a thousand times I have since the beginning of the month to get this done it is very frustrating if you can help in any way my email s. I know I probably won't hear from anyone . I would like to get this all done so im not fined next year	2013-10-16 00:16:35
1909	Error 500: ERROR: curam.omega3.taglib.bean.CallServerTag: An unknown or unexpected error occurred when requesting the current page. I get this error every time I try to use Resume Application. Browser cache has been flushed, and browser restarted. Same issue. I have signed up via navigator assistance but still need to choose my primary care provider. I am using Chrome. When using IE 10 or Firefox I cannot access the application portal due to a non-responding script of some sort. This roll-out process on both the state and federal level has been and continues to be an unmitigated technical disaster, and this on day 15. Sad!!!!!!!	2013-10-16 06:51:14
1910	I type in my user name and password and click sign, it then clears the user name and password field, leaving it blank. I can't continue.	2013-10-16 07:45:20
1911	abysmal experience, I set up account and couldn't go any further. My hard earned taxes are going to this? You should be ashamed.	2013-10-16 08:21:17
1912		2013-10-16 08:59:20
1913	Unable to do anything on this website.	2013-10-16 09:04:23
1914	It is over 2 weeks since I was able to create an account but I have yet to be able to login to the website!!!!	2013-10-16 09:08:52
1915	While the navigability of this site has improved, it still remains one of the worst experiences I have had with an online application. Every other day something new goes wrong, which requires me to notify you again to fix your system. My application was restarted by the system, but I was unable to complete it because of a handling error. I decided to start from the beginning again. This marks the 5th time I have completed an application by the way. I was able to get past the page that had previously thrown an error and complete the application. Additionally, I did not receive the "we can't verify your benefits" notification after reviewing my summary. However, I now have several notifications that the system can't confirm my identity (identity, SSN and citizenship), which wasn't an issue on the previous 4 applications. I'm furious that this site continues not to function properly. It doesn't even seem worth continuing to try at this point. Additionally, this feedback form should have an option to share images. It might be easier for the techs to correct errors (and test the damn system perhaps) if they could see what users see.	2013-10-16 09:21:10
1916	Now 15 days into the process, I still can not set up an account. Shameful!	2013-10-16 09:32:34
1917		2013-10-16 10:02:54
1918	I established a user id, proceeded to submit an application. Once at the start of my info input, the notice box popped up to ask me to enter a valid zip code and phone # in the correct formats - which I did, and I re-entered it several times, but it does not recognize the characters, and the notice does not say which of the 3 phone #'s to enter correctly. I stopped entering my data at this point in the application process. I will wait to try again another time.	2013-10-16 10:28:51
1919	I have been trying to get this done since Oct 1, 2013 without success. I go through the whole application process to just end up with an error message that says the application could not be processed and I should call the number. When I call the number I am told that it's the computer problem. I have been honestly doing this everyday several times a day since the day one and the application still can't be processed. Extremely frustrated and upset.	2013-10-16 10:38:28
1920	I have been trying to enroll for 16 days via telephone, computer, and even in person. I keep getting the run around and am still not enrolled! Everyone I talk to tells me something different. This has been the WORST experience!!!!	2013-10-16 10:43:19
1921	Still getting this error message - "Password" does not meet Password Rules", when trying to create a password in order to create an account. I have very carefully read and followed the posted password rules without having any success in creating a password. I have 16 years experience in software development and I can not believe that this software has been tested before implementation. I am beyond frustrated! I have been trying to create an account since the first date of the system, no amount of feedback or messages that I send manage to get any response to this MAJOR BUG. Are you trying to sabotage the implementation of the ACA?	2013-10-16 10:47:58
1922	Just wanted to know if your website is EVER going to work. Still can't get past the "online proofing" error message.	2013-10-16 11:00:14
1923	PHONE NUMBER ERROR!!!! YOU PROVIDE 3 SLOTS FOR A PHONE NUMBER, WHEN IN REALITY ONE MUST PUT THE (7) DIDGET NUMBER IN THE LAST BOX! POORLY EXECUTED AND BASIC DESIGN FLAW. ALSO WHEN YOU ADD MINORS TO APPLICATION YOU GET TELEPHONE NUMBER ERROR AGAIN! BUT THIS TIME THERE IS NO SLOT OR DESIGNATED PHONE NUMBER REQUIREMENT ON PAGE. TOTALLY CONFUSED EVEN WITH ADVANCED DEGREE EDUCATION.	2013-10-16 11:20:29
1924	I already created an account (username _____) and keep trying to log-in to finish my application. However, after entering my username and password, the site just brings me to the home page (www.marylandhealthconnection.gov) instead of the application site. I have tried clearing my cookies, but the log-in page never brings me to the application.	2013-10-16 11:37:56
1925	First - all the income options (monthly, biweekly, etc.) didn't work so the system kept saying I was going earn over \$50,000 a year. Second - I selected "no" to being incarcerated, but the next screen said I was and needed verification documents. Third - I started from the beginning AGAIN and then my address wasn't accepted. Fourth - I called to speak with a representative and was told to start over online, which defeated the purpose of me call for HELP!	2013-10-16 12:16:48
1926	I'm looking to browse the plans and every time I click on get started it takes me forst to sign in and then right back to the general information, not to the page where I can begin the browsing process.	2013-10-16 12:17:34
1927	I can't log in my account or get a return phone call about my technical issues from an experienced IT person. I have been "escalated" three times! I am a Certified Enrollment Assister and can't help individuals do online applications since last Thursday	2013-10-16 12:17:49
1928		2013-10-16 13:16:38
1929		2013-10-16 13:17:24
1930		2013-10-16 13:18:08

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1931	Today 10.26.2013, I called in with questions regarding an error in the application process. The Customer Support Center Representative researched and answered questions that were of my concern. I had a pleasant experience.	2013-10-16 13:24:05
1932	Your form for new registrations does not allow me to input my full name. It tells me that the hyphen character "-" is not allowed in the last name field, and will not allow me to use a hyphen which is part of my full name... Please fix this for future enrollees.	2013-10-16 13:24:43
1933	I used the old Maryland insurance exchange website back in February and March after my husband lost his job and we were looking for something more affordable than Cobra. That website worked like a dream. Age, sex, smoking/no-smoking, for all three members of the household, and Bingo, we had the results. This makes me go through umpteen pages (I'm just looking for one person this time), and when I asked the system to print the results, it completely collapsed. Why don't you just reactivate the old one for now so we can check prices?	2013-10-16 14:10:15
1934	I would like PAPER APPLICATION and paper copies of the plans available, I cannot spend anymore time with this website... THANK YOU or	2013-10-16 14:17:41
1935	The status of my account says that I need to complete the application. When I click on the Application icon all I get is a page error. It will not display the application. I get the following message: Error 500: ERROR: curam.omega3.taglib.bean.CallServerTag: An unknown or unexpected error occurred when requesting the current page. This has been going on for two weeks now. This is ridiculous. Fix this blasted program.	2013-10-16 14:38:51
1936	WORKING WITH THIS PROCESS WAS PROBABLY, IF NOT ABSOLUTELY, ONE OF THE MOST IRRITATING AND EXASPERATING EXPERIENCES I'VE EVER HAD. YOUR CUSTOMER SERVICE WAS TRULY "OUT TO LUNCH"... THEY HAD NO ABILITY TO ANSWER MY DIRECT QUESTIONS FORTHRIGHTLY OR WITH ANY LEVEL OF KNOWLEDGE OR EXPERTISE WHATSOEVER. ALL TOLD... I SPENT MORE THAN 6 HOURS ONLINE (INCLUDING FREEZE-UPS) AND MADE NINE (9) PHONE CALLS WHICH INCLUDED BEING PUT ON HOLD FOR MORE THAN 40 MINUTES WHILE THE AGENT SUPPOSEDLY RESOLVED MY ISSUE... ONLY TO HAVE ANOTHER AGENT ULTIMATELY COME ON THE LINE WITH, "HOW MAY I HELP YOU?" I WAS TOLD MY ENTIRE APPLICATION WAS LOST, WHEN IT WAS NOT; I WAS TOLD THAT SUPPLEMENTAL INFORMATION/DOCUMENTATION COULD NOT BE FAXED (ONLY TO FIND OUT IN A SUBSEQUENT CALL THAT THAT WAS ERRONEOUS). ON A SCALE OF 1-10, THIS EXPERIENCE WAS ZERO (0)!!! EVERYONE INVOLVED WITH THIS WEB SITE AND EVERY AVAILABLE PHONE SUPPORT PERSON I TALKED WITH, EXCEPT ONE (1), SHOULD BE FIRED!!! THE STATE OF MARYLAND SHOULD BE ASHAMED TO PROVIDE SUCH INCREDIBLY BAD ONLINE RESOURCES... WITH EQUALLY ABYSMAL CUSTOMER SUPPORT!!! SHAME, SHAME, SHAME!!!	2013-10-16 14:53:58
1937	The Find a Healthcare Provider component does not work. It shows no results for any doctor within a 100 miles of my zip (20721). The Browse Plans component does not work, period! Accessing this link displays a background of the log in page and more (I'm already logged in). Someone needs to test this as if they were trying to find a provider and a plan so that they can see and fix all the problems encountered. Time is of the essence for me as my MHIP policy will expire on 12/31/2013. This is just careless programming.	2013-10-16 14:59:39
1938	the information on this site is not at all helpful, also it's been lagging all day. when I would try to view plans the page would just constantly refresh or go back to the main page. I've tried several times to log in to try and correct a mistake I made earlier when trying to enroll and every time I input my user name and password I'm redirected to the front page and not taken in to see what mistakes where made. after inputting data I was told I was eligible for cost sharing yet this was not applied to the insurance I chose, I ended up with an insurance carrier with a very high premium and I cannot find any help offered on the site.	2013-10-16 15:14:45
1939	I'm trying to fill out the application. It keeps saying " Please enter a valid phone number. It must be in the format of XXX-XXXX" But there are blanks for the numbers including the area code and I filled them in, it won't let me put in a hyphen. I can't figure out what it wants. So I guess I'll just quit for today.	2013-10-16 15:56:31
1940	Your site has kicked me out twice!!! I can't even get pricing...navigation is terrible, performance of your site is even worse!	2013-10-16 16:02:45
1941	It will not accept my zip code based on the county I live in. Phone numbers are not accepted either in the application and my information is correct. Can't move forward in the process!	2013-10-16 16:17:59
1942	I have tried at least six times to enroll in the medicaid program for Maryland unsuccessfully. When will this web site be fixed?	2013-10-16 16:22:55
1943	I have insurance. I want to know if I can get better insurance at a lower cost. I don't understand why you need user account names to provide me with cost comparisons. I don't want to give you name and other information and have you check my financial status to see how much you can get away with charging me. Maybe you don't do that, but I have no reason to trust this system to provide personal information. I will check back in a week and hope you have made it possible to browse insurance plans without divulging personal information. I will be happy to give County of Residence, number of members in my family, ages of family members, but I am not sure why you would even require that. I think I can select between Bronze, Silver, Gold, and Platinum plans provided by multiple insurers, but won't know if you don't provide the information.	2013-10-16 16:51:05
1944	My confusion which delaying my filling out my application: On the assistance eligibility portion of the application there is a question that is confusing, vague and lacking clarification. On the page entitled: "Additional Information for all Applicants Please answer these additional questions about the household." It asks: "Is anyone in your household enrolled in a health program or plan?" I don't understand what "health plan" means. That's vague. Are you talking about something which would include a privately purchased health insurance plan? Because if that's the case, my answer would be yes. But I don't know if that is what you are asking. If that is what you are asking for, instead it should ask something like, "Is anyone in your household enrolled in a health insurance plan privately purchased, government funded, or employer sponsored?" The question lacks clarification, definition, and detail, so I don't know how to answer it. The woman on the hotline also was confused and unsure what to tell me. Thanks for reading my feedback and working on improving the website.	2013-10-16 17:02:13
1945	You need a step-by-step instruction section for sign up. Everyone wants to shop before applying. The instructions should state that you must apply first to be able to slog through the 80 participating insurers. You have a typographical error in the security question suggestions in the application. How many people proofread this website and ok'd it? I'm still waiting for the "further instructions" via e-mail to proceed to the plans following my application. Will they arrive before the end of open enrollment? Your website is very frustrating. It gives out a lot of information, but could be better organized. It needs to be dumbed down further for the average user. The step-by-step instructions could alleviate a lot of frustration.	2013-10-16 17:29:53
1946	since I do not own a computer, and everything I do is on a cell phone, can you please tell me how I am to get this forced upon me insurance. You should know that I work the same hours ad your call lines that makes this impossible to do	2013-10-16 18:01:08

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1947	If Online Identity Proofing is not available - why don't you note that on the website prior to people trying to establish a new account. I've been trying for three weeks to establish an account and it says to try back later. Why try back later if it's not ready yet - why don't you just disable the ability to try to establish a new account until it's ready!!!! Why frustrate people - tell them what's going on, or give them a date.	2013-10-16 18:09:42
1948	Completely appalled at the status of your website. For 2 weeks I have been unsuccessful at applying for coverage for my family. I am very skilled at operating a computer and navigating a website so I know it isn't user error. I get no response from the site, I get error messages, database errors. Unbelievable. Such a disaster!	2013-10-16 18:47:47
1949	Can't even get your site to verify my identity and can't get through on the phone. The recording has static and hard to understand. I just downloaded an application and I guess I'll do this the old-fashioned way and hope it works.	2013-10-16 19:32:14
1950	Hi folks, I couldn't proceed with the application past the screen where it asked for my phone number. It told me I had to put in it in this format xxx-xxxx. This is odd, since below it asked for the number in three separate fields. I have only one phone number but I put it in all 3 three-field blanks--home, work, cell. Nonetheless, the application wouldn't let me proceed. Frustrating!	2013-10-16 19:45:34
1951	After completing an account, the system would not let me in, even after changing the password twice, the system still would not grant me access. At this point I will just not apply, too much of a headache, too complicated just to gain access. I have been without health insurance for two years, a few more will not hurt. Very poor rollout of the program.	2013-10-16 19:55:09
1952	no log in prompt on home page; log out button will not log out - when press a statement 'logging in' posts; navigation is scattered and inconsistent; some pages don't allow to go back to beginning	2013-10-16 20:02:04
1953	I cannot register an account. I get the following message every time: "Online Identity Proofing service is currently not available."	2013-10-16 20:18:50
1954	This error continues to appear: Please correct the following errors before proceeding. Rules expression 'isNotNull(Address.state)=false or Address.state!="MD" or MDHXVerifyZipAndCounty(Address.zipCode,Address.county)' could not be parsed.	2013-10-16 20:36:37
1955	I have been trying unsuccessfully since October 1 to set up an account. I have called the helpdesk numerous times - my contact information is recorded and I have not received a call back _____	2013-10-16 20:45:36
1956	I just do not not whether to laugh or cry when after two plus week of trying I've got to the Online Identity Proofing Service page and to my astonishment I found that had to answer questions such as the name of the pet that I bought veterinary insurance for. Is it a bad joke? I've never owned any pets to begin with. What is wrong with that "ONLINE IDENTITY PARTNER"? Where do they get the information from?	2013-10-16 20:52:43
1957	Form would NOT accept Phone Numbers where requested. I had to leave those blank or the form would not proceed. This is the SECOND time I have filled out the entire form without the ability to SAVE my application info at the END! There is no way to know when you will NO LONGER be able to save your application information...I keep hitting NEXT without saving because I felt I was going to complete the application. At the end the form indicated that it need MORE INFORMATION on my current benefits...no chance to save...and no information about how I should supply this information or where to send it!	2013-10-16 22:07:49
1958	I keep getting this message: "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." I AM NEVER-NEVER ABLE TO MOVE PAST THIS STEP!!! Are you doing something about it? I NOT ABLE TO INPUT A LAST NAME WITH TWO NAMES (ex: _____)!! Are you doing something about it? I thought these problems would have been resolved by now. This is VERY frustrating...	2013-10-16 22:40:03
1959	I have tried several times to establish an account and cannot do so. This is very frustrating. When do you expect the system to be up and running?	2013-10-16 23:04:27
1960	When I sign up for health insurance, I get the following error message: "Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator." What does this error message mean, and how do I correct it? Please reply to: _____	2013-10-16 23:12:42
1961	I have tried more than a dozen times--and it won't accept my zip code! I've lived here for more than a decade--I know my zip code is correct!	2013-10-17 00:23:45
1962	I've made about 8 attempts at this point, all of them were unsuccessful. Today the issue was that as soon as I reopened my application I was unable to go anywhere. Clicking on buttons or links had no effect. That's a new one.	2013-10-17 02:27:56
1963	It would be nice if I could just get a quote for rates without having to log in, since the ability to sign up and log in has been down for the past 17 days at this point.	2013-10-17 07:43:50
1964	_____	2013-10-17 07:47:04
1965	The system asks you to log in and then loops you back to the main page. This is about the 7th time I have attempted to review possible plans.	2013-10-17 07:53:18
1966	Still couldn't get in. Sent me to a porn site from signin screen	2013-10-17 08:30:44
1967	1. When attempting to begin an application, I filled in my cell phone number twice, for my home and mobile numbers. I filled in my work number. Each number blank is set up as such: a box for the area code, a box for the prefix, and a box for the last four digits. When I attempted to proceed to the next page, I received an error message that said "the phone number must be in XXX-XXX format." There is not space in any of the phone number boxes for that many digits (if the dash is included.) 2. This error also prevents me from saving my progress and exiting the application. 3. When I leave the application and return to the "landing" page (the one that appears after logging in), none of the links in the yellow bar (the row that ends with "contact us") are actually functioning. I am attempting to access this site from a _____ computer, and I know that _____ enables a lot of Flash-based scripts/software/"whatever, half of the internets are inaccessible from work," so I will attempt to access this from home. Last night, when I attempted to get quotes on my home computer, I was unable to search for a provider, and the website said that there are more than 80 health and dental plans to choose from, and none of the dental options appeared.	2013-10-17 09:35:39
1968	Still not able to do "identity proofing." Today I got a new "error" message. I had a space after my first name and was told "Please use alphabets only." So a foolish restriction (I know people with numbers in their legal names, as well as space in their names, as well as accent characters in their names) coupled with a grammatically incorrect error message. This is the perfect system for Maryland: Pretty on the outside, but broken and corrupt on the inside.	2013-10-17 09:46:05
1969	When applying for assistance. On the Employer Sponsor page, if you and YES, the next question box does not come up and will not let you continue.	2013-10-17 10:01:55

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
1970	For those who don't have family doctors such as me, it's hard to bypass the "Find the doctor" step. Also, it's now a post-PC era. More and more people are using tablets, such as iPads and Android-powered tablets, as their main devices to access the Internet. However, the Maryland Health Connection (MHC) website doesn't offer an easy way to do the account creation and medicaid/medicare enrollment processes. Especially the enrollment page, where it includes an iframe (I think) which directs to another website, which it's almost impossible to explore using Mobile Safari. I hope the future version of the website offer a more user-friendly interface for tablet users. Thanks.	2013-10-17 10:21:09
1971	The biggest problem is that while I've been able to use once or twice with some success, for the most part when I try to log in, the site brings me to a dead end and I am not able to log in more than once a day for example to check prices. Please fix this soon! I am shopping for healthcare and I need to know what my options are.	2013-10-17 10:38:04
1972	attempted to assist a consumer in enrolling for medicaid and we were kicked out of the sight when the system was loading the MCO plans. We then could not get back into the sight.	2013-10-17 10:41:55
1973	After I completed the registration for my account, I tried to log in. However, it said that authentication failed and that I had an invalid username or password. I am 100% sure that my password and username are correct. I did the "forgot username" and was able to retrieve that even though I was inputting it correctly. Also, I did the "forgot password" and when trying to answer my security questions, I was given three security questions that I did not even fill out. Not sure if there is a glitch or something but its very frustrating when I'm trying to login and everything is not working.	2013-10-17 10:48:02
1974	The site doesn't work, and I have tried every day since 10/1/13.	2013-10-17 10:56:05
1975	I have filled out my application at least four times. I get to the end and get an error message, that you are unable to accept my application at this time. When I try to resume my application, none of the data is there although I have clicked "save" before I exit. I will start again today and try to set up a new account. I need health insurance.	2013-10-17 11:30:53
1976	Can I get a paper application???????	2013-10-17 11:31:35
1977		2013-10-17 11:46:28
1978		2013-10-17 12:00:58
1979	All I want to do is sign up for insurance before my current Aetna plan stops in December, but I end up clicking on link after link, after link, after popup link, after link, another popup... This web site may not be poorly designed for those trying to get assistance for healthcare, but it is terrible for those who want to do anything else. When I finally did get to the right place and complete the requested information, it crashed, and I can't seem to get back to where I was. I really hope you guys figure out how to build an application soon.	2013-10-17 13:44:43
1980	The site informs me that I am eligible for Medicaid, but when I try to enroll I get stuck at the screen where it asks me for my health information yet there are no questions on the screen or requests for further input. Then the website functionality stops altogether (locks up) My financial assistance application has been accepted, but has not completed processing, does this have something to do with the problem? My application reference# is: _____ Thank you for your time and attention to this matter. Sincerely, _____	2013-10-17 13:46:06
1981	For the past THREE days (at different times of day) I have been unable to get beyond the get started screen. I click on get started, I get the notice about checking for updates (which contain no new updates, BTW), I click on get started and it takes me back to the first screen. I have registered for an account, and I have previously been able to begin reviewing plans, but now I can't get back to that area of the site. I am a big supporter of the ACA, but I'm beginning to get truly frustrated by the fact that things seem to be getting worse rather than better.	2013-10-17 13:47:00
1982	The site informs me that I am eligible for Medicaid, but when I try to enroll I get stuck at the screen where it asks me for my health information yet there are no questions on the screen or requests for further input. Then the website functionality stops altogether (locks up) My financial assistance application has been accepted, but has not completed processing, does this have something to do with the problem? My application reference# is: _____ Thank you for your time and attention to this matter. Sincerely, _____	2013-10-17 13:48:19
1983	still can't use the site for its intended purpose. still getting a javascript error from https://prod.marylandhealthconnection.gov/CitizenPortal/application.do which keeps the page from displaying at all. I continue to be amazed that you won't fix this. It's rare I find myself embarrassed to live in Maryland.	2013-10-17 14:28:42
1984		2013-10-17 14:43:30
1985	I wanted to find out what the potential costs of healthcare would be, and I did not like that you had to sign up in order to get an estimate. Also, the website stated that I qualified for tax credits and cost-sharing reduction, however when I looked at the premiums, none of those reductions were applied. The Delaware site, for example, applies the reduction for you so that you know how much exactly you will be paying for month BEFORE you complete the application. Finally, when I called customer service, the representative was extremely unhelpful, had an attitude, and seemed not to know very much about the health insurance plans. She said she was unable to help me until I had finished the application. I suggest that you set up a system so that representatives on the backend can actually help you or fill out the application for you for those who are not computer savvy.	2013-10-17 15:22:00
1986	I live in Berlin, MD _____ and your registration form will only accept it if I choose that I live in Wicomico county. If I choose the correct Worcester county, I receive the message: Please correct the following errors before proceeding: Please enter zip code which falls under the selected county. Also, I get the following error if I enter a proper phone number: Please enter a valid phone number. It must be in the format of XXX-XXXX. Luckily, the phone number is not required so it's a non-issue.	2013-10-17 15:24:44
1987		2013-10-17 15:59:02
1988	START OVER!	2013-10-17 16:44:30
1989	I have tried repeatedly to open an account to see the pricing. It keeps telling me that the identification site is down. As I've been paying my taxes on line for years, I don't see what the problem is when it comes to verifying my information. When I call the number recommended, they just tell me to wait. As you are aware, the open season is coming up for most insurance. Information and pricing would be critical to making a decision for next year. If anyone actually wants to respond to this, my email is: _____	2013-10-17 17:29:49
1990	This system is not ready for prime time. I have never even been able to login!	2013-10-17 17:29:59
1991	there appears to be a glitch on the basic info page. It will not accept my phone number	2013-10-17 17:30:40
1992	I've tried 5 times now, on 4 different days, just to sign up. I input my name and all the other info asked, but I keep getting a screen that says, identity verification is unavailable at this time, please check back later. What's going on????? I can't even get to the second page, in order to complete my sign up. Thanks,	2013-10-17 17:45:50

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1993	I had a problem with the passwords I provided. I put in several but they were not accepted therefore I could not continue or submit the information I provided which included my date of birth, social security number etc., I'm not sure what to do going forward	2013-10-17 18:20:17
1994	This web shopping experience is not functional. I've gotten slightly further today than during previous session. How do I get pricing for a stand alone dental plan?	2013-10-17 19:00:58
1995	I have been trying to register for 17 days and always get the same screen that Identity Proofing is not available. Was excited about this whole thing at first, now becoming very discouraged. Read that Anthony Brown was in charge of this project, at this point he has definitely lost my vote.	2013-10-17 19:05:12
1996	FYI - Failed many times using the Chrome browser, but finally tried Safari and was successful in getting to the health plan information I was seeking. You may want to post information on that on the notices page, The one problem was that if I used a command+ keystroke to resize the screen, I would be sent back to home page and had to start all over again. I have poor eyesight so use the command frequently out of habit, so ran into the problem often,	2013-10-17 19:12:50
1997	I have not seen any of the plans. I have not been able to see the cost of any of the plans.	2013-10-17 19:19:03
1998	I have been waiting for over a week for a call back from an IT representative from the Maryland Health Exchange for help with my online application.	2013-10-17 20:10:37
1999	I was able to create an account. However, after that step, the website repeatedly presented only blank web pages under the following web address: "prod.marylandhealthconnection.gov". Even with repeated attempts, I could not proceed to any more steps whatsoever.	2013-10-17 20:18:35
2000	Hello. If this website is supposed to assist the everyday citizen from uneducated to highly-educated in enrolling in a nationalized healthcare system, I don't see how because even as a nearly-completed college graduate, it is not very user-friendly and I have been attempting for hours to 'resume' my application on this website after I was logged out after only a few minutes of inactivity and find no navigation to do so. Besides that, why aren't we able to view price comparisons of plans 'before' actually applying? I didn't see that option. Please assist because I'm sure many others are having these issues if I am. Thank you.	2013-10-17 20:25:09
2001	Why is there no easy link that says "premiums and deductibles" or "plans and costs" or something similar so that folks can look up what these plans cover and cost? I surfed this site for 10 minutes, could not find the information, and still have absolutely no idea what the plans will cost me and my family. This information needs to be right up front and available for users *before* they attempt to sign up for any of these plans.	2013-10-17 21:24:47
2002	Site keeps crashing.	2013-10-17 22:01:09
2003	I will not enter my SS# on ANY online site! Are you crazy?	2013-10-17 22:29:15
2004	There is no place that shows what the rates/options are so making a decision on this is virtually impossible unless you create an account. And to create an account, you're asking for information that is personal in nature including finances. Put it up front so people can decide if they want to participate prior to creating an account.	2013-10-17 22:39:19
2005	Ridiculously slow, intermittent, unpredictable. 4th attempt in nearly three weeks to try to set up an account and continue to receive errors. Can't get past identity verification. Ridiculous.	2013-10-17 23:08:18
2006	This is so wrong website. I sign in complete but my last name is wrong coz when I put my last name in it said don't put any number only letter and I did it my last name don't have any number include but it keep tell me to repute my last name again and again and again so I try to delete some letter off so it go through and after that I try to collect it but can not go through website anymore even I have login name and password. How I gonna know how many plans that I can choose and when(-_-)!!!!!!!!!!!!!!!!!!!!!!!!!!!!?	2013-10-17 23:13:47
2007	I am trying to enroll in something here and I keep getting all kinds of errors. telling me to enter info that I already typed in. it wont accept my phone number. it keeps saying that i need to enter it in a different format. there is no other way to do that. please fix this site. I will check another day.	2013-10-18 00:40:53
2008	Spent an hour on your site, still have no damn clue where the plan breakdowns are?? Most useless site I've ever been on. It's easier to shop for a car than to use this site.	2013-10-18 00:48:54
2009	Too difficult to register for an account. I had to use an old address to register. It wouldn't take my address. Asked me if I went to certain high schools that do not exist. No none of the above option. Cell phone number didn't match No none of the above option. Finally had to use old address to register. Still got crazy questions but these had none of the above option. And whats with the password rules? stupid. I am a supporter of the exchanges but everyone is right that they are too difficult to navigate for the average person. This "outside identity verifier" must be in cahoots with the anti-Obamacare people. Very disappointing	2013-10-18 00:53:26
2010	Not bad for a website that's just launched and is overwhelmed. Here are a few things I noted that I hope will be helpful to you. DURING THE ACCOUNT SETUP process 1. I could not enter phone numbers. 2. Social Security #: Doesn't say if you are supposed to enter dashes (-). Then in general there is a LACK OF CONSISTENCY between the account setup format and the application format. It would be less confusing if the formatting (such as the items I'm writing about) were the same throughout. IN THE APPLICATION PROCESS:	2013-10-18 01:20:53
2011	In the "YOU MUST FILE TAXES IF" section you have "below \$ _____". I think that it should read "above \$ _____".	2013-10-18 01:23:54
2012	Could not get rates without agreeing to terms which infringe on my rights to privacy. This is not legal.	2013-10-18 02:08:02

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2013	This site was developed with too much attention on eye-candy and not enough to substance. Talking cartoons and the descending arch with the logo which blocks text are awful, especially when such efforts diverted resources from work which should have been done on user focused usability and information prioritization. Was there any usability testing done on this? Any studies using potential users and seeking to identify user priorities for information needed by a user? Only after about two weeks can one get to plan comparisons (without first registering) at: http://www.marylandhealthconnection.gov/health-coverage-resources/prepare-for-enrollment , but they include unexplained acronyms such as, "GHMSI" and "CFMI". Much worse, immediately below the list of Maryland Health Connection Plan Comparisons, one sees, "Managed Care Organization (MCO) Comparison Chart", which states, "You need to choose an MCO now! If you do not decide in time, the state will choose one for you. Don't lose your chance to pick your MCO." I assume this applies to Medicaid, and not the previously listed corpo-care plans, but that is nowhere stated. This could cause needless anxiety and is an invitation to Tea Party demagoguery about the state making choices for people. I'd like to know who, of what organization, designed this site, and why it did not even offer plan comparisons without registration at the earliest implementation (since that most likely contributed to the bottle-neck), and why even now such information is buried under masses of cheer-leading self promotion. If a human being reads this, you may reply to _____ This is being copied to my state legislators. Probably we need a statutory requirement that such state web pages contain metadata naming responsible parties. Thank you. BTW, I've testified on software development issues at four congressional hearings and worked on the highest rated federal web service involving personal data.	2013-10-18 02:21:02
2014	Site kept crashing, but even more importantly I cannot really compare plans. Either the plan details do not open, or too many of the answers are not filled in.	2013-10-18 03:58:25
2015	Every time I try to complete an application, I get an error message stating that the format of the phone number entered is not correct. This has been happening for over a week now. The phone number I've entered conforms with the fields on the form. I only have one phone, a cell phone, so I tried entering that same number in all three sets of phone number fields, but that didn't help. Is there something that I am doing wrong? How is anyone able to complete an application if they can't get beyond this. -	2013-10-18 07:33:22
2016	I cannot choose a medicaid provider--the "resume application" sends me to a new application--The 1st application allowed me to review the choices--but when I clicked on the provider--an error red note appeared--and it won't let me resume the application and try again--plus I have duplicate applications now--and I only have 28 days to choose from Oct 5th--or they will pick one for me. I hope someone is working on this.	2013-10-18 07:39:19
2017	I'm unable to log back into the site, even on a different browser. I was redirected to a page that didn't allow me to continue looking at healthcare coverage.	2013-10-18 08:19:22
2018	CAN NOT FILL OUT APPLICATION ON LINE.	2013-10-18 08:21:37
2019	There is NO EXCUSE for your website to be as broken as it is at this stage of the game. Throw away the programming you've written and start over -- it's obviously rotten through and through.	2013-10-18 08:57:56
2020	AS USUAL EVEN AFTER 2 WEEKS THE ACCOUNT CREATION PAGE STILL DOES NOT WORK; "Online Identity Proofing service is currently not available", WHAT IS THE PROBLEM?? DON'T YOU THINK THAT THE SITE SHOULD HAVE BEEN TESTED BEFORE GOING ONLINE TO ENSURE THAT EVERYTHING WAS IN WORKING CONDITION, NOW HERE I AM STILL JUST TRYING TO CREATE A ACCOUNT, AND TO MY PROFOUND AWE "IT STILL DOES NOT COMPUTE", ROBOT YOU ARE SO CORRECT... WELL MAYBE BY THE TIME OF JAN. 1 2014 WHEN YOU WILL BE HANDED A FEE FOR NOT HAVING INSURANCE THEY CAN FIGURE OUT THE PROBLEM BEFORE THE LAW SUITS SHOW UP FOR BEING LATE AND TOTALLY IN FAULT OF THIS DELAY... AMFI	2013-10-18 09:27:55
2021	Love it! I am in the process of helping my brother and his family enroll in ObamaCare. This website is super.	2013-10-18 09:46:27
2022	Had to re-enter information repeatedly for same task, although allowed to save, it did not save anything. Also, tabs did not work at bottom of page for glossary to get term definitions. Extremely poor to navigate throughout site and very frustrating to obtain specific details on plans. Also, way too many "Data Not Provided" fields that are critical to making an important decision between comparing plans.	2013-10-18 09:57:34
2023		2013-10-18 10:29:11
2024		2013-10-18 11:00:08
2025	Its been weeks and I still can't open an account. Everytime I enter the required information I get a response that the identity site is not available. This has happened every time I have tried since the site came up. If you know that the identity site is not available, why allow anyone to spend anytime filling in the information just to be rejected?? Horrible, horrible experience.	2013-10-18 11:01:07
2026	Used the provider search function for my primary care physician and my urologist in BCBS plans (all). Neither were returned in my search. I am currently covered under BCBS and do not understand how the doctors do not show up in my search.	2013-10-18 11:15:09
2027	Lousy site, unable to use.	2013-10-18 11:21:33
2028	It has been 3 weeks that I have attempted to view plans. Why can't I navigate through the site? This is very frustrating and I am getting fed up with entering my family info to view plans and then the system won't allow me to continue or it shows some plans and then freezes!	2013-10-18 11:50:45
2029	1. Not sure whether I'm completely enrolled In Medicaid--looks like there are duplicates enrollments, but with no plan (United HealthCare) indicated as enrolled. 2. Not able to select a PCP. MD. 3. Not sure how to send verification of citizenship status--I have copy of my US Passport that I would like to email to verify.	2013-10-18 11:55:00
2030	I am director of a student health center at a Maryland state university. I would like to see what the typical catastrophic plan and metal plans cost and what the annual deductible and annual out of pocket maximums are, but I can't see any details on this website. It's extremely frustrating and unhelpful. We have a school sponsored insurance plan and I want to compare the benefits/cost of the plans on the exchange to our student insurance plan. I fear students will opt for the cheapest plan on the exchange without realizing how much out of pocket expense they could incur. How can I obtain this information.	2013-10-18 12:21:44
2031	This site is a piece of shit. Nothing works!!!! Can't even get a simple quote for insurance. Get blank pages all the time. No testing has been performed. When can this be fixed?	2013-10-18 13:27:32
2032	It's highly irritating that plan premium costs are not available if you do not register. I am simply looking for more information on pricing - I shouldn't have to register to get it. This is a government funded program paid for by the taxpayers, is it not? Therefore, information as basic as this should be made publicly available.	2013-10-18 13:57:05

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2033	A link to an overview of the plans should be prominently featured as soon as the website opens. I don't have much time right now to look, and the time I did spend poking around, I was not able to find that.	2013-10-18 14:20:33
2034	At the end of the application process I was asked to send citizenship confirmation documents in order for application to be submitted but did not state where to send in order to proceed with application process.	2013-10-18 14:44:46
2035	One should not have to create an account to explore insurance options. The account creation should occur once the person has selected the insurance option most applicable/desirable for their needs. This will save time for all users that just want to explore what options exist.	2013-10-18 14:59:17
2036	I hope I get sick in a foreign country where I might have a chance for care in a timely basis that is affordable. Make Milkuski sign up for it and I will too.	2013-10-18 15:47:23
2037	After getting redirected to the Maryland healthcare page I tried to sign up but everytime I select "Get Started" it takes me to a greyed out page that says login or create account but none of the links are active. I tried again in Firefox and verified the website does work. It seems this website is not useable with IE9.	2013-10-18 16:05:13
2038		2013-10-18 16:11:01
2039	Finally got a logon after about a week, but the site will not allow me to logon. I input my logon info and hit enter, and the site wipes out the info and nothing happens. re-enter and same thing happens. I have requested help numerous times and told someone would call me and NOTHING.	2013-10-18 16:30:06
2040	I set up an account after long struggle but have never been able to log back in to it since. I'm completely stuck and very frustrated.	2013-10-18 16:34:51
2041	Ten attempts on different days to access the web site and still no success.	2013-10-18 16:42:01
2042	Completely useless and frustrating experience. Please get the application online. Thanks	2013-10-18 17:02:20
2043	1. When I try to view the pdf for the plans I select I got the following message and then have to close application and restart to go back to plans. "Multiple distinct Content-Disposition headers received. This is disallowed to protect against HTTP response splitting attacks". 2. When I select a plan to view details and I click on "See if I qualify" the screen goes to a similar but blank screen to the one you see when you first click on "Browse for plans". Haven't been able to get any farther in the process at any time since Oct 1st.	2013-10-18 17:35:23
2044	Your site is barely functional, it keeps dumping me back to the main page and won't allow me to resume my application. For the small period where it did allow me to look for plans, when I stopped and came back and clicked resume application, it made me fill in birthdate, etc. all over again. You absolutely should be able to save your data and once you have an account you should be able to quickly log in, not "get started" all over again, as it is most of the times I've tried since getting an account I haven't even been able to get past the individuals page, it just keeps dumping back there. Please fix asap. And when I complained about this on Facebook and Twitter, I was unhelpfully told to call for help which isn't going to help if your site isn't working. If you are having site problems, you need to post clear status messages. Consumers are being forced to waste a lot of time getting nowhere with this and it is really frustrating. I really believe in the ACA, even though because of my age and income I will probably be paying more, not less, but this rollout is really discouraging.	2013-10-18 17:45:49
2045	There apparently is not a premium rate chart anywhere on this site. Searching "premium rates" brings up only incidental use of the term. There is no link "premium rates." Given that people will be shopping for insurance that they can afford, you've left out the most important piece of information (or hidden it such that it can't be found.)	2013-10-18 17:59:25
2046		2013-10-18 18:29:53
2047	I sincerely hope that Noridian is planning to refund Maryland taxpayers for this amateur debacle.	2013-10-18 18:53:22
2048	My application was stopped by the program because additional information was "allegedly" needed. The type of information needed was not specified. I called the Help Center and was told that I would need to send verification of my son's disability. The representative was not able to tell me what specific information was needed, when I would be notified via email of the requirement, or where the information should/would be sent. Most important to me, the representative was unable to tell me why the health verification was needed BEFORE I could proceed with the application, or even to be able to review the available health plans. In that preexisting health problems are no longer an "issue" I do not understand why the additional verification is needed, at this point in the application process. The representative was not equipped/trained to address any of my very specific questions and, instead, gave me very general and non-informative feedback that sounded like "talking points" for FAQ-type answers. Everything will not fit into that neat little box.	2013-10-18 18:57:13
2049	Every time I try to register the online identify area is not available. I can't even see a health plan because I can't get identified. When will this be working? I have been trying daily since the 1st of the month. I contacted the call center 3 times, they said an application would be mailed to me as I don't have a printer. I have yet to get an application. I am very upset and I don't understand why I can't get on the site.	2013-10-18 19:27:58
2050	Press Office Information--could not link to media@marylandHBE.com. Unable to perform this operation because default mail client is not properly installed. My additional comment: need affordable health care. Would like to share my thoughts.	2013-10-18 20:05:22
2051	All I wanted to do is check plan details and prices. I am covered by my employer's plan. I can afford healthcare, but I am interested in learning more about the new law and marketplace. The content on this site is simplistic and I cannot find a way to get pricing. Maybe I need to complete an application, but I will not do that. I should be able to conduct simple research for my purpose. I was interested to find the "metal" plans, but they were only described at the highest level. Someone needs to overhaul this site. Or, forget about trying to establish a state-specific site. Just get with the national site. Why spend all this time and money trying to be different from the Federal offering? What a waste.	2013-10-18 20:20:59
2052	This is awful!!! It would be nice if there was a basic rate comparison table up front. People want to know HOW MUCH IT COSTS! Too much fluff, not enough substance. I'm trying to figure out what's best for my budget I can't find any clear cut information on what it will cost.	2013-10-18 20:27:25
2053	When finally being able to complete my application, the program insists that my annual income I over \$21,000, and is giving me prices based on this. My annual income in only a little over \$4,000, and I can't get back to the application to change this! I am terrified that I won't receive the coverage I need or coverage I can afford because of this gross miscalculation. In the middle of trying to fix this the screen became stuck on "Logging in". This is awful and frightening.	2013-10-18 20:43:19

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2074	Your website runs hot and cold. It can be quite confusing. Sometimes I log in fairly easily, others I can't get past "Get Started" on your "I'm an Individual or Family" home page. I have been having a hard time continuing my application, selecting plans, comparing plans I thought I had selected, emailing those plans to myself from your website, never mind trying to enroll in a plan. I have every confidence that you'll fix this mess but I also understand that, to many, these kinds of impediments to enrollment just make the whole effort seem botched, thus empowering opponents and imperiling the entire act. I'm really optimistic about the ACA. I'll continue to try but I hope you guys can fix this soon.	2013-10-19 13:59:59
2075	Password Guidelines----They say you "should" use a number or a special character. But if you do not then the password is rejected. Then do not call it a guideline and use "must" not "should".	2013-10-19 14:06:57
2076	Keeps telling me to put in a phone number "Please enter a valid phone number. It must be in the format of XXX-XXXX." MY PHONE NUMBER IS IN THAT FORMAT. It doesn't even point out where on the site to fix it. One would assume the phone number section. There are three blank boxes.WHAT DOES IT WANT.	2013-10-19 14:18:43
2077	I'm having trouble accessing the PDF adobe files which are supposed to give me details on the policies offered. I need to see this information before I make a choice. I will not choose one until I see the details on each policy. This is preventing me from moving forward in completely my application.	2013-10-19 15:27:19
2078	I am eligible for Medicare, but I was unable to enroll in it using the site. I also could not check and compare health care plans, no data was displayed after I entered the required information. Ref :mail: Thank you for your attention to this matter. Regards	2013-10-19 17:12:06
2079	I am displeased with the way the website works. I understand you need to verify the identity of anyone who is attempting to enroll in a plan. But my identity should not be necessary to review the plans available so that I can decide if I am willing to provide my personal information and enroll. Since contractors and multiple Federal agencies may have access to my family's information and since this could include the National Security Agency (i.e., Edward Snowden), I am not sure that I am willing to risk access to our personal information. Since the information is stored in databases and since those databases are maintained by contractors, there is no way you can guarantee that our information will be protected.	2013-10-19 17:19:34
2080	It would be very helpful to know what time the events are scheduled. For example, 10/2/2013 ConnectOur in Baltimore County.	2013-10-19 19:38:27
2081	Error on returning to application in progress, no way to go back to edit plan selections (i.e. medical only, medical plus dental, etc). After entering in my income information, which was difficult because I work hourly with no paid time off so my hours have some fluctuations with no way to quantify that available. At about \$28,000 gross for an individual, the best plan offered based on my selections was way, way more per month than I could afford and I couldn't go back to edit my choices.	2013-10-19 20:26:25
2082	God this is a pile of crap. Incorrectly worded questions make it impossible to tell whether you are asking questions about me or another family member. Then when it becomes obvious that I made a mistake, there is no way to go back and correct the error. Have you guys ever tried using Turbo Tax. At least they know how to properly create an interactive process that works. I'll try again in a few weeks. Maybe you will have fixed things somewhat. By the way, I'm very computer literate and have a PhD. You are idiots.	2013-10-19 20:55:54
2083	I want to see what is available before I register.	2013-10-19 21:37:22
2084	This site sucks!! PERIOD	2013-10-19 21:53:04
2085	I believe in the ACA and WANT to see the this work! I am a computer person who has done some programming. I can't tell you how frustrating this is!! I got logged in easily enough the week the exchange opened, but after about a dozen attempts to log in and explore my options, I still have not been able to get any information. Whoever designed this website did a very poor job! When I get started it asks me for all my identifying info; name, address, DOB, SSN. Then it asks for the primary person, and I enter all my info all over again: name address DOB SSN. Then it asks for other members of the family and I list my wife. Then when it goes to show my family, I'm listed twice and she is listed once. Stupid, Stupid, Stupid. Also it won't let me delete a previous application. Then I started again and it asked if I wanted to see if I qualify for assistance and I say no. But when I continue the process it starts asking me for all my income information to see if I qualify. Stupid! I hope you can get these errors fixed soon - because I really really want to see this work.	2013-10-19 21:56:54
2086	Also, if the site is down for maintenance, I understand that - please post a sign or something stating it is down. Right now I can't do a thing. I don't know if the site is down or what. I changed browsers to see if I get a different response, but no, I still can't do anything.	2013-10-19 21:59:23
2087	You should be ashamed to inflict this crap on the public, you waste my time.	2013-10-19 22:25:30
2088	How can the website not work at 3 AM. Its not like it is busy?!	2013-10-20 04:02:29
2089	I am unable to create an account. It asked me security questions, I entered the answers and then asked me to put in answers that were unrelated to the original questions I chose. I was unable to login because of that and I couldn't go any further. This is a big problem.	2013-10-20 06:14:08
2090	Clicking on the links provided did not take me directly or otherwise to the dental plans I was looking for when I landed on this site. Where are the actual dental plan links located???	2013-10-20 07:00:12
2091	Since the moment it opened this web site has been the worst on-line experience I have ever experienced. Good luck in getting young people to register for health care.	2013-10-20 08:05:08
2092	were call I just find insurance companies, coverages and rate charts without going thru all of this.	2013-10-20 11:07:36
2093	I have tried to sign up at least 10 times and get kicked out and now cannot even get into the program.	2013-10-20 11:11:51
2094	Please eliminate this strong arm mandate that we the people must either purchase overpriced insurance from the government or have funds stolen from us in the form of oppressive, extorted fines.	2013-10-20 11:45:21
2095		2013-10-20 11:46:20

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2096	This may be one of THE poorest web experiences ever. First, if you Google "Maryland health care exchange," you get both MarylandHealthconnection.gov, and Marylandhbc.com. The second one needs to go away, because a user who does not understand the process will quickly get confused. Second, as a highly educated and web-savvy adult, I was unable to figure out the MHC.gov site. It seems to be a lot of verbiage, with links to more verbiage, but no place to actually apply for coverage on the site. The only 2 items that remotely apply are the "Prepare for Enrollment" as individual or business, and the subsequent "compare plans". But even the comparison is not useful - one must examine each policy individually, then create some kind of chart on one's own of how the benefits compare. Why can't the site provide that? It's not that hard! Third, having already "signed up" online - although I never did get the promised email, so perhaps I am not? - I was expecting a "sign in" option to proceed with purchase of a plan. Nothing on the site anywhere seems to provide that. It's just lots and lots of words, most of which repeat information in different forms. "Find the Connector in your region" takes you to a page called "Consumer assistance program," which gives a link called "HealthCareAccessMaryland" (not obvious to all) which then takes you to a page on HealthCare reform, and finding Outreach in Your Community, which will then take you to a list of places in AA County (where I live) that will have onsite help available, and that page is a dead end - NOTHING is a link back to anything. If you are savvy enough to go back a page to "Outreach Schedules in your area," There is a light-gray box at the upper right which says "health care benefits." If you click on it - which most would not do, since it is light gray, which in the web world indicates something that doesn't work - you will end up at "Enroll in Health Benefits." Only by scrolling further down the page do you see the Online option, with the link back to "marylandhealthcareconnection.gov." Which is the beginning, and down the rabbit hole we go again. I don't know who designed the site, or what type of software you were using, or how much thought went into it, but it seems to me that 2 years would be enough time to come up with a web site design that is functional and simple. As to the software and hardware issues that were so disastrous, I'm just speechless, but am not equipped to address those technically. I do know, however, that simple logic should have told you that millions of hits would arrive on the first day, and MANY top-speed servers, and top-grade software, would be required. I am one of the people this system is designed to help, but obviously I'm still better off without it. _____/erna Park (AACo)	2013-10-20 13:09:20
2097		2013-10-20 13:21:27
2098	Please make signing into your existing account a simple process. I can't find a place to sign in.	2013-10-20 15:54:35
2099	This rates right up there with your tax policies and disdain for the US Constitution. Does the term "software testing" mean anything to any of you politicians? Do something FOR us for once that doesn't take away our hard earned wages!	2013-10-20 17:16:23
2100		2013-10-20 18:33:08
2101	WHERE IS THE LINK FOR ACCOUNT TO LOGIN? THERE IS NOWHERE ON PAGES...	2013-10-20 19:04:11
2102	this stinks	2013-10-20 20:02:04
2103	this site is very confusing. I just wanted to compare prices but while you say I can do that there's no clear pathway to complete that task - very frustrating	2013-10-20 21:17:31
2104		2013-10-20 21:49:23
2105	no help at all. will try next week and hope for the best, willing to give it time	2013-10-21 01:30:30
2106	This website is a series of self-promoting pages that offer a minimum number of sentences to promote the idea that a small employer has nothing to be concerned about when it is required to participate in a state-mandated plan. I came here after being directed by the national site to get answers to questions like "what should I expect total premium per employee to be?" and "what is my penalty for not funding a portion?" and there is NOTHING and NO WAY for me to get close to those answers on the pages I've been able to find.	2013-10-21 05:36:49
2107		2013-10-21 06:13:25
2108	recent info on this site: "Resuming an Application Upon returning to Maryland Health Connection to finish a previously started application, DO NOT click on the "Click Here to Apply Now" button. Instead, click the "Resume Application" button on the home page and then on "resume application" on the following page to continue your application." The resume application doesn't work. It starts me with a new blank application	2013-10-21 06:53:54
2109	Cannot sign on to my account since the beginning, have tried almost every day	2013-10-21 07:57:03
2110	FEEL SORRY FOR YOU GUYS TRYING TO SET UP THIS. THIS IS ABOUT THE WORST AND HARDEST THING I HAVE EVER DONE. DON'T LIKE TO CALL THE PRESIDENT AN IDIOT, SO I WILL CALL HIM AN ASSHOLE.	2013-10-21 08:38:46
2111	For the last 2 weeks, I have been trying to enroll in Medicaid through the website. However, when I reach the part where the form tells me to Enroll in Medicaid, I am directed to another form that remains blank with no other options. Thus, I have been unable to apply for medical assistance.	2013-10-21 08:42:02
2112	Your site is useless and the people at the support center are useless. You get different answers from different people to the same issue/problem. Your site has been up 21 days and I still can't even set up an account. If you keep taking the site down on weekends how do you expect us to enroll. Some of us work for a living.	2013-10-21 09:35:53
2113	Flu! This site will not sign me out. It did 1 time since the beginning of October and that was 3 days ago. All it says is logging in, way over in the left side of the screen. The plan selection is also a problem. You cannot go back if you realize you don't want the plan that came up. I am still very frustrated and my MHIP plan runs out on Dec. 31st of 2013. At this rate I may not be covered by the 1st of Jan.	2013-10-21 09:43:53
2114	I've been trying for 3 STRAIGHT WEEKS to just set up an account!!! Fill in the stupid form and get back "verification not available check back later" You don't want to know what I think of you at this & *%* point	2013-10-21 09:58:01
2115	today after I complete my MCO selection I can see in the Enrolleed Plans what I selected. But the selection for primary care provider is still not working, no confirmation number after the completion of the form. But the system is getting there. Thanks for working hard.	2013-10-21 10:02:15

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2116	We have been trying to create a profile unsuccessfully for my senior parent since October 1. The "call to enroll" is not helpful either. I finally dropped off the paper-work at Germantown, Middlebrook center. The lady tells me it can take 4-6 weeks, just to get a profile created. On the whole this is a very shoddily planned and executed waste of tax payers money. For a state that was a frontrunner before roll out to have so many problems is indeed shameful. The group that undertook this contract and did not deliver, should not only return the contract money but also be penalized for loss of time and head aches it has caused the people of MD. I don't think we are buying any of the "overwhelming" response bit, if planned right, would you not have taken that in to consideration? Overall, a frustrating, shameful experience.	2013-10-21 10:25:42
2117	The application I completed a week ago has mysteriously vanished, so I began a new application today, using the same information as before. Last week, the site told me I was eligible for just under \$200/month in assistance and I began comparing plans using that information. Today I was ready to enroll in a plan, but when I got through the second application (again, using the same income information as before) the site told me my income is too high (!?) for any assistance. Also, the site is asking for additional documentation about benefits I currently receive. I assume this refers to Social Security Disability payments, but it doesn't say specifically, and what information am I supposed to send where? Very unclear. I expected to sail through the process today very easily. Instead I am frustrated and now worried that I won't actually be able to afford insurance because of my enormous income, which is not enough to cover my current medical/living expenses. Your improvements need improvements!	2013-10-21 10:28:01
2118	I am very dissatisfied with this website. I couldn't complete my application because it wouldn't let me go to the next page. It keeps freezing everytime I click the next button. I've tried several times on different computers and the same thing happens. I even tried calling the number that is provided to contact someone and it says my number can not be completed as dialed. Someone needs to look into this problem asap.	2013-10-21 10:39:12
2119	I am just trying to price the plans and I could not find that info I do not want to sign up as I do not live there yet and am not sure if I will be moving back to MD. Where the heck do I find the plans and prices, what the plans offer and whether the deductibles need to be met before the insurance pays for anything?	2013-10-21 10:41:56
2120	The login page will not work. After 2 weeks I still can't login.	2013-10-21 10:43:10
2121		2013-10-21 11:09:19
2122	Very poor	2013-10-21 11:09:50
2123		2013-10-21 11:10:23
2124		2013-10-21 11:10:37
2125		2013-10-21 11:11:57
2126	The system does not even work - I am sickened by the incompetency.	2013-10-21 11:13:56
2127	The glossary didn't include basic info: the meaning of pop, pos, HMO, and other plan types.	2013-10-21 11:17:22
2128	I cant pull up income guidelines keeps saying page does not exist, tried many times over many days, all other pages I needed load except that.	2013-10-21 11:18:49
2129	Good Morning, I just tried to sign up for individual care and was not able to get past the screen to sign up for an account. The error screen read that the proofing page was not available and to try again later. Your assistance would greatly be appreciated. Thank you!	2013-10-21 11:48:50
2130	I HAVE BEEN TRYING TO CREATE AN ACCOUNT FOR THE PAST THREE WEEKS ONLINE AND CAN ONLY GET AS FAR AS THE PROOF OF IDENTITY !!! IT KEEPS SAYING SITE IS UNAVAILABLE !! YOUR SITE HAS BEEN DOWN ON WEEKENDS AND I CAN ONLY TRY ON MY DAY OFF WHICH IS MONDAYS !!! VERY UPSETTING !!!	2013-10-21 11:56:46
2131	I've tried every day since October 3rd to set up an account and I keep getting the same error message - that identity proofing is not currently available.	2013-10-21 12:14:17
2132	Very Junior-varsity caliber. I'm embarrassed for you.	2013-10-21 12:18:21
2133	I am retired from a Maryland county government and currently pay close to \$500 a month premium for our supplemental insurance through that county. I constantly hear from the AHCA advertisements on TV and the Presidents numerous press releases how great this act is for the reduction of premium. I can't find anything on internet regarding premium costs and coverage. My county representative say that there's no need for me to change anything but why can't I explore my options under this new program for supplemental insurance on the Md. site that I was referred to? Do I qualify for a greater deduction of premium on my Fed tax forms?	2013-10-21 12:26:57
2134	I tried calling the hotline twice and was hung up on each time the system tried to connect me to a representative! Once I got through the application and clicked to enroll in a plan- the link wouldn't do anything.	2013-10-21 12:50:12
2135	All I wanted to do was to compare my current insurance premium with the premiums on the plan. I'm sure that is all that most of the people visiting this site want to do. I do not want to log in or create an account. You should post a chart of the available plans and the cost of premiums for those plans. FEHB.gov has an excellent format that you can follow. I strongly support the ACA and would like to have some hard numbers for comparison but all I see in this website is advertising-level fluff. You are 3 weeks beyond the need for this. thanks Will	2013-10-21 12:55:27
2136	There is no way to create an account.	2013-10-21 13:01:15
2137	There is no place to setup a user account. When you click "Get Started", it assumes you already have one.	2013-10-21 13:01:41
2138	I've managed to pick out my plan and when I go to enroll, I get kicked out and can't get back in without starting all over again. Very frustrating.	2013-10-21 13:15:43

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2139	I have 5 complaints so far. 1. I can't apply on-line - after selecting "get started". I only have login screen - I can't set up login- account. 2. I don't want to mail in my application. Why are they asking for social security numbers through mail. Isn't there any regard for possible identity theft. 3. After speaking with representative - i said - I'd like to do survey after phone call - representative - transfer (I guess) to no where - call got disconnected. 4. I call back again and spoke with a different representative - she said there is no way to do survey from phone call. 5. I asked represent if I can apply for insurance if I'm single and have the option to get insurance through my employer. Representative said "YES", even though website states the following: Who can use this application? Single adults who: • Aren't offered health coverage from their employer • Don't have any dependents and can't be claimed as a dependent on someone else's tax return ----- so why does website say you can't use application if offered health coverage from their employer - SHOULDNT I be referred somewhere else if that is the case. This is very frustration. I can understand the public's complaints now..... At least this is creating jobs - but unfortunately through our tax paying money. My question is - what application do i fill out if i'm single and employer offers healthcare benefits.. Plus, please repond to my other complaints. Thank you, _____	2013-10-21 13:19:44
2140	Week three and the site still doesn't work at all.	2013-10-21 13:30:51
2141	I haven't been able to create an account after 9 attempts in 2 weeks!	2013-10-21 13:41:43
2142	This is the worst web site I have ever seen. Its design is clunky and after three weeks i still cannot get past the initial page to verify info and look at the available policies. If this is the best the State can do, they should drop it and go to the federal page. otherwise the ACA will be a dismal failure in Maryland.	2013-10-21 13:49:58
2143	I have not been able to create an account since this site went live. This is as useless as the Federal version over at healthcare.gov.	2013-10-21 14:03:43
2144	I clicked on Get Started and I was taken back to the main page over and over and over again, so I gave up.	2013-10-21 14:16:06
2145	My 13 year old could do better at setting up a website. Time between pages is way too long. Providers were all much more than I'm paying now.	2013-10-21 14:29:42
2146	When I went to get started on the process, a log-in screen popped up with no information about getting log-in credentials. I could not sign up for healthcare.	2013-10-21 14:39:47
2147	tried to figure out cost of plans but when I pushed get started it asked for username and password - HOW DO YOU GET THE USERNAME	2013-10-21 14:40:26
2148	I was trying to proceed with choosing the provider but with no success. I called your customer service, Kaiser Permanente customer service and was passed around for over an hour. I just want to find out what my premium would be after my qualified deduction. Nowhere in the website or "live" help can help!	2013-10-21 14:52:07
2149	I try every day and when I click on enroll the site says 'Finding you Plan' and it spins for hours until my laptop battery runs out. I'm speechless at what a debacle this has been. You've know for years this was coming. I'm sure it was an undertaking but clearly nobody took it seriously. Every weekend you message out that updates are are being made and every week we have hope and every Monday it's the same problem. What a shame.	2013-10-21 15:00:28
2150	I think you need a big Click Here to Register button somewhere. Can get to the login page, but can not figure out how to register.	2013-10-21 15:03:02
2151	It appears you are trying to compete with the Federal Govt website to be the most dysfunctional, unusable health insurance website. I cannot even establish an account on this useless website. You should be horsewhipped.	2013-10-21 15:03:40
2152	This is the umpteenth time I have tried to sign up since Oct 1st. When I had problems on the 1st, I placed a call to the helpline and was told to leave a message so the call could be returned in the order it was received. It is now the 21st and I have yet to receive a call back. Until today, each time I attempted to complete the first step - verification process - upon hitting enter after answering all the questions I would consistently get a message saying the verification system was not operational at this time (using some other wording). Today, I can not even get past the first page of info because the system will not recognize that I've entered my first name!!!!!! I have been trying to sign up for 21 days. This is ridiculous. HELP ME REGISTER PLEASE! _____	2013-10-21 15:13:37
2153	I could not reenter the exchange to so me rates after I logged in	2013-10-21 15:17:42
2154	The https://providersearch.crisphealth.org/link did not work so I was unable to research health care providers in my area who are part of the health care insurance exchange.	2013-10-21 16:02:15
2155	I tried to view the maintenance note for 19 October at http://www.marylandhealthconnection.gov/assets/Oct-19-MHC-advisory_document.pdf but I only get an "Oops, page not available" message.	2013-10-21 16:06:32
2156	this sucks	2013-10-21 16:21:33
2157	unable to register/fill out application. System stayed on initial page for information only.	2013-10-21 16:34:42
2158	Website is poorly laid out. All I want is a list of available plans, their rates and if my doctor accepts the plan. I log in and the site keeps taking me back to the home page. Sometimes it actually lets me continue on. The website seems to remember who I am but makes me enter my birth date and tobacco use every time.	2013-10-21 16:45:31
2159	Screen Locks up on verifying applicant/SS number DOB.....Worthless	2013-10-21 16:51:23
2160	There was no place to create an account when I clicked "Get Started."	2013-10-21 17:17:08
2161	Unable to create account!!	2013-10-21 17:39:05
2162	When I clicked on the Individuals and Families section then Get Started, it asked for a username and password but gave no option to *create* an account for new visitors AND gave no option to view plans without an account. Please clarify on the FAQ page the information about MHIP plans. I am guessing *all* MHIP plans will end on December 31st but it only specifically mentions MHIP+, MHIP Federal and MHIP Federal+. I signed up for MHIP - and still have the coverage - back in 2007 and it was simply called MHIP. Will ALL coverage under this program end on Dec 31? Please clarify that section, if possible. This site did not function at all in the way I needed to gather information about available plans.	2013-10-21 17:44:49
2163	I've been trying to get on since October 1st, with no luck.	2013-10-21 17:56:18

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2164	This is a disgrace on how my state tax dollars are being spent! The same contractor must have been used for this site as for healthcare.gov and should be fired and the state reimbursed. There are many things broken on this site. PLEASE have someone test this site as a user so that you can begin to see what the users are experiencing. Unable to search for available plans because the page is unreadable. A dark grey background with blue text is a horribly unreadable combination. The search for a physician returns no results, period. No results within 5 miles up to 100 miles of my zip code (with or without the physician info). TEST the site, TEST the site, and TEST the site again!	2013-10-21 18:24:18
2165	I couldn't find the registration section.	2013-10-21 18:44:40
2166	I've been trying to start an application for the past few weeks, and am still having the same problem. When I enter my zip code, the system doesn't accept that it is accurate for the county I live in. I live just across the county line in Frederick county, my zip code is _____ Unfortunately I can't even save the info I have entered because the system doesn't let me save anything without an accurate zip code.	2013-10-21 19:14:10
2167	How do you see what plans are available, who supplies them what is covered and what it costs. BC/BS vs United healthcare etc, different plan levels benefits costs deductible levels etc.	2013-10-21 19:29:54
2168	I can't check for plans without signing up for an account? I don't think so! Last time I shopped health insurance and provided contact information, I got bombarded for weeks with phone calls and emails even after unsubscribing and telling them to take me off their call list. Why can't I just shop prices without signing up for anything? I haven't even gotten into the website and I already hate it.	2013-10-21 19:48:29
2169	I have tried to register three separate times. The first and second time I was able to bring up a application but the system locked up and I could not get past putting in my name. Now there is no place to even start the registration process. What are you doing? You had all this time and spent all this money and you've done nothing! I am disabled and have been waiting for this law to kick in and now I am just disgusted and have wasted hours of my time! Don't even think of fining me because of your failure	2013-10-21 19:52:07
2170	Info submitted was changed on form	2013-10-21 19:55:48
2171	10/21/13 8.15pm Entered login information to the page and when I hit enter, it just takes me back to the login page. Site needs to be available after working hours so that people can sign up during the evenings.	2013-10-21 20:19:29
2172		2013-10-21 20:26:44
2173	When entering the website from Affordable Care Act (ACA) website link, the requirement to establish an account should be decoupled from the comparison of plans available. The account set-up questionnaire requests information which is unnecessary to shop (or compare plans). Additionally, the account set-up webpage labeling pre-supposed that the person desiring access to comparison plans was an "applicant". The person researching alternative plans is not necessarily seeking to commit to a plan, yet... Poor administrative technique, which shows lack of review and market survey PRIOR to fielding, is grossly evident.	2013-10-21 20:39:25
2174		2013-10-21 21:06:42
2175		2013-10-21 21:11:31
2176	What a joke! Good luck America! It's going to be a tough next couple years!!	2013-10-21 21:13:47
2177	Did the system go down at about 9PM? I tried logging in with 3 browsers, only firefox seemed to work for logging in. I got as far as comparing plans, but couldn't find any buttons to "apply" or a "add to cart" or whatever the magic word is for "get insurance". Now all attempts to log in on all 3 browsers redirect to the home page. This is a strange customer feedback page since there is nowhere to put my contact info. My account name is _____	2013-10-21 21:25:36
2178		2013-10-21 21:55:32
2179	There is no straight forward place to click on to register or enroll. The site has a lot of references and not enough INSTRUCTIUNS to direct you to the right place.	2013-10-21 22:00:02
2180	You suck	2013-10-21 22:09:55
2181	I don't trust this site with giving you my Social Security number. It has too many problems and can be easily hacked for information. No public trust.	2013-10-21 22:14:10
2182	I tried 3 times today to get started. Finally got to type my info in and then it said that the site was not available at this time. Did not know that computers had time limits. Your site sucks. It might take until January to get signed in. Just another screwed up mess by the State.	2013-10-21 22:26:14
2183	I need to delete/change/update an application and your website won't let me.	2013-10-21 22:31:37
2184	I am no longer able to log into the website, even though I completed an application. When I called for help they said I should have been offered a policy upon completion, but I wasn't. They weren't able to find out why. They said I should log in, which I can't. And they can't. They told me to try and log in next week. I thought that if I called I was supposed to be offered help?	2013-10-21 22:43:31
2185	I tried to create an account, entered my personal information up the identity questions. Questions 1 & 2 (birth year and previous resident) answer in the list. However, questions 3 & 4 (graduated high school and cell phone) not listed, so I selected one randomly to provide to answer the question. Click to bottom to continue and got a DENIED message. This thing SUCKS!!!!!!!!!!!!	2013-10-21 23:03:05
2186	It said my SS # was invalid which is totally not true I input same 6 times and could not get any thing but invalid ss	2013-10-21 23:10:58
2187	FIRST AS YOU WELL KNOW, THIS SYSTEM IS THE WORST THAT I'VE EVER USED. I'M COMPUTER SAVVY AND TODAY, I CAN'T EVEN CHANGE MY PASSWORD. PREVIOUSLY, THE SYSTEMS SAID THAT MY ZIPCODE WAS WRONG AND MY ADDRESS!!!!!!!!!!!! I REALLY NEED INSURANCE AND CAN'T EVEN GET INTO THE SYSTEM. THIS IS EXTREMELY FRUSTRATING!!! SHAME ON WHOEVER WAS SUPPOSE TO GET THIS SYSTEM UP AND RUNNING!!!	2013-10-21 23:14:39
2188	I looked at your site and tried to find out where the process begins and all I could find are these help blurbs but no....Enrol here now or start button. It looks pretty, but the pages are too busy, they content moves, and I couldn't find what I was looking for.	2013-10-21 23:43:51

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2189	I had an opportunity to review majority of information and documents somewhat quickly. However, for the new or somewhat average computer user, one may give up early into the search for information: The Website has too much information and information on the overall Statewide departmental is too much information, which I believe gives the new user/or fairly average person a sense of "wow" even though the Health side of the information is fairly easy to read and process the information. The key problem is the application on line does not surface after you have click several time and sends the person back to reading previous information again and again. Provide an option to the user to download application form and return by mail. Also the information on how to qualify for various services is confusing with all the data on percentages - etc. - Make it a little similar user. Also, why not tell the people who are already on Medicare what to do up front so that these people are not spending their time reading information - just to find-out they do not have to do anything until their Medicare renewal process. There is simply too much unnecessary information that is not needed to communicate to people the - what, how, and why, to apply for the new Health Care Plan. This is a wonderful opportunity for so many people. Thank you, Ms _____	2013-10-22 00:14:47
2190	why do you have to create an account in order to just view the plans and cost?	2013-10-22 00:36:31
2191	I heard that on the national site they were changing it so you did not have to create an account just to view plans and prices. Is this MD state site going to do the same thing?	2013-10-22 00:38:17
2192	System does not provide relevant premium info and links are inoperative. Far to complex for online sign up. Needs major overhaul.	2013-10-22 00:49:02
2193	Why can't I see potential rates without filling out long forms filled with personal information????????????????	2013-10-22 04:36:04
2194	Website does not work at all. No longer able to access log in page. Customer service told me to keep trying. Monumentally incompetent website. Will now go back to my former insurance provider.	2013-10-22 06:44:47
2195	I should have to create an account just to compare plans. We are preached to constantly about safeguarding our social security numbers and yet this site requires entry of your social before you can peruse through the options available. What security features are included in this site that will prevent identity theft?	2013-10-22 06:48:02
2196	I tried to create an account but it said my social security number is invalid.	2013-10-22 06:48:35
2197	I was looking at this link: Maryland Health Connection Sample Rates Scenarios http://www.marylandhealthconnection.gov/assets/MarylandHealthConnection-Sample-Rates-Scenarios.pdf I wasn't sure what the time frame of these rates. Is this my weekly, monthly, yearly rate???	2013-10-22 07:21:08
2198	Make the health plans descriptions and costs available without setting up an account. Why set up an account if I may not choose to buy coverage from the exchange?	2013-10-22 07:28:59
2199	This was the worst website I have ever used, worse than the IRS website, worse than the FAFSA website, worse than the college registration website. My only functional experiences with this website were at 10:30PM & 6:30AM, otherwise it did not work at all. I support this effort politically but, this website is demoralizing and embarrassing - please fix it or take it down.	2013-10-22 07:46:11
2200	The system is still not functioning. I can not get into the Individual enrollment page. When I click on Individual Plans and hit the Get Started button, it takes me to a Small Business page. I reported this issue to customer service over a week ago and after hearing on the news that bugs have been fixed, I am very frustrated to still see the same problem.	2013-10-22 08:19:26
2201	References and info on the main pages are good, but not being able to view plans and prices without creating an account and providing a social security number make it difficult to compare plans with possible employer plans. Other health insurance websites do not require signing up, but ask basic info to find comparable plans. Even healthcare.gov now provides this option for the federal exchanges. Please modify the site to provide the ability to browse health insurance plans without creating an account.	2013-10-22 08:36:03
2202	I want to see plans and costs before i sign up or enter any personal information	2013-10-22 08:50:12
2203	My email is _____ my personal web site. Your software keeps telling me that _____ is an invalid email address. No it isn't. The problem is that your idiots did not program your software to allow for hyphenated domain names (for which there are several million). So how am I supposed to sign up for this program when I can't get my email address to work?	2013-10-22 09:14:45
2204	How do you get to the sign up page? I know whatever the cost is it will still be too much because we are scraping pennies each week to make our gas money and if we could afford insurance we would of had it and we both had insurance when we had good jobs which due to the escalating costs forced our companies to cut back so now we are both back to work making half the money we used to make, we have cut everything out just to get by and who wants to work and still struggle just for the government to put another bill on our backs, what do you want us to do eat canned dog and cat food so we can pay for insurance? The middle class is shrinking at an astronomical rate and who are you going to have to do the work once you strangled us? The sad truth is we want to work but we don't want to have to struggle so much, where are the incentives, we are not asking to live in mansions just to be comfortable and be able to enjoy life not stress out every single day of our lives on how we awe going to pay for this or that! Wake up people!	2013-10-22 09:57:50
2205	I will not use this site as long as I am required to enter significant personal data just for the ability to browse plans and prices. Other states do not require this risk and intrusion. Why does Maryland?	2013-10-22 10:26:53
2206	I have tried everyday for 2 weeks to sign on but the identity security is not operational or else you can not even get that far. How am I supposed to compare rates if I can not get into the system.	2013-10-22 10:32:54
2207	everytime I tried to log in I had to choose "forgot my password" because it wouldn't let me sign in. Therefore I'd change my password and still couldn't successfully sign in. and now my account is disabled.	2013-10-22 10:58:38
2208	I cannot get past the page about my ethnicity. The error I receive is "Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator." Great. I have tried OVER and OVER to get past this page and am not successful. Nowhere does it say who the administrator is. I give up. Pathetic.	2013-10-22 11:03:04
2209	I signed up a couple of weeks ago and have yet to be able to log in. Now, I can't even find the sign-in page or link. Come on. Web development is such that databases such as this shouldn't be rocket science, nor demand upon servers unexpected.	2013-10-22 11:19:33
2210		2013-10-22 11:28:56
2211	unable to "shop". not able to see any plan details or price information. site only gathers personal data. since subsidies are based on estimated income, information gathered is useless. experian is a credit-reporting company, NOT an identity-verification company.	2013-10-22 11:30:39

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2212	Your site is awful. I am trying to amend a mistake in my application and I can't even figure out how to access it. Stop spending time and money on colors and graphics and make it functional.	2013-10-22 11:40:45
2213	I looked all over the web pages for how to get started and see the plans only to eventually notice the small navigation link at the top of the page. When I clicked on it is says the site is down for maintenance. So, I got to read all about how many people are going to be eligible for Medicaid, but nothing of importance to me was able to be accomplished on the site	2013-10-22 11:44:09
2214	I want to browse plan information without being required to provide my social security number. On other e-commerce sites, I can browse products, without creating an account.	2013-10-22 11:48:58
2215	I have been and continue to be unable to navigate past the log in page for days. Despite repeated attempts, at widely different times of day and night, I have had no luck. I need to see the available plans, including the premiums.	2013-10-22 11:58:33
2216	Let us SHOP and Compare WITHOUT having to register!! No more user names/passwords til we KNOW we're ready to create account. VERY user-UNfriendly! C	2013-10-22 13:17:28
2217	I tried to sign in and it will not allow me. The website just goes in circles when I try to look up individual insurance plans. This has been going on for a week. I call the help number and they couldn't give me an answer except hit control alt, delete, and start over. Did not work. This is supposed to be law but I can't do anything till someone fixes this.	2013-10-22 13:22:59
2218	Where the hell is the log-in page???? I can't get back in!!!	2013-10-22 13:24:47
2219	I have an account. Every time I try to log in, though, I get sent back to the home page (marylandhealthconnection.gov). It won't let me go beyond the login page. So frustrating! The last time I logged in I managed to get partway through all the information about myself and my kids before I ran into an error. I backed up a couple of pages so that I could save and exit. The time before I got partway through giving my information but ran out of time, so saved and exited. But it didn't actually save. I had to start over again. All I want to know is what the price range might be for a family of three, oldest adult age 52. This is SO frustrating!	2013-10-22 13:38:31
2220		2013-10-22 13:38:32
2221	Day 20 of trying to create an account and I'm once again told that online identity proofing is not available.	2013-10-22 13:56:57
2222	1) Site said it wasn't ready, come back later, but it has worked so far 2) Site rejected my primary email address, presumably because the address includes a hyphen _____ I a secondary address. 3) The site requires a 9-digit SSN, and rejected mine because I included the hyphens. My suggestion is you write software to spit out the hyphens and allow users to use a user-friendly style.	2013-10-22 14:17:58
2223	Wow, what an improvement! Thanks for working out the kinks. This was a infinitely better experience today than it has been the multiple times I've tried to move forward in the past. Now I just to be better prepared on my end to complete the application.	2013-10-22 14:21:34
2224	Cannot click to "save" login name credentials or else request will not process. Not able to figure out status of submitted application or whether anything is required from me while online.	2013-10-22 14:52:08
2225	Why do I have to create an account before I can see what insurance plans are in the exchange. Seems to me, it will take quite a long time to compare and decide what I want; I can't make a decision on the spot. Is there a way you can make the plans available on the web site without creating an account first. I have tried more than 5 times to create an account and was not successful (the site can't verify the identity and wants me to try some other time or call the phone number provided on the message). Finally I called the number and the nice lady told me that I can download the application form and send the info in, and I will be answered in 2 weeks. This is an good option to me; I don't need to take off from work to wait on the phone or visit your office. I can do it on my own time and be able to consult with my friends. I have been searching all over your site, most of the information pages only provide general description of things that I already knew, I can't get to the meat (where is the plans? I want to compare and study them first). I think many people have the same issue as I. Why can't you make the plans visible to everyone first at the home page? check out the OPM web site on health insurance comparison for the federal government employees. I don't think one needs to create an account first. One can download the plan and print out the summary comparison charts. That site is more user friendly. Also, in order to create an account, I have to type in my personal information (including SSN) each time. I don't think I should give you my SSN and other personal data until I am ready to enroll a plan. I worry about what happened to the personal data I typed in each time? Are they in your database, or erased. Are you keeping my personal information securely? I also found many web sites offering health insurance on the internet. I don't know which one is official government site and which one is not. seems to me, to get to Maryland health exchange from the Healthcare.gov is not an viable option. I cannot get to MarylandHealthConnection.gov from the Healthcare.gov. There should be a link when I specify the state of the residence. At least I know that I am being directly to another official government site. Hope you will improve the web site soon.	2013-10-22 14:54:58
2226	I have been accessing this site for days and have never gotten past creating an account, which has never been successful. I called your help number and "_____ " could not get past this screen either. What a waste of time and energy.	2013-10-22 15:05:14
2227	I cannot get the site to work. I have been trying for weeks now. I cannot see any health plans.	2013-10-22 15:07:46
2228	The annual estimated cost was laughable. It was not realistic in terms of the estimated deductibles and co-pays making it impossible to compare plans of different metallic tiers.	2013-10-22 15:15:31
2229	I tried to apply & when I would submit the form with my information on it, it would not go through saying that the zip code was not correct for the county selected. I tried to log out & use a different browser in case that had something to do with it (I'm on a mac, sometimes their browser don't work with every site). I went to Firefox & tried to log in. It kept saying my credentials were invalid & then disabled my account. Now, I can't log in at all. My account has been disabled. VERY, VERY DISSATISFIED.	2013-10-22 15:23:53
2230	Today I wanted to resume my existing application. In an earlier session, you asked me for the same information about myself both in the "about you" section and in the "about the primary applicant" section. Now it takes me to a screen asking me for the relationship between me and myself. Is it not obvious? And it won't even let me continue past this screen!!	2013-10-22 15:43:08
2231	Income verification issues in relation to getting quotes. If I was eligible for getting financial assistance that would be great but if my income level is above the threshold for getting financial assistance then my application should be rejected and redirected to an area that would allow me to choose private plans. Instead I now have to drive to a counselor to find out what my eligibility is for shopping private insurance. I had interest in shopping my health care options through the exchange but now I have no interest in doing so.	2013-10-22 15:59:13

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2232	Hideous website. I really want to sign up for a plan but the website is almost impossible to navigate. I was asked if I wanted information on getting financial assistance and when I indicated no, the next page said that I because I did not want insurance I did not need to enter the SSN's. Huh???? I do want insurance! The website caused me to double enter the information for the primary applicant, but there is no way to delete the mistaken double entry. When I went to look at plans, I had to re-enter all of my family's information in order to see the plans. Then much of the plan information (deductibles, etc) was listed as "non-available". One screen had a series of boxes to click on, but there was no explanation what clicking in the box would do. I want to enroll, but have been totally unable due to website problems. PLEASE MAKE THE WEBSITE USABLE!	2013-10-22 16:21:52
2233	It's as bad as the healthcare.gov. Actually it is worse. And the Federal site is pathetic. I am moving to another state to avoid having to get health insurance through the Maryland exchange. Please give the Maryland Comptroller my regards. No more income taxes for you Maryland! And be sure to tell the Comptroller that you are the reason for my decision. Good riddance Maryland!	2013-10-22 16:27:59
2234	if you can't get logged on, you can't perform anything. now the account is disabled. so I guess I'm not going to be able to do anything without another phone call. horrible.....is putting it mildly	2013-10-22 16:32:17
2235	After I log in, it takes me back to the original homepage, and NOT to my application. In other words, I can't log in, browse plans, or apply, even though I've already gotten through the application. 10/22/2013	2013-10-22 16:55:36
2236	This is very important that you make it very clear that everyone without insurance is eligible to apply and sign up for benefits. The income eligibility is only for subsidy and not access to health care benefits. The point of this program is to make sure people without insurance sign up for benefits. IT IS NOT CLEAR that the income eligibility is for subsidy and not access to the program. Thank you, Fran Daniel Silver Spring MD	2013-10-22 17:11:52
2237	when entering my county and zipcode its telling me my zipcode doesn't match the county. I'm in need of health insurance and cannot apply because of these glitches. please fix.	2013-10-22 18:20:53
2238	After I entered the information for the Primary Applicant, I received the following error message: "An un-handled server exception occurred. Please contact your administrator." I could not continue with the application.	2013-10-22 18:21:09
2239	I registered and got my user ID and password. I then tried to log in. The site did not recognize my user ID and password. I went and reset my password. Tried to log in. NO LUCK!! Such things should not have happened. Am very disappointed.	2013-10-22 18:44:58
2240	I want to see the price break down and plans available prior to signing up. What happened to transparency?	2013-10-22 18:46:58
2241	This program is an unbelievable disaster. I would like my tax dollars back now! I called the assistance line and they could not help me fill out this cumbersome online application. They could not explain why I was not eligible for tax credits even though my family fell within the income range. I was told that the threshold for tax credits was any employer plan that exceeded 9.5% of my annual salary including the deductible. I was not even asked about the cost of my employer plan so I'm not sure how any of that information is relevant. I was told I could take a day off of work and visit a local office - to fill out an application that I should be able to do over the web. The website also said I needed to provide additional information to confirm my citizenship. This experience has been just awful. I hope you can figure something out soon. Never mind that it took two day before the website was even back up from maintenance.	2013-10-22 18:55:01
2242	I have been trying unsuccessfully to simply create an account since oct.1. When I called I was told that there were too many people trying to access the system. Seriously??? I have tried creating an account early in the morning, mid morning, lunchtime, dinner time, evenings, 10:40 pm, weekdays, saturdays, sundays, you name it. I have never been able to even create an account in over 44 attempts... excruciatingly frustrating.	2013-10-22 20:39:38
2243	I have tried numerous times to compare plans and screen locks up and I get no where. When will you have site working properly?????	2013-10-22 20:50:27
2244	the website will not let me finish filling out the forms, it just stopped. I guess i will try for the third time now	2013-10-22 21:28:57
2245	There is a major problem with this site. Most people would like to be able to see what the different premiums are before opening an account. This site avoids providing that information.	2013-10-22 21:48:02
2246	I cannot get this site to work--cannot view plans one minute or access my application the next. My insurance carrier has given me one week to keep my insurance for longer or change to this now. How can I change if I cannot utilize this site? I am afraid I will not be able to qualify for subsidies if I do not apply now, however, I am also unsure I can even afford this insurance so I may have to hold onto what I have for longer. From the brief moment I was able to see plans here, they are at least triple the cost of what I already have. That is outrageous to require of the American people with very little time to do it and an inept website that doesn't provide info to do it in. Absolutely horrible!	2013-10-22 22:25:34
2247	I have tried MULTIPLE times and have been unable to get past the LOGIN point I am NOT computer illiterate and I am concerned because I currently being covered by MHIP+ which ends 12/31/2013. HORRIFIC!!!	2013-10-22 22:28:43
2248	A person should be able to browse products and options before having to give out personally identifying information and not have to give it unless they decide to purchase. SOME people have insurance and want to compare because the ObamaCareTax is raising prices, out-of-pocket, and deductibles, and doesn't increase quality. I have NO intention of giving you this information just to see what's there. This isn't an https site. The site is awkward and that ever present start now thing that keeps sliding down at the top obscures text as one scrolls.	2013-10-22 22:33:21
2249	This site is abysmal. I'm at a loss for words.	2013-10-22 22:45:43
2250	Can I just click on 'apply button' but unfortunately it is non-existent. or 'continue application' or make a correction nothing not even an 'apply' button.	2013-10-22 23:11:02
2251	I was trying to create a profile and it kept saying my Social Security number is invalid. I re-entered it several times, but it doesn't work. I know my number and use it frequently so I know the problem is with your website, not my mind.	2013-10-22 23:16:57
2252	Can't add my Husband to finish the application. No one could help, they just told me the system was down. The quote everyone will use when they don't know what is going on. No one could finish my application for me or review my application with me. Well here it's 11:40 PM and still can't add my husband, even after three phone calls today. I still would like to have Insurance, so I'll try again tomorrow.	2013-10-22 23:42:35
2253	there is a mistake in the Blue Preferred HAS Bronze \$0 CSR Summary sheet. It says that the out of pocket maximum is \$0 and then says there is no limit on the out of pocket cost. If the limit is 0\$, then the maximum out of pocket is ZERO also!!	2013-10-23 00:36:06

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2254	I can't find resume application. I can't get past "Get Started" - in a loop! I did start last week, then again earlier this evening and never can find my way back. Have wasted LOTS of time trying to figure out what to do next. This is incredibly frustrating, even for someone who's used computers regularly for 22 years. What's up?	2013-10-23 01:09:40
2255	When I put in my user name and password, it tells me "HPD/AO200W authentication failed. You have used an invalid username, password, or cline certificate. I have verified and reverified user name, etc., and it still will not work.	2013-10-23 01:12:26
2256	I have submitted my information 4 times now only to receive a message at the end that I cannot be found in the system and that I should contact consumer support. I called the number provided to learn that I needed to keep trying until I was recognized. I don't understand that reply. I have offered my social security number, my date of birth and other very specific information. I am going through a divorce and have a new address. I am not sure if that is a reason for not being recognized. It is very important that I get support quickly as I am losing my health care once the divorce is completed. I also need to know what my cost will be so I can budget for my expenses Thank you,	2013-10-23 06:12:47
2257	I went through the whole process to register only to be told "Not Successful" at the end. What is the point of bringing this live if it does not work.	2013-10-23 08:26:00
2258		2013-10-23 08:29:38
2259	I've been locked out because I didn't have a proper password...didn't realize I needed special characters...you've made the password creation extremely difficult to do and remember (this is supposed to be easy). I only entered the wrong type password twice. I tried to go back through...it kept my information and told me my identity couldn't be verified (which was verified the first time through based on the questions I answered...questions haven't changed, nor have the answers). So I've given up and will try again next January after the entire system has been revamped and corrected. This is very troubling to me - I've been a supporter of the Affordable Care Act, but with this kind of service, I have to give pause to the Act itself being properly constructed. Simple things like creating an ID shouldn't be a problem. I'm very disappointed in HHS for allowing this to happen...the system should be taken down completely and not brought back up until it is working. Now I'm stuck. Thank you.	2013-10-23 08:32:28
2260	Day 22 of trying to create an account online. Got the same error message: Online Identity Proofing is not available.	2013-10-23 09:05:10
2261	Have tried everyday since the launch and this simply does not work.	2013-10-23 09:32:41
2262	the basic flaw with this system it does not let you browse the individual plans until you sign in	2013-10-23 09:33:24
2263	The site freezes now as soon you push get started! Maryland! I could of done a better job building the site using I web! Fire the stupid company who built this website! I have been trying for a month now to enroll! this sucks!	2013-10-23 09:34:50
2264	I sent my information the beginning of October and was advised that I would receive an email that would direct me how to proceed. It has been 2+ weeks and I still have not received a response.	2013-10-23 09:40:05
2265	There are multiple, serious problems with this site. Foremost, once you have started a plan, and you want to log back in to continue or change, there is no simple login link on the front page of the site. Tried multiple times to log back in could never get to a login window. 1. Useful data entry tips are omitted, and unhelpful error messages that leave you without a clue as to what to do. - Entering phone number in any form causes page to error "invalid phone number". You have to call support to be told to leave the fields blank. This is a simple HTML form, could be fixed in 5 minutes by a high school student. 2. If dates are only accepted in mm/dd/yyyy format, why not put one lousy line of text in the webpage next to data entry boxes that require a particular format for correct entry? Other sites require mm-dd-yyyy, some take both. Just inform your users. Again, a less than a minute change to the HTML. 3. Lack of Quality Control & Testing. The first few pages of this site would not have made it out of a first day intro to HTML class. What is going on with you guys? 4. If you answer, for example, that you are a U.S. National, and then go back to change it to "Legally in the U.S.", you still bring up the page of additional questions for the U.S. National, even though you went back and changed the status question. QA????? Who is checking this? 5. At the end, if you have checked "Other" for document supporting legal status, you are asked to submit proof of status by a date certain. A link directs to a list of acceptable documentation, which may be submitted by email, fax or by going to some office somewhere, where this would probably end up in a "what do I do with this" pile. Further, you do not provide the fax number or the email address for the document to be sent to. 6. After being directed to the choice of Medicaid plans page, attempting to select one of the plans causes the system to puke, brings up a blank page, or just hangs. At this point, could find no way to log back in to go back to that step. Great work guys! You are talking about peoples health care and their lives here. It deserves a better effort than a website that looks like it was thrown together on a weekend by middle school students. The State of Maryland should be DEEPLY ASHAMED if this represents a "Best Effort" by a responsible government. Really!!	2013-10-23 09:40:59
2266	unable to register. Menu suggested my SS# was incorrect. I triple checked it and continued to get an error SS# not valid. I aborted the process?	2013-10-23 09:43:22
2267	This deadline needs to be pushed back because people cannot access this website. Reference # 0/21/2013. Your help desk could not even get any further than I could. Appalling!!!!	2013-10-23 09:44:29
2268	I am so disgusted, with this system, I am trying to since the bigining of the month to finish the application process, everytime i try to log in the system wont rrecognized my credentials. my account is disable asking for tech support, there is always a middleman between customer and tech neople. They wont contact customer at all so far this is not working an this tech era is a big shame	2013-10-23 09:50:12
2269	I've been trying for the last 2 days to create an account. I keep typing in all of my info only to get a message after saying online identify verification is not on-line. The information does not save. I have done this repeatedly for two days! Very frustrating and I cannot apply for health insurance. Have no idea what to do at this point.	2013-10-23 09:52:02
2270	So here you go today, just some more stuff I found in 5 minutes. First, after finding the login, it errors with "Validation not available" or some such on first try. On subsequent tries, it just returns you to the home page with no explanation, nothing, zip, nada. Oh, and this is really great. Use the the Search box and search on Login. It brings up a snippet of the HTML code pertaining to same. Most users would find that really helpful, no doubt!! So still unable to go back to the Choose a Medicaid Provider page to see if it still is No-Op and totally dysfunctional, or will actually allow me to do something. I was a QA Manager at a large software company for a number of years, and it boggles my mind that this site is so crude and poorly designed.	2013-10-23 09:55:13
2271	Impossible to log on to individual website using IPAD. When calling they just say, try again. All I want to do is sign up.	2013-10-23 10:04:08
2272	I created an account on 10/04/2013, but I have never been able to actually sign up for a plan. Every time I sign in, I get a page that goes nowhere. I called over the phone and was told that my account had indeed been created but that for reasons that were not clear my status is "open". What do I do now? Help me please.	2013-10-23 11:39:49

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2273	Where do I begin? I'm sure this field does not contain enough space for me to tell you how poorly designed this site is and how poorly the design has been implemented. Even if it were working speedily and correctly, it would be abysmal. It's clear that no one went through the entire process before making it live. Here are a few items: 1. When I came to the submission page, it looked like half of the page was cut off and there was no scroll bar. I figured when I submitted it, I would receive an error message. But I did not. 2. I also figured that I would immediately see a page with my reference number (as I had been told by call center staff). Not true! I had to go back to the applications button and see that it looks like I have two applications. But I don't. I have one that I resumed finishing today. 3. Then I had to go back (no instructions provided) to a page (I can't remember which one) that gave me my reference number. I fully expect to hear back that my application is not complete because I did not check off the part of the page that was missing. 4. There is no message saying when I will hear back. I am on a deadline because my state-run insurance plan is ending on 12-31-13. I need to know how to find out the status. When I called the call center previously, I was told that no one has access to my information. 5. You can't even spell correctly. Here's a line from the applications link: Click on the link below if you wish to withdraw your benefits [correct to: benefits] application. 6. Why do you acknowledge that phone numbers can't be entered? WHY DON'T YOU FIX THAT SIMPLE ERROR?? Why has someone who does not live in this country (because that person would know better) programmed the phone number field so it thinks the correct entry is xxx-xxxx instead of xxx-xxxxx? 7. Why haven't you fixed the phone number field and put a field next to each one so people can insert notes as to when it is best to call and which number to try first? 8. You have an indicator that says the person last logged in on January 1 in some other year. Why haven't you fixed that? 9. You mention on the home page that one can use a cost calculator but you never say where that is. 10. You say that people can appeal decisions but you actually tell them to call the call center instead of directly providing the street address and telephone number required. You say that people can have legal representation, but I think a lawyer would need to know the address/contact information. You don't say how long an appeal takes and whether that will prevent getting insurance as of January 1, 2014. 11. On another page, you refer to something on the home page but it is not on the home page. In addition, you haven't even inserted a home page button or tab, which is so basic to every web site. You do not have a detailed site map--it is only on a very superficial level. 12. You provide no way to copy every page of one's application or to print it, which is one's legal right. When the application is about to be submitted, the entire application should be presented as a PDF to be saved and printed. In addition, one should be able to go back to every section, not just from the beginning, to make changes before submission. Every application web site does that--why aren't you obeying industry standards and conventions? 13. Your entire website is breaking federal and state law in not being accessible to the blind. You present crucial information only in videos, which are not accessible to the blind or people without high-speed connections. You do not follow the conventions of federal agency web sites. You waste consumer bandwidth by covering your pages with stock photos, which take a long time to load. Your website is completely user unfriendly. 14. You don't provide contact information for the people who are evaluating applications. You don't state who they are (government employees or contractors) or provide a way of getting hold of them (by email, etc.). It is our legal right to know that information and to have a way of contacting them, rather than waiting for an email that may never come. 15. You state on various web pages that we must update our information throughout the year, but you have no change forms on the site and you don't tell people how to do so. Someone at the call center said we should submit another application. But we are not able to switch our insurance plans throughout the year; we just may want to change our email address or telephone numbers (ha, ha!) or street address, or we may want to change the income to change our tax subsidies. But you don't explain how that information is going to be sent to the carrier. 16. You say somewhere during the application process that we will be able to pay directly through the Exchange or to the carrier. But how can we pay the carrier directly if we are not enrolled until we pay (which is what I was told by the caller center)? How would the MHC know that we paid the carrier directly and how would the carrier know how our subsidies are allocated? It's not at all clear how we know when the carrier knows we are enrolled and what are our subsidy allocations. That needs to be stated clearly. The entire process should be laid out step by step on the home page with a tab that says: Step-by-step application process.	2013-10-23 11:40:35
2274		2013-10-23 12:11:31
2275	it sucks ass	2013-10-23 12:50:31
2276	I went to another tab to get the address of my doctor and when I went back to your site it took me back out to the welcome screen. I haven't been able to get logged back in since then. This needs to work a whole lot better.....	2013-10-23 12:54:56
2277	do not know what went wrong...perhaps I entered some thing wrong... our income qualifies for help... it said I needed to verify with Birth certificate and then it said I did not qualify...I could not review or delete application...only "continue" was available. Navigating the system required several phone calls to understand options. EVERYONE I spoke to was patient and as helpful as they could be until I finished the application and could not review or delete the application. Then I was given a number 885-288-3667 and told I would have to go in person...at this number they were unable to help and said someone would call me by the end of the week OR I should call back? Discouraging! This hurts Affordable Health image.	2013-10-23 13:08:35
2278	I have been trying to set up an account for my daughter since Oct. 2. I can't get past the first page. Message says the online verification system is not available. When will it be available?	2013-10-23 13:19:54
2279	The initial "create an account" is clear and easy but in 22 days (as many as 10 times a day - Mon-Fri) I have not been able to get beyond that point. It is always unavailable.	2013-10-23 13:35:42
2280		2013-10-23 13:38:54
2281	I am disappointed to see that I cannot research the various plans without signing up for an account.	2013 10 23 13:43:22
2282	I tried to create an account yesterday, but the option to create an account had been temporarily removed. So I tried again today and received this error message after entering initial information: "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." Please fix this. Like many others, I cannot call during business hours because I ... get ready for a shock ... work during business hours.	2013-10-23 13:49:25
2283	First page - ridiculous!! Did you have grade school hackers design this? Try the stupid thing for yourselves. Move your cursor around and watch things flash before your eyes. Its like watching an MTV video. No thanks!	2013-10-23 13:58:45
2284	I was able to navigate my way through the website basically with no problem. If I didn't understand something, I called the number provided on this site, always received excellent customer service, they went above and beyond to make sure my questions were answered and provided very helpful info as to how to complete my application on line. I was able to complete the application. I am elated that I was able to get assistance and affordable insurance for myself. This is from someone who had insurance all her adult life until I lost my job two years ago. I submitted my completed application on October 17, 2013. A weight has been lifted.	2013-10-23 14:00:30

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2285	When is the following going to happen? I prefer not to enter all my personal information until I have more plan and rate information. This was mentioned in the president's speed and I also found this online: And the government tweaked the website's home page so visitors can now view phone numbers to apply the old-fashioned way or window-shop for insurance rates without registering first. My e-mail address is You	2013-10-23 14:01:27
2286	Cannot open the pdf files for each plan which give more detail on hospital coverage. I get the following message: Multiple distinct Content-Disposition headers received. This is disallowed to protect against HTTP response splitting attacks. I was able to open the pdf files on Sat and Sun, but can not longer do so.	2013-10-23 14:13:45
2287	would like to look into insurance for my sister (she has MHIP). Do NOT want emails and phone calls from various insurance companies unless I ask them a question. Also, I don't want to "set up an account".	2013-10-23 14:39:14
2288	won't let me log in with my sister's info (she's the one needing coverage).	2013-10-23 14:49:23
2289	This website should be open for browsing plans/prices/potential subsidies without having to create an account and provide a lot of personal information. Other states have created health exchange websites that allow browsing without account creation. I am a strong supporter of the ACA and the MD Governor, but I am extremely disappointed in the health exchange product MD has created -- the lack of transparency created by the failure to open the website to browsing is a disturbing failure of governance.	2013-10-23 14:58:20
2290	while it moved much faster than a few days ago, it still is not easy to navigate. Not to mention plans are much higher and deductibles are much more than I expected	2013-10-23 15:04:51
2291	The Maryland site has not been updated to allow people to see plans without putting in all personal information. I DO NOT WANT to share my info with you until you show me some example plans and pricing. You want young people to sign up then show us info before you ask to collect MY INFO!! This is not rocket science. Show the plans, then collect info, then find out if I am eligible for a subsidy. YOU ARE TRYING TO PROVE PRESIDENT OBAMA failed and are not supporting THE UNITED STATES OF AMERICA! Instead you are trying to hurt the US by proving a Black President failed. Your American Values at its finest. NOT!	2013-10-23 15:10:29
2292	I got the following message. "If you do not send these documents by 11/16/2013 your application cannot be processed and you will not be eligible for health insurance." When I get the message above and not able to have the right document by that time, her application will be closed as it was noticed. Now I wonder if I will be no longer available to apply again or re-open an account when I am ready with my document. I won't be eligible for health insurance ever again, once the first one is closed? " Please provide me with the answer a	2013-10-23 15:11:01
2293	The site is awful!!!!!!	2013-10-23 15:12:21
2294	I have been trying to make an account all day and I get only so far before it tells me that the Online personal ID verification isnt working and to try back at a later time. This is just ridiculous. I have tried 3 times already today.	2013-10-23 15:40:21
2295	I've been trying to create an account for my 27-year-old daughter for nearly 3 weeks now. I fill out the Identity Information page, click on "Next", and get the same error message: "Identity Proofing service is not available." Same message for nearly 3 weeks. Yesterday, the customer service representative I talked to said the system was being taken down last night to fix this very problem. Well, it's still not fixed.	2013-10-23 15:58:10
2296	I entered all my information and the website was unable to verify my information. It looks like the backend of this website has not been completed. It would be nice if you guys had a banner or something running under the frontpage of the website to acknowledge the technical difficulty and to give the user's someone of an approximation until when the site will be up. The Program works and people want in and we get that its a complex system, but please keep your users in the loop. We're already informed enough to find the site.	2013-10-23 16:03:10
2297	Can't you just show the price and rate tables. Private insurance in md had been doing this for years. Age, gender and smoking status. This is so complicated.	2013-10-23 16:38:44
2298	When trying to create an account I get the following message: Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. What is this supposed to mean?	2013-10-23 16:50:54
2299	ive been checking everyday for a week now trying to login in and check the insurance rates... I have not been able to get past the LOGIN page. This overpriced, monstrosity of the Unaffordable Care act is absolutely Criminal that its not up and running after all that Money wasted....	2013-10-23 16:54:23
2300	What the hell.....I can't get any information. This site is the worst!!!!!!!!!!!!!!	2013-10-23 17:05:16
2301	Would not even let me set up my profile to get started.	2013-10-23 17:21:08
2302	I forgot my password, so had to create a new one. When creating a new password I couldn't get my first choice of new passwords to work, but I don't know why. When I tried creating a second password, the system would not recognize that I had entered it and kept telling me that I hadn't entered a password and that I hadn't validated it. (Which I had).	2013-10-23 17:34:04
2303	For 20 days in row, my repeated attempts to create an account fail every time. Error message on "Next" button click is "Online Identity Proofing service is currently not available"	2013-10-23 17:43:20
2304	the identity proofing service is not available. I can't get past that page	2013-10-23 17:52:44
2305	I have tried seven times to get on and not able to do so	2013-10-23 18:07:21
2306	I have been trying since October 1st to buy health insurance...I am embarrassed for you, this is a complete failure	2013-10-23 18:09:08
2307	I have been trying since October 1st to set up an account. Still trying. I get the same error. User ID already taken. I try a different ID every time. I know how to set up a user ID that is secure and not a common name, place or thing. I don't see how anyone else could come up with the user ID's I have tried. I called the customer service number several times. I'm told the same thing "Try back letter. We are having issue. IT is working on a solution." Then I was told that the user ID is a new error, never been reported before. My name and number were taken and a request sent to the IT people. That was last week, I've heard nothing. I've been treated like I am stupid and I don't know how to create a user ID. I work in the banking industry. I deal with secure websites all the time and create USER IDs and PASSWORDS on a daily basis. Maybe the President and his cronies should have made sure the website actually worked before requiring this ridiculous law. This law is the reason why I was denied coverage last year when I applied for a private policy. Maybe our elected officials should actually listen to the people that put them in office instead of dictating to us poor ignorant souls what is best for us. Making special deals behind closed doors with states so their elected officials would vote for the bill. So transparent.	2013-10-23 18:09:34

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2358		2013-10-24 14:10:08
2359	SUCKS Caught up in an endless circle THIS SUCKS I WANT MY OLD INSURANCE BACK	2013-10-24 14:40:24
2360	I do not want to give my social security number to browse for plans. I don't trust your security.	2013-10-24 15:21:06
2361	Received the following message when creating a new account. After completing the form, I received the message: "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. " If Online Identity Proofing is not available, and that is needed to set up an account, why does that message not appear BEFORE making me enter all of my personal information??"	2013-10-24 15:21:38
2362	I was trying to find info on Medicaid coverage and encountered a broken link on this page: http://www.marylandhealthconnection.gov/health-insurance-in-maryland/benefits-of-health-insurance/medicaid-assistance-in-maryland Under "Get the Facts about changes to Medicaid" I clicked "Income Eligibility for Adults" but this linked document DOES NOT EXIST (got "Oops. Page Not Found."): http://www.marylandhealthconnection.gov/assets/2013/09/mhc_income_eligibility.pdf	2013-10-24 15:23:46
2363	Still no "identity proofing." Can't even get started.	2013-10-24 15:45:36
2364	Site hangs up. Cannot make any progress. Obviously, this needs much more programming so that it actually works	2013-10-24 15:47:35
2365		2013-10-24 15:52:35
2366	The website is very confusing. I can't seem to find the area where you can sign-up online.	2013-10-24 16:17:31
2367	Like Mr. Obama's fascist Health Insurance program you people's exchange is F---ed up. Please have someone contact me so I can get my account un-disabled	2013-10-24 16:21:17
2368	I made it farther today on this site than two days ago when I could not even put in my information.	2013-10-24 16:25:21
2369	online proofing is not available and not successful, very disappointing	2013-10-24 16:28:27
2370	I got this error when I went to the income section. Please correct the following errors before proceeding. • An un-handled server exception occurred. Please contact your administrator. I have been to the site over 10 times over the last few weeks and still cannot complete the application. It is loaded with errors, clunky, stars are not on all indicated fields, the date of birth format is not given and must be figured out. Still needs lots of work.	2013-10-24 16:28:43
2371	You should be ashamed of yourselves. this is a complete farce - this site will never work. You must hire someone else and rebuild from scratch. gov Omalley must be some kind of idiot to have overseen this for Maryland	2013-10-24 17:04:06
2372	Been trying to logon using my credentials to your site to buy health insurance for the past 24 days, and still cannot get logged in. I input my credentials hit enter and it wipes out my credentials and does nothing and says nothing, no matter how many times I enter it, it does the same thing. I have called, I have emailed, and I have sent in this feedback form in, and no response. Told someone would contact me and they never do. Tony	2013-10-24 17:04:42
2373	Was unable to locate drs name in provider list	2013-10-24 17:10:58
2374	Please fix the fucking identity verification system. It's been two weeks. A group of illiterate itinerant cave dwellers could have made more progress in repairing the system. If you need help pulling your heads from one another's asses please see a proctologist, otherwise fix the damn software.	2013-10-24 17:23:08
2375	I am attempting to create an account. I get a message "The Online Identity Proofing service is not available". It instructs me to try later... When is that later? Why should the unavailability of the service keep me from creating an account? Couldn't you let someone create an account and then you can prove their identity at your leisure? Why don't your FAQ's cover this topic - since it seems to be a problem. Or you could provide info on the Consumer Info updates page. But to not allow me to create an account and not give any further information or instructions is very frustrating I was hoping the MD site would be better than the horror stories about healthcare.gov. Doesn't seem to be...	2013-10-24 17:28:30
2376	does not work try everyday cant get pass the set up	2013-10-24 17:38:24
2377	every day cant get signed up identity proofing service not available after ive put all my info in	2013-10-24 17:48:13
2378	Can you please get the website actually working? I have been trying since October 9 to get in.	2013-10-24 17:58:59
2379	After an initial log in and then requested to log in again while it's showing my name (I'm already logged in), attempts to review plans returned the following error: An Application Error Has Occurred, please start again!!! ERROR: Request items could not be merged for item '03ctx' and classes 'curam.omega3.request.SimpleRequestItem' and 'curam.omega3.request.SimpleRequestItem'.	2013-10-24 18:02:47
2380	I finished my application weeks ago - the only plan available to me is Medicaid However, EVERY time I go to apply and choose an MCO, the page is stuck at "Loading your plans". This has been the case every time I've checked within the last three weeks.	2013-10-24 18:04:27
2381	I have not even been able to log in.	2013-10-24 18:07:16
2382	Have set up account. n't login to my account many times. Even when I got into the plans, when I went to print out a comparison - the system kept disconnecting right after the print page. Terrible experience. What is going on?!	2013-10-24 19:59:36
2383	Why do I need to create account if I want to see available healthcare plans? Let me see what is available and if I decide to sign up with one of the plans, then I will create account. It is stupid to give private information before you actually committed to buy. Your privacy policy does not matter in this case.	2013-10-24 20:51:48
2384	I got through to summary, then clicked change to make a correction. I backed up to the page that needed the correction and completed that. Hit NEXT to progress through the pages and when I got to "Additional Information" Health Program/Plan Coverage Information, the page comes up with this error alert:Please correct the following errors before proceeding. Deborah is already indicated to be enrolled on the selected program. If I uncheck my enrollment in my present insurance, it gives me an error that it needs to be filled out. How can I get to the end?????	2013-10-24 21:10:07
2385	web site gos in a circle cannot resume application	2013-10-24 21:20:27
2386	Please make it so I can see the rate without creating an account.	2013-10-24 21:26:56

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2387	I just want to check rates and coverage options but the website hides that information from the public - as an educated person I know why - the rates I will be offered are higher and coverage worse than the plan Carefirst sent me a cancellation letter about last week. O'Malley and the Peoples Republic of MD at it's worst.	2013-10-24 21:33:46
2388	I called today and told them that I seemed to be locked out after successfully creating an account. I have been locked out now for two weeks and I still don't have any insurance selected because it will not let me back in to find out what is there for me. I get an error that said "HPDIA0309W This account is disabled". The young man told me to try again after six and it is still not letting me in. It tells me that my pass word does not meet the requirements I have tried over twenty different password combinations and it still does not work. I am so frustrated with this system and fear that I will miss my opportunity to get health insurance as a part time employee in retail. There has to be a way to make this right before the deadline! Ms.	2013-10-24 21:35:12
2389	24 days and still can't get pass first page!!!!!!	2013-10-24 23:05:50
2390	can't even get pass the log in screen!	2013-10-24 23:19:37
2391	Sent on an endless loop from "Get Started", to see update page back to Get started. Round and round we go, what a joke.	2013-10-25 04:10:36
2392	Just trying to find the button that helps me find a plan - and I'm pretty good at navigating web sites. The landing page is so hard to figure out, with the moving parts. Put things in one place, have them remain static. I can't believe that this is still in place and that you haven't gotten so many complaints about it that you had to fix it. registered in the first week, but decided to wait til some of the problems got fixed I'm very disappointed that the site is as hard to navigate today as it was in the first week harder, maybe, as the get started button jumps away from me, or takes me to no man's land. I have health insurance now. All I want to do is see how much it will cost me when my husband retires next year. Registration is not necessary for that.	2013-10-25 06:51:15
2393	When do you plan to have the website operational, this is worse than the national website.	2013-10-25 07:44:53
2394	I have been trying to sign up since Oct 1 and every time its a issue i've even used different computers ...	2013-10-25 08:46:31
2395	Day 24. Still cannot create an account because online identity proofing is not available. When the hell will it be available??????	2013-10-25 09:06:22
2396	I am trying to apply and have been for three weeks. this site is awful and should have never been released. Why are we stuck with it????????????	2013-10-25 09:07:27
2397	Ok folks, its been 3 weeks and I have yet to get past "Online Identity Proofing service is currently not available" in trying to set up an account. I've tried using various browsers (just in case you actually built in a browser incompatibility), from various machines, and from various locations - all resulting in the same error message. What gives? Why is nothing being said about this grievous problem with your site? The media keeps repeating that its being worked on and that X number of accounts have been established. I don't know how because its never working and I've tried early mornings, days, nights so its not a loading issue.	2013-10-25 09:07:42
2398	County and zip code error for the town of Eden in Wicomico County needs to be fixed. I had to enter an incorrect zip.	2013-10-25 09:23:51
2399	I am so happy that the great State of Maryland avoided using HealthCare.gov. You have impressed me immensely.	2013-10-25 10:06:46
2400	I enrolled and I think was approved for Medicaid--Maryland Health Connection ID is _____ference n _____ at a card in the mail--or I have to do something else??	2013-10-25 10:22:24
2401	To date, have only reviewed Blue Cross Blue Shield plans and looking at the summaries, some plan levels are duplicated, included in the set of plan summary pages twice. gives the appearance BCBS has more plans than they do and having duplicate summaries will confuse the user as to which plan (or plan level) they are viewing. Remove duplicate plan summaries to reduce confusion to the user.	2013-10-25 10:50:28
2402	If your online process won't verify my identity, and your hotline isn't able to help create an account. How am I supposed to access the exchange. I triple checked my security questions, they are not refreshing and giving me new questions like your representative on the hotline told me would happen. Is there another option for verification of identity?	2013-10-25 11:35:59
2403	I've been trying for almost 3 weeks now to use this website to shop for individual health insurance. The site is poorly designed, it stalls frequently, and I've yet to be able to review plans. And I am a person who designs and builds websites, so I think I'm qualified to judge them. I have called the 800 number above twice this morning, been placed on hold after going thru your automated voice system and then the call has dropped. No one expected this to work smoothly, but I guess I am appalled at how bad the state of MD has done in trying to implement this. I guess I will give up for today and try again tomorrow.	2013-10-25 11:39:14
2404	This whole affordable "NOT" care plan is a train wreck! I've voted Democrat my entire life (I'm 59)...I'm jumping ship and becoming a TEA PARTY member and vote Republican!!!! They were RIGHT all along.	2013-10-25 12:10:29
2405	Still down, will it ever work so that I can buy my insurance? Please post that it is not working when it is down so that we don't waste our time	2013-10-25 12:11:00
2406	I have tried since day 1 to create an account with no success. This is becoming an absurdity. Please fix this and stop saying "from time to time the system will be down" because it has been down everyday and every time for me. Thank you.	2013-10-25 12:14:52
2407	Can not get past the registration process...keep getting "Online Identity Proofing service is currently not available.." You should at least not make people to fill in all the information only to be told it is not going any where.	2013-10-25 12:26:37
2408	error codes unable to move!!!	2013-10-25 13:37:51
2409	no links available to compare plans and prices without enrolling.	2013-10-25 13:55:46
2410	Day 5 of trying to create an account. It continues to state that I have entered an invalid Social Security number. I have tried Chrome, IE and Firefox. I certainly know my number. I called for tech assistance and was told that the message means the servers are overloaded so I need to clear my cache. I worked for several years on a health insurance website myself, and this comment makes no sense.	2013-10-25 14:15:07

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2411	There should not be a requirement to fill out your life story just to search and compare insurance policies. Search and compare first, and then if you are interested in a particular policy type then you can ask to fillout the information. This initial process needs to be changed , Example: Find Affordable Health Insurance Now Zip Code: Are you a Senior (65+)? Yes No Are you eligible for government subsidies? Yes No You may be eligible for a government subsidy if your household income is under: \$45,960 for Individuals \$62,040 for a Family of 2 \$78,120 for a Family of 3 \$94,200 for a Family of 4 get a quote now button. Thank you.	2013-10-25 15:08:44
2412	This has got to be the biggest disaster of a website launch in history. How in the world does it cost millions of dollars to build a website that doesn't even work. Was the usage volume not anticipated? Hello - if you enact something into law, you can pretty much count on most ppl who are affected by that law to use the website. It doesnt take millions of dollars or a genius to figure that out.	2013-10-25 15:32:23
2413	I tried 4 times to set up an account and the identity check is still not accepting new applicants. Also, when I went to check in again; each time I have to start over the whole application process. The screen will not go to the (identity check) part right away. Plus, when I check in at this early part of the process a user name and password is not yet set up; therefore I have to start the whole application process over again. Please fix.	2013-10-25 15:40:17
2414	This web site SUCKS - You all force us to get health care and the only reason I need health care is because of this horrific law my employee dropped healthcare for my and my son. And now I cant even sign up because its the worst fucking website, set up, etc. Way to go gov't you screwed us all and now you cant even make it so we can abide by your socialist laws.....THANKS FOR NOTHING!	2013-10-25 15:41:42
2415	There is no apparent link to log back in to resume work on an application.	2013-10-25 15:46:06
2416	have been trying for weeks to register online. every time I get the message that online identity proofing is not available and to try again later. how much longer will I have to wait?	2013-10-25 16:11:42
2417	On the login page, I selected Create an Account. Nothing happened--I got a blank page and I could not create an account.	2013-10-25 16:38:52
2418	After four weeks of trying, I have still not been able to create an account. The problem is always the identity questions. I have seen the same questions every time -- two I can answer and the other two do not apply to me at all. There is no "none of the above" option for me to use. Please fix this -- I need to sign up by Dec 15.	2013-10-25 16:58:54
2419	webpage link broken. cant apply!	2013-10-25 17:11:53
2420	I already have insurance and all I want to do is see the rates for different plans. Why do we have to set up an account just to see rates when we know we don't qualify for a subsidy?? I set up an account and still could not get to the page showing my options. I tried on an iPad and a desktop computer. I actually got further on the iPad but the website froze when I tried to look at policies. I couldn't even log in on my desktop! This is incredibly frustrating and time consuming and I am a supporter of ACA. Please, please fix this mess!!!!	2013-10-25 17:31:00
2421	When I click on the get started button, it takes me to a page not found screen. The site was supposed to be open on October 1, 2013.	2013-10-25 18:27:28
2422		2013-10-25 19:22:08
2423	Okay, I have an account, I managed to fill in the application completely, then I can view the health care plans and the subsidized cost. BUT, after I choose a plan, I click the enroll link and - nothing happens. So, I can't enroll because the system stops right there. I reload, do the whole thing again, same thing happens, nothing. I need to be able to click on that link and it enrolls me, otherwise I'm stuck with nothing. I MUST absolutely enroll, or I have no insurance, starting Jan. 1. Please fix this, so I can get enrolled.	2013-10-25 21:40:07
2424	I tried several times today to create an account, and each time I got a blank screen when I clicked Create an Account. This shouldn't happen on day 25!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! What have you been doing since 2010?	2013-10-25 23:17:21
2425		2013-10-26 06:25:27
2426	not sure about all the media hype but I never had any issue going to the website and calling the number and it took seconds to do so...maybe the issue was a mixture of the system and the person's internet provider....I tried calling and going on the website at different times to see what all the hoopla was about and never ever encountered any problems at all :)	2013-10-26 08:12:29
2427	I have been over the entire website and there is no place for me to enroll - REALLY???	2013-10-26 08:19:45
2428	The link to your latest report is broken: http://www.marylandhealthconnection.gov/assets/Oct_25_MHC-Update.pdf	2013-10-26 09:48:12
2429	Get Started site is down. No landing/splash page to explain why page is down. Previous page makes reference to page possibly taken off line due to website update, but makes no reference whether website is currently down.	2013-10-26 09:50:55
2430	Unable to start application for health insurance	2013-10-26 10:03:17
2431	unable to compare health plan costs, because website has been unavailable for days!	2013-10-26 10:05:24
2432	I have been on the website ALL morning. Once I'm ready to "Get Started" (https://prod.marylandhealthconnection.gov/CitizenPortal) is states "This page can't be displayed • Make sure the web address https://prod.marylandhealthconnection.gov is correct. • Look for the page with your search engine. • Refresh the page in a few minutes. • Make sure TLS and SSL protocols are enabled. Go to Tools > Internet Options > Advanced > Settings > Security " I changed my TLS and SSL settings and I still get the same message. I ran my "fix connection problems" and "Troubleshooting couldn't identify the problem. Any idea what I need to do? Is the link correct?	2013-10-26 10:27:04
2433	Question: Who or what company, hospital, doctors, actually accept MD Medicaid? Because, I am finding out that a lot of health businesses do not accept Medicaid. In fact, I live about 2 miles from Med Star Southern MD Hospital and I have been there and seen on the registration wall in large print, 'We here at Med Star Southern MD Hospital do not accept MD Medicaid'. So why should I try for this? My email: _____	2013-10-26 10:48:06
2434		2013-10-26 11:04:46

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2435	While the concept is great, the application is horrible. I spent hours (2-3) yesterday researching information on this website then beginning the application process. After spending time collecting and entering all the information required, the system seemed to time out and lost all of the hours of data I supplied. I have tried a minimum of 6 times to re-login today and cannot. Each time I enter my username and password, I am taken back to the login screen, not only that, but the URL doesn't make sense... what is "prod" for example? It's not at all intuitive. This has been a ridiculously frustrating experience. CGI can do better than this.	2013-10-26 11:17:23
2436	I am only able to get into my application about 1 in 10x that I try. I have been trying to complete my application for three weeks. The only thing I have left to do is sign and submit. When I was finally able to get to the sign and submit page, there was no way to scroll down to fill in all the information and submit. This was a week ago, since then I have been unable to get back into my application.	2013-10-26 11:28:55
2437	Day 10 of "online identity proofing service is not available." Had to find out on your Facebook page that this is a common problem, apparently.	2013-10-26 12:07:18
2438	Still having trouble logging in. Put in username and password but fields go back to blank again.	2013-10-26 12:51:31
2439	T	2013-10-26 13:05:36
2440	Garbage website. Navigation is poor. Intuitiveness is horrible. Did get to set up an account then had to go out and walk my dog. When I got back, I now can't get back into website. Just keeps taking me back to homepage. TERRIBLE. An amateur web designer could do a better job.	2013-10-26 13:16:22
2441	could not finish doing application page would not come up. Very dissatisfied.	2013-10-26 13:34:49
2442	been trying to log on for the last 30 minutes with no success!!!!	2013-10-26 13:43:46
2443	Day 26 and still unable to get past the "Income" portion of the health care application. I continue to get the following error message: "Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator." 1. I find it very difficult to believe that this is an issue with my internet server provider or with my system in any way since I have no difficulty surfing the internet, viewing YouTube videos, reading Wikipedia, etc. This problem only surfaces on your site. 2. If you can't solve the problem right away, you should at least post something to indicate that you are aware of this specific issue and are working to resolve it. 3. Looking forward to the solution so I can complete my application and obtain health care coverage.	2013-10-26 13:44:25
2444	I was hoping the State of MD was more organized than the Federal Govt. One state is much easier to set up than the multifaceted situation nationwide. Another black mark on the presidential ambitions of the Governor	2013-10-26 14:12:26
2445	On first step of signup page: I keep getting "Social Security Number" is invalid! error. Though it's my real social, and repeated exactly on both fields. No further error messages. Can't progress beyond that.	2013-10-26 14:30:09
2446	For weeks I have been trying to view my plan options, but it's not possible. I answer a few questions such as dob, whether or not I smoke, my zip code, and whether someone else is going to be on my plan. I go to a page that says "browse plans", but no information comes up. I don't want to complete an application until I can actually see what my options are. How can I see what plans are available?	2013-10-26 14:36:11
2447	I had tried since October 1st to create an account and had no luck till today. I was able to create an account today by only filling in the required fields. There is a bug in the software that needs to be fixed. This information needs to be posted on the website. Thanks	2013-10-26 15:03:59
2448	Could not fix a mistake regarding deductions because no add change or remove option on summary page. So, instead I removed my husband's income and then added him back in. But, now I am stuck on current health plan info page. If I hit next it says this is already entered, which is true. But I cannot go directly to the summary page again. Help.	2013-10-26 16:47:57
2449	During the application process on the Household Member Additional Information page after entering my spouse's SSN and clicking on next, the field replaces the SSN with user name and returns an error.	2013-10-26 17:51:49
2450	I have been trying to sign up for health insurance since October 4th. My password stopped working and I have been calling and calling to no avail since October 11th. My account was escalated to tech support because I need to (1) reset my password, or (2) set up a new account (have the old one deleted). No one from tech support has ever called me back in over two weeks. I don't have until March set up health insurance. I have until November in order to pay by December and not have a gap in coverage. No one will help me. No one can make it work. My # is _____ my UserID is _____ and my ID # is _____.	2013-10-26 19:31:59
2451	get it fixed	2013-10-26 20:59:54
2452		2013-10-26 21:42:41
2453	Using Explorer 10, I got the application filled out, then I went to select a plan. But whenever I hit the enroll hotlink, nothing happens; it was dead. Then, I tried Chrome and Mozilla and both worked the same way, I got farther than I did with Explorer. The enroll link was active and I could get to the electronic signature page, fill it out and hit submit. But at the end of several minutes of processing, I got an error page, something went wrong with the app and I wasn't enrolled, save my information and try again tomorrow.	2013-10-26 23:05:07
2454	Trying to open an account. After submitting the main personal information form, the page returned with a server error: "could not read the response status line sent by a third party server". Tried again, same problem. Tried to see if my account was open, many logical problems, failures, etc. I guess I'll wait a month. Poor showing, I thought MD might have it together.	2013-10-27 05:52:30
2455	I already have an account. Why can't I log in on the first screen?	2013-10-27 07:36:32
2456	I tried 3 times to create an account. All three attempts failed due to server error. And this is day 27.	2013-10-27 08:32:05
2457	I have finally filled out the application. Cannot figure out why I qualified for MEDICAID at \$18,500 income, but they told me I should put in something else yesterday so I increased it to \$21,700. Now I no longer qualify for MEDICAID which is fine, but it says I don't even get a discount on my health care. That doesn't make any sense to me. So I called this morning to talk to a rep, they told me yesterday the center would be open at 8 am. The phone keeps going out and my call will not go thru. It is not on my end as I can call other people. First the website doesn't work now the phone. This is frustrating! Someone needs to call me!	2013-10-27 08:48:12

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2458	A. I want to look at plans without a subsidy as I will not qualify. For some reason, I could not do this without giving information about my husband. I don't want a plan for him. He objects to me having to give his social security number since I was not shopping for him. B. Had trouble with having birthdates accepted. Would help if you would put up an example of how you want them entered. C. Once I got through the first set of questions and was deemed eligible to shop, up came a screen in gray with teeny-tiny type. When I tried to enlarge it, the whole thing went away and I had to start again with the "health questions." Thankfully, I did not have to fill in address and spouse info. D. I got to the 9 health plans and decided I needed to print out comparisons. I could only do 3 at a time. I successfully printed out the first 3, but when I came back to do the next 3 I found I had been kicked off the site to the entry page. So far, I have not been able to get back in. When I hit "get started" the screen comes up for small businesses. How dumb is that?	2013-10-27 10:25:08
2459	unable to compare health plan costs since roll out Terrible way to start up after spending so much tax payer's money.	2013-10-27 11:53:17
2460	Its a shame that after all the hoopla about this program that it is rolled out this way. I could not get past the identification step. It tells me to see my system administrator and that this is not the web servers fault. Really? How disappointing.	2013-10-27 12:06:01
2461	I am not able to connect with the application section to continue my enrollment. It never navigates away from the information page. It asked my login info, which I entered, but then it just brought me back to the info page, and does not reflect that I logged in! Please let me know if I am missing somewhere to click to take me to my application, which I have started but still need to complete. Thank you in advance,	2013-10-27 12:36:56
2462	In attempting to create an account, I got this error message: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server.	2013-10-27 13:22:32
2463	The site does not work!!! script errors over all browsers,IE,Chrome,Firefox, Opera. Managed to create an account the other day using the mobile browser on my phone set to desktop mode. Disabled antivirus firewalls and all security.Have tried multiple computers to access the site to rule out a problem with the computer being used to access the site. Taking the site down at 11pm-6am for repairs when the server load is lower isn't helping server load by forcing more users to try and log on at peak user times. A hour or two of off line time should be ample time to upload the new code to the server.	2013-10-27 13:30:34
2464	The site is better than it was in the first week: I was able to complete the questionnaire and found that we are eligible for Medicaid. So far so good. However, I was unable to find a provider (not just my provider, any provider within 10 miles). I entered the name, address, etc. and it found no results. I tried the local search within 5 and 10 miles; each search took several minutes and found no results, despite the fact that I live within 2 miles of a major hospital. My only choice to proceed would be to have a provider randomly assigned. I don't need to explain that choice of provider is probably the biggest concern of most patients, so this glitch is a serious one. By the way, I tried using 2 different browsers (Chrome, with which I had the experience just described, and Internet Explorer, which refused to load the search page at all).	2013-10-27 13:37:24
2465	When will system work again? Please have comment on sign in page that it will not work if the system is down	2013-10-27 14:10:43
2466	Having to create an account to see what plans are offered is off-putting. You are selling a product - let us see what it is with ease and clarity. What is the rationale for demanding an account first, before the information. If you want people to sign up, they should feel safe - you make me feel I am being watched. ick.	2013-10-27 14:21:51
2467	All I wanted to do was determine what plans I MIGHT be eligible for and the APPROXIMATE cost. On the website, I found I had to create an account to do that, the system was "unable to verify my identity" even though I answered all questions correctly. So I called. And I was asked so many detailed questions and put on hold so many times that my phone's battery died. I was on the phone for over an hour and all I wanted to do was get some idea of the plans' prices, not apply. There should be some way that people interested in EVENTUALLY applying for a plan can just give age, an income range, smoker or not, and be able to see some APPROXIMATE costs. The amount of time and information spent without even being able to get some basic figures was frustrating and ridiculous. I never was able to even complete the application process or get rates. A terrible experience.	2013-10-27 14:32:57
2468	I expected better from Maryland. I spent hours trying to submit an application. First attempt it said my phone number was not in the correct format? Really? How can XXX XXX XXXX be wrong? Days later I tried again. I am alone in life. I have not spouse and no children, yet I cannot get past where it wants me to list myself twice and then create a relationship between me and me. Yet "SELF" is not an option. Now the server is throwing an unexpected exception that is not caught or handled. I cannot save my efforts. This is really poor. Government should do a better job if you want us to accept OBAMA CARE. Please fix bugs and let me know when the web site is ready for real.	2013-10-27 15:17:43
2469	I can't find a path to correct my application. The site took me right to Medicaid, which is probably not right since I haven't entered my income.	2013-10-27 16:58:48
2470	I am getting this error when trying to register. Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013 10 27 17:15:37
2471	When I tried to create an account with a Windows XP PC, I got a blank page. After entering all my personal info to create an account on a Windows 7 PC, I got this error message: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem. SO I CAN'T EVEN CREATE AN ACCOUNT. THIS WEBSITE IS TERRIBLE.	2013-10-27 18:03:50

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2472	It's impossible for me to create an account so I can't buy insurance. FIX YOUR WEBSITE!!!!!! I get this very unhelpful error message every time I try to create an account: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server.	2013-10-27 19:14:17
2473		2013-10-27 20:41:17
2474	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-27 22:00:43
2475	When I'm fortunate enough to successfully log in and browse plans, your site LACKS the ability to let me actually CHOOSE a plan. I found one, now what? There is no button/feature to proceed beyond the browsing step. How can you have missed such a basic and essential element? What a joke.	2013-10-27 22:16:07
2476	Where can I browse plans and compare costs?	2013-10-28 06:23:42
2477	I received this error msg when I tried to compare prices after successfully creating an account, and I was unable to navigate back to the site without starting over. Are you all being hacked by Republicans? Here's the error msg: Unexpected Authentication Challenge Server received an unexpected authentication challenge from a junction Web server. Explanation The server attempted to fetch the resource you requested from a back end server. However, server received an authentication challenge from the back end server while handling your request. There is currently no sign-on information configured for this junction server. Solution Configure the junction with the appropriate sign-on information. Disable authentication at the junction Web server. [BACK BUTTON]	2013-10-28 07:44:30
2478	I am a well-educated person, familiar with website navigation. I was unable to get beyond the "Get Started" page to compare prices. I was bounced back to the homepage and repeatedly asked for authenticating info. I am not here ot test the site, I'm trying to sign up for insurance. I can't find the prices, or even get to a page that outlines the plans. I finally went to the Evergreen Health Coop site and had the same problem there-- no prices. I am a huge supporter of the President and ACA. Is it time to admit we've been hacked? They did say they would do everything possible to stop this thing. Meanwhile, this is bad. Really frustrating. Thanks for your work, though. It must be much more frustrating for you. The truth will come out.	2013-10-28 08:00:35
2479	So there are metal levels, then what? I found no where for a small business to compare plans and investigate options. I found no where to apply for a small business tax credit, nor a link to the application form. What exactly is the point of this website that says it's been up since August 2013 and basically runs me around in circles looking for "real" information not just infomercial blips.	2013-10-28 08:19:09
2480	Hi After days of not allowing me to login (see below), yesterday for an hour or so in the late afternoon I could login and got to the 'Resume Application' button. Got through the rest of the application to choosing plans. I did not choose or enroll because I'm seeing a Navigator today. I can't understand how to get back to the early questions in the application like income etc. The income section with amounts, frequency, dates etc. had the Navigator trying all the combinations of entering the data to get what we KNEW was my total income. We calcd that by hand. We finally got it. * I've programmed databases and know computers. Suggestion: The Income Screens are very confusing and I think don't calculate bi-weekly and others like you think ... or just wrong. The Nav and I were trying to estimate my 2013 using some numbers I knew for this year and my 2012 return. Why not just put an Income Sources Column and enter the amount for the year for that item, e.g. salary, rental, dividends, interest etc. The bi-weekly and annual and between what dates is a zoo. Nobody could figure it out ... the Navigator did God Bless Her. But, she did it in an hour of trial and error. The Navigator had a line of people and told me to call Monday and get a hopefully second and final appointment. BUT, I COULD NOT LOGIN YESTERDAY EXCEPT FOR THAT HOUR OR SO. For days I could not login. It took username and password (the login screen comes up only after a bran new opening of the browser). It flickered white for a second. Then came back to home screen as if nothing had happened. But, somewhere in the back round I am logged in because when I click Get Started the login screen does NOT come up anymore. You're just looped back to the main screen. In short, it seems to login but I never see the 'Resume Application'.	2013-10-28 09:15:19
2481		2013-10-28 09:23:40
2482	Thirty minutes ago the site told me I am eligible for assistance paying for insurance, but when I tried to compare health plans there was some kind of error connecting to the comparison part of the site. Everything froze, I exited the site and then logged on again in a new browser window, and all of a sudden it's telling me I'm not eligible for any assistance because my income exceeds the federal limit--which it most certainly does not.	2013-10-28 10:23:26
2483		2013-10-28 10:36:45
2484	I wanted to view plan options and prices prior to providing personal information, but I can't see anything. Virtually every eCommerce website on the planet allows you to browse products/prices before registering for an account. I guess I won't be signing up. Very disappointing.	2013-10-28 11:33:59
2485	I tried many times, but I could not create an account when I used Firefox 24.0. I kept getting a blank page. I was finally able to create an account with IE.	2013-10-28 12:16:34
2486	On my first visit was able to establish username and password and received a connection ID, but have not been able to get on site since.	2013-10-28 12:28:43
2487	Week four and basic functions still don't work. Unable to view any plans, caught in a circular loop with no way to advance. This is awful and seems to be even worse than last week. Does anyone read this?	2013-10-28 12:34:35
2488	I'm bad at technology, but I am good at comparing health policies. I don't need information about basics. I know how to look for, and evaluate preventative care, deductibles, premiums, and so on. I've been doing that for myself, and occasionally for others, for decades. But I made one wrong keystroke when creating an account at your site, and it cut me off. Now I can't even find that page. I realize that you've created some wonderful security measures to keep us on our toes, never sure of what's what. Fine, but could I possibly see a few policies and their details. I had thought that's what this was for, but I can see I was wrong. Nonetheless, please direct me to your next torture process, and let me see if I can find a little useful information, rather than an e-runaround.	2013-10-28 13:07:58

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2489	I used your "Find a Healthcare Provider". I first tried several of my doctors who currently participate with Carefirst. The answer I got was "no result found." I then tried entering the specialties, cardiology and cardiologist, within 5 miles of zip code 21401. The answer I again got was "no result found." "Find a Healthcare Provider" is obviously not working. Please fix it ASAP. Also, I am entitled to tax credits and reductions in the deductibles for silver plans. But the list of plans I'm entitled to showed only the premium and NOT the tax credits and reductions in the deductibles for silver plans.	2013-10-28 13:12:01
2490		2013-10-28 13:24:38
2491	I am a Navigator. My client was not able to create an account. He tried to put in a password which conformed to your requirements...9 characters, both upper and lower case letters, a number, a non-numeric sign (!@#%\$, etc.) but the system still kept telling him his password was not allowed. This is the same problem other clients experienced last week.	2013-10-28 13:48:03
2492	1) Main website page, the tab "Connect" needs to be changed to "Contact" or add the tab. 2) Main website page, you need to add a "Connect" tab to transfer you to the page to log-in or create an account. It took me quit sometime to figure out that I had to click on the "Get Started" tab then the second get "Get Started" tab to reach the log-in or create account tab. 3) You can reach pages that only have the "Maryland connection..." banner and no other information displayed. You can't tell if your session is still active/connected or not. It may last 20-35 minutes or no activate at all, you just kill the browser session.	2013-10-28 13:59:16
2493	Please correct the following errors before proceeding. * An un-handled server exception occurred. Please contact your administrator. It is impossible for me to get pass this error. Cleaning the cache and history does not help. I have tried with Firefox 24 and Internet Explorer 10.	2013-10-28 14:07:01
2494	Would like to get started but can't because your website is not working	2013-10-28 14:17:35
2495		2013-10-28 14:18:31
2496	You should consider adding a cost comparison example in the Preparing for Enrollment section that would represent a pre-Medicare eligible retired couple. One of the primary benefits of the ACA is that those who wish to retire early will now be able to do so without having to worry about paying budget-busting health insurance premiums to bridge the gap to Medicare eligibility. A good example would be a 61 and 59 aged couple with \$60k in income. Thanks....this is so much better and I am really hoping for success for this program.	2013-10-28 14:23:27
2497	I decided to use the Mozilla Firefox browser, since this is the closest I can get to enrolling in the program I selected. So, I chose Evergreen Gold Plus. I get a discount, everything is verified. Okay, I hit the enroll button and then reach the signature page and I typed in my signature and hit submit. I know that my signature was verified, because I could see that on the browser, then connect with product, then oops. This is the page I landed on: Application Error There has been an error in the application process and you cannot proceed. Please save and exit this application. You will then be sent to your account home page where you can resume your application at a later date. So far, I have been receiving this response every day since 10/25/13, which is when I first tried a browser other than Explorer 10. Could this be fixed in time so that I can enroll by 12/15. Otherwise, I won't have insurance on Jan 1, when my current insurance is no longer in effect.	2013-10-28 14:28:38
2498	I could not find out the cost of plans without signing up and providing personal information. Why are plan prices provided like with HealthCare.gov?	2013-10-28 14:37:38
2499	https://prod.marylandhealthconnection.gov/CitizenPortal/application.do this above is not working	2013-10-28 14:51:42
2500		2013-10-28 15:13:20
2501	Would not accept setting up password. Tried many times using the guidelines. Just doesn't work. My email address is	2013-10-28 15:17:21
2502	I have been trying to get on this site for three weeks now. I can't believe how awful this is, I'm sorry to say. Here is the latest roadblock. I have been trying to create a new password. No matter how many times I try or what I create, a message keeps telling me that my password does not fit the parameters required. But the thing is that each password I have created DOES in fact fit the parameters. I hope you are able to fix this. I can't even express to you how frustrated I am.	2013-10-28 15:41:08
2503	for 20th time Identity Proofing is not available, try again later. How very cavalier. Each time I try I have to feed a substantial amount of sensitive data (enough to steal an identity...) prior to the dead end. SUGGEST FIRST QUERY SHOULD BE TEST IDENTITY PROOFING in order to avoid the vein throbbing aggravation. Just tried the call-in, (typed most of this on hold) and was advised the call center was unable to connect with ID Proofing as well. Spoke with give him a gold star. He sounded tired and beaten down, but who could blame him, he has to talk to clients who are at least frustrated, probably often furious, and undoubtedly taking it out on him. His job sucks, but he's trying. I commend him. The people that designed / manage this website...not so much. EPIC FAIL, giving the Tea Party morons ammunition. How about working late tonight, all hands, and fix this clustermess. Corretz! suggestion that I go to Montgomery County HHS is just sad. I've been there. It will be an all day affair. They are the ones flooding the program with new Medicaid enrollment, and that will reflect very poorly on the program until us non-welfare types can catch up. PLEASE GET MORE BOOTS ON THE GROUND.	2013-10-28 16:02:19
2504	Impossible, just impossible. I'm scared to death I'm going to be without healthcare coverage because of this mess.	2013-10-28 16:33:05
2505	I could not get past the online identity part. It kicked me back to the beginning. What am I supposed to do????????	2013 10 28 17:07:27
2506	Your log in screen is not clear. User name, what are the requirements for this to work: Your own name or some other name that you choose. Subsequent error message is not clear. What are the password requirements. I would like to just explore what my options are, and not to sign-up just yet. My having to create an account is very frustrating. Your initial page takes me to a consumer page of some type that is not applicable. the system I believe is not down. You could do better than this.	2013-10-28 17:22:21
2507		2013-10-28 17:23:57
2508	The page does not jump out that you have to 1st create an account.	2013-10-28 17:24:55
2509	My insurance went up 300.00 per month. I was already paying 249.00 per week. How is this more affordable?	2013-10-28 17:25:46
2510	I am unable to enroll in health insurance because the website has crashed or had an error continually for the last 3 hours.	2013-10-28 17:36:10
2511	the web site tells me I can search plans by doctors, location and prices. It never showed any plans I could not get past questions it never gave me any information for my searches. very dissatisfied.	2013-10-28 17:53:35

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2512	I am trying to enroll my family for insurance. For some reason, it is now only offering insurance for my husband, but leaving out my daughter and I when we try to purchase the family insurance. The site does not allow me to navigate back and edit the prior entries, so I can't look and see if something was entered wrong.	2013-10-28 19:08:24
2513	cannot resume application, web site in a loop	2013-10-28 19:12:35
2514	Can't get past the ID check. Even the 4 times it said I was verified, after I put in a username and password it did not create an account. Now it says 'Online identity verification is not currently available. Did you forget to BETA test your site? Is anyone going to be held responsible? If the law says citizens pay a penalty if they don't buy... shouldn't the state pay a penalty if it does not provide the product as promised?'	2013-10-28 19:12:44
2515	Why are your sample rate scenarios so limited? None of them come close to describing my household. I don't even care if I can sign up this week. I just want to have a rough idea what potential plans cost so I can plan my finances a few months ahead.	2013-10-28 19:18:37
2516	Been trying to sign up for entire month of October	2013-10-28 19:24:34
2517		2013-10-28 19:28:43
2518	I have tried over a dozen time to establish an account and I'm still unable to do so. Someone should get fired for this debacle!	2013-10-28 19:38:56
2519	To whom it concerns: I tried to set up an account at 8:05 PM and the website said that the service which would verify who I am was unavailable. If it was unavailable, the site would make more sense to not have me fill out any information. After I filled out my info. It gave me a phone number, 855-642-8572, to dial. When I called that number it said I should call Mon - Fri, 8 AM - 8 PM; Sat 8 AM - 6 PM; and Sun 8 AM - 2 PM. It would make sense to put those hours on the page with phone number that popped up after I filled out my name, address, birth, gender, and social security number. And even better the pop-up should appear when I clicked the "Create New Account" link because the ID verification service was unavailable. This could have easily saved me a 15 minutes and improved my overall experience of the site. Thanks.	2013-10-28 20:19:15
2520		2013-10-28 20:20:24
2521	my name is / and I am awaiting word on approval for insurance assistance financially. I filled the forms out on Oct 10 and the screen told me I qualify..but I have not seen anything in my email box in written form to tell me so or what to do next to choose insurances with subsidies.. please help if you can	2013-10-28 20:26:27
2522	I am trying to view and print the plan details with the pdf link for the Carefirst Preferred 1500 Silver plan but the link at the bottom of the page doesn't work, when you click it, nothing happens even though it works fine on other plans that I've looked at., https://prod.marylandhealthconnection.gov/CitizenPortal/application.do#/viewDetails . Please load the Summary of Benefits so that customers can compare this plan with others. This is the 2nd time I've asked. I have called your help line and Carefirst but no one seems to be able to send this to me. If it is available for other plans, it should be available for this one. Please fix this glitch.	2013-10-28 20:43:51
2523	I have been trying for THREE DAYS to choose a health plan. I have even talked to someone in the tec department and the problem has not been solved. THIS IS VERY FRUSTRATING!!!!!!!	2013-10-28 20:52:36
2524	I keep getting a "Social security number invalid" error message. It is a valid number used on tax returns for the last 25 years. Contact me at _____	2013-10-28 21:04:04
2525	I am concerned after 28days of being told online proofing identity not available. This has been exhausting and unforgivable as a loyal and former Maryland General Assembly staffer and committed to community service through encouraging citizens to maintain oral healthcare from MDAC-MOHLAR, and the last 17yrs a community and law enforcement advocate and active citizen. What is the site making reference to. I take it personal as I contacted your 1855#, on day 5 when I could pull up the site and the suggestion that I need to sit in a dss office. I don't think so. I even contacted the Governor's office asked the secretary to go online she made it all the way in and she stated she and her husband have insurance ?? I urge Gov. O'Malley and Lt Gov. Brown, please work this out so its fair to all across the board. I attended the Congressman Cummins' training and I just will take it personal after a while...	2013-10-28 21:24:54
2526	Hey y'all. The website was working great until I couldn't get back in to my account. For some reason, after about 15 minutes, it kept taking me back to the homepage. It was working great! But I just need more time to be able to do an adequate amount of research. Please help, or fix this bug so I can continue using the service. Thanks!	2013-10-28 21:33:14
2527	When trying to resume completing my application, I keep getting a server exception error with instructions to contact the administrator. Then all I can do is go back to the home page. My user name is _____	2013-10-28 21:43:54
2528	Is this serious? This clearly is not working and really makes the government look totally incompetent.	2013-10-28 22:15:10
2529	Where on your website do I/can I go to in order to compare plans, coverage and costs of each plan? Everywhere on your site you say that I can do this on your site but I can't find the comparison page at all. This should be your primary concern, lead us directly to the comparison page!	2013-10-29 02:52:43
2530	Exactly when will we be able to research and apply for health coverage?	2013-10-29 06:09:06
2531		2013-10-29 07:51:32
2532	PLEASE GIVE APPLICANTS/PROSPECTIVE ENROLEES THE OPTION OF ASKING A QUESTION VIA EMAIL IN ADDITION TO CALLING THE CUSTOMER SUPPORT CENTER. TELEPHONE CONTACT ALONE IS INSUFFICIENT! ALSO, WHEN I CLICK ON "ENROLLMENTS" I AM TOLD THAT I HAVE SUCCESSFULLY ENROLLED, WITH INSURANCE AFFORDABILITY, BUT, BUT, BUT THERE ARE NO DETAILS ABOUT THE SPECIFIC CARRIER, PLAN AND PREMIUM THAT I HAVE ENROLLED IN. THE BOXES ARE BLANK!!! ANOTHER PROGRAMMING ERROR, I SUPPOSE. EXTREMELY FRUSTRATING.	2013-10-29 07:56:19

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2533	1. It is a very BIG problem that I can't go back to check or fix potential errors in my application. I somehow got to the part where it offers me plans, but couldn't return to the previous part where I'm confident I made mistakes. 2. "Income" is poorly explained. I'm still not clear on a number of issues to do with income. I know my finances are complex, but your software should assume that. 3. Rather than offer me the option of having my kids on my own health plan, I was only offered CHIP plans for them. CHIP plans will not work. My kids are leaving for college, which is out of state, so being confined to Maryland doctors is a non-starter. (At least I don't have to contend with a 2-state divorce situation, which some of my friends do.) 4. The phone line offered me incorrect information. When I said I needed to go back to fix some errors in my application but couldn't do so, they told me I had to go to an in-person site, that a "navigator" could fix the problem. I trekked out to the closest site only to discover that the navigators are unable to help at all. In fact, all they can do is have me log in and do the same things in front of them that I did at home! Please make it clear that the navigators are knowledgeable about the system, but frankly, have no more power than me, an end-user. 5. There should be a "feedback", or better yet "question" option after a user has logged in. Then I could fill out a form to send in a question, and someone could give me a reply. The Blue Cross web site has something like that, and it's very helpful. 6. The various forms to fill out don't pre-fill. Ever. This means that I do an awful lot of typing of the same thing over and over. Little things like asking me MY health plan, and then just asking if each family member is covered under the same one, with a checkbox next to their names, would save an awful lot of bother.	2013-10-29 09:31:37
2534	site responds differently, or not at all, between IE and Firefox. Error message are vague and unhelpful. Site response time bad, or not at all.	2013-10-29 09:56:40
2535	I am trying to "get started" but I can't get by the personal information page because it refuses to accept or "SEE" that I have in fact entered a valid e-mail address.	2013-10-29 10:15:18
2536	I have two applications to see if I qualify fro financial assisatnce. One has been approved the other one is still pending. I called the help desk and was told I need to withdraw the pending one. I have attempted this several times without success. It keeps coming up with an error.	2013-10-29 10:46:58
2537	I did not have my notebook with me so needed to get my user name. I correctly entered everything required, and checked it six times. But the program repeatedly asked me for the same identifying information. It kept highlighting my first name, which has not changed since the last time I was on the web site. I'll come back with my information, but was hoping to be able to compare premiums of different insurance companies today. Oh well. Hopefully the site will let me log on. It is also difficult to find the log on link. Even FAQ and Search don't help. Today, I only found it because I had to quit temporarily, and log in was offered as a menu option by my browser, not the Maryland Health Connection.	2013-10-29 11:20:32
2538	every time I try to sign up I get halted ay the identity section amd told to try again later or to call.	2013-10-29 11:31:07
2539	I have set up a account but have not been able to login and have received a email. What is wrong this should take milliseconds not days???????	2013-10-29 11:35:24
2540		2013-10-29 11:48:26
2541	Filled out application for Medicaid. Waited for download which never came. Now cannot log-in again. Embarrassing.	2013-10-29 12:24:29
2542	I wish to obtain information prior to disclosing any information about myself or my employees. This seems more than reasonable.	2013-10-29 12:36:02
2543	The first try I was unable to log in because my soc. sec. # was invalid. Then it took my husbands social with my info and allowed me to log in with my info. Extremely distressing, especially after being onhold for a lengthy time then requesting a call back and that never happening 24 hours later...	2013-10-29 12:57:53
2544	Twice received server failure messages and then was told that Identity Proofing was not available at this time.	2013-10-29 13:14:30
2545	Why do I have to put in all the info only to get told there is no identity verification possible? It doesn't save the info so I have to reenter everything. Why not post it's unavailable so I don't waste my time?	2013-10-29 13:37:05
2546	Day 29 and I still can't create an account online because identity proofing is not available. When the hell is this going to be working?	2013-10-29 13:38:27
2547	I have tried to get plan rates since the first day although it did take 4 or so days to get account open. 29 days later no health plan info shows up when I enter my info. Also there is no feedback in the logged in area? When will plan info be available?	2013-10-29 13:44:36
2548	I'm locked out of my account and there is no online tech support or even an email address! Phone support did not help.	2013-10-29 13:46:22
2549	I don't understand why you display the family plans to me when I am trying to browse as an individual. The family plans are way more expensive. I have information from my current provider that shows the price for an individual to be almost half what you are quoting for the family. If someone can't find an individual price it will be a big disincentive to use this site. Also, using the Chrome browser, several clicks resulted in blank screens that I could only remedy by using the back button and trying again. For me, this site was a huge disappointment, and I did not want it to be. I wanted to be able to compare what my current provider quoted against other companies and couldn't do that. That given, I would certainly hesitate to apply for anything through this site.	2013-10-29 13:48:19
2550	I came to the website today to see what kind of insurance is out there for a 33 year old healthy male. I am leaving with absolutely no information. I refuse to create an account and provide all of my contact information (which I inherently do not trust you with) INCLUDING MY SSN, simply to get basic information on the policies out there. Take a look at the Kentucky website if you need an example on how to do things correctly - no login/ account creation up front and detailed plan information for potential applicants.	2013-10-29 14:04:57
2551	I needed to call your help desk 3 times (so far). . . .oman was very good (12:01 pm) 1 pm) was Excellent. (m) was awful. I found that if I didn't fully understand a question, I was stopped in my tracks with no options, except to call. Now, I logged off and am unable to get back to enroll. I logged back in and it immediately to me to the general Home Page with no indication (that I can see) as to how to get back to my application. BUT at least, after 29 days, I can get a bit further in this long, arduous, confusing process.	2013-10-29 14:17:07
2552	Have been trying for 2 weeks to set up account.....at least 20 attempts	2013-10-29 14:29:49
2553	When signing up for an account I received errors for my email and s# that were not incorrect, so I was not able to go online and sign up for my medical benefits. Do you have any idea when this will be fixed?	2013-10-29 14:30:56
2554	I have been trying to sign up for over a month - it would be nice if I could but apparently your identification software is never working. I have called you help line 4 times and today is the only time I reached someone who was at least friendly and helpful, but I am still not signed up	2013-10-29 14:45:08
2555	Need to easily identify area where i can log back in as I timed out.	2013-10-29 14:50:45

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2556	I have been trying since Oct 2 and still cannot get into the login page. It comes up on the screen but is shadowed. It does not let me access it at all. My husband's coverage with MHIP will end Dec 31. Please advise.	2013-10-29 14:52:49
2557	The website is too graphics-heavy, making straightforward navigation difficult. It is also designed to discourage people from creating an account without going through more of the website. I tried to create an account and got a message that Identity Proofing is not available "at this time". This is the most basic aspect of getting started on the website, and it's ridiculous that your IT people can't get this sorted. This is the second day I've tried to sign up. The utter lack of preparedness is just plain shameful. Additionally, it is unclear that this site is signing up for "Obamacare". This website is very irksome.	2013-10-29 15:28:27
2558	I just want to compare health plans. Ended up giving all my personal data and then told that I can not be registered. Nor can I get a comparison of plans. Total waste of time. Now I'm worried that my ID can be stolen from this site!	2013-10-29 15:53:31
2559	Simply pathetic. I've tried whole day yesterday and several times today. As soon as I enter my social and move to next screen it says that the proofing service is not available. I called technical support and the lady told me that it was working fine for other people. She offered to create an account for me - same result. Had there been anything wrong with the info the systems should have said that it was incorrect. The Tech support lady was sounding like it was happening with me only. She gave me a number _____, I had called yesterday also and didn't care to take the complaint number as I never thought that the inefficiency level would be that high. Simple Pathetic - Unfortunately English is not my first language otherwise I would have expressed with appropriate vocabulary how disgusted I'm with this first encounter with the flagship project of our President.	2013-10-29 16:08:58
2560	Your website does not work. I've no idea why we voted for someone who thought it would be a good idea to give the government more control of our lives...	2013-10-29 16:31:12
2561	Destroy it and start over.	2013-10-29 16:48:34
2562	I am a small business and cannot find a link to actually look at the plans available. email is	2013-10-29 17:06:17
2563	We'll honestly I'm just going to give everyone the inside scope of this Maryland health connection staff team that supposedly be professional because the state is watching however that's not the case at all the call center manager _____ who only wants to be a manger to keep his wife happy which he stated to the reps on the floor he is very unprofessional however he needs to be reported because he does not know anything about his own company system a representative on the floor asked _____ for help and he didn't know how to respond it's not right that you have different training classes every week how can the employees last long enough to provide certified help to our consumers we also were told we were receiving a certification by the state of Maryland that we could take anywhere we went stated _____ : Maryland health connection trainer well we still have not received the certifications and call center manager _____ states he does not know when we will receive them it's really sad how nobody knows what we go through everyday or how we get treated everyday it's a horrible place to work in and nobody really knows where the applications are going and who are receiving them and we are told to lie to the consumers and say we have it vendors working on the website at this time well that's a lie	2013-10-29 17:51:57
2564	I have found the website and the entire process challenging. I completed my application in the first week of October, but have been unable to log back into the website to even gain information about my application since then. When I call, I am dumbfounded by the incompetence. I am asked if I know the status, if I was given plans to choose from, if I have chosen a plan, and I have been called back with help after my previous calls. The answers is no. Now I am locked out of the website, told that my account is disabled. When I called about that, the agent said that was my problem previously and had I been called about that yet. When I explained what my problem was previously, what it was today, and what I wanted to do "buy health insurance, please help me". I was told that I would be called back for my previous problems, and called back for my new problem. Why is my application under review for three weeks? I haven't chosen a plan. I am a lifelong Maryland resident, U.S. Citizen, and all of my income is clearly shown on my tax returns (available from IRS). I don't know what other information is being reviewed. The incompetence of these people is mind numbing.	2013-10-29 18:08:09
2565		2013-10-29 18:11:20
2566	Got the following THREE times --- finally GAVE UP!!! Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WEBSAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-29 18:21:42
2567	I have been trying to sign up for the new health insurance plan since October 1st. I was able to create an account, and that's all I could do. I tried signing up, and each time, I got different error message. I have been getting this error message for few days now whenever I tried continue my application- "An Application Error Has Occurred, please start again!! An un-handled server exception occurred. Please contact your administrator." I did fill an application manually and mailed it after printing the form from the website. Now that's my last hope. It's been already 2 weeks I did that, and I have yet to hear from MD health connection. Worst website in the history of the internet	2013-10-29 18:24:59
2568	This website sucks. What is wrong with you all? I cannot get past the first page after I put in my name and information and I have tried on different days and times. And yet, you dont even have anything on the home page saying " Dont even try this because it doesnt work!". This is unbelievable as a month has gone by and this site still blows. Tell me again why I pay some of the highest taxes in the nation?	2013-10-29 18:49:54
2569	Its been almost a month people! Why does this website still not work???? For days, this is all I get: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WEBSAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-29 19:05:53

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2332	It took many attempts over several days to sign in with my username and password. I get a page that indicates administrator error. Then suddenly I got into the system. However I found it very slow, not responding, etc. It took me 20 min to get the first page that says "Get Started". I filled out the first question 'Applying for myself and family'. It won't let me advance to the next page. It is not responding.	2013-10-24 06:38:31
2333	no way to navigate can not resume application	2013-10-24 06:47:38
2334	It would be nice to know how much a plan cost before having to provide all my personal information!	2013-10-24 07:20:47
2335	I have tried many times to sign up and it never lets me move on past the screen where I fill in my information. This has been dragging on for weeks.	2013-10-24 08:10:53
2336	Day 23. Still can't create an account because online identity proofing is not available. Great job, guys.	2013-10-24 08:46:06
2337	SERIOUSLY!!! Why does your site never operate properly?? I have been attempting to create an account since Oct 1st and I get the same error message every single day "Online Identity Proofing service is currently not available. Please try back at a later time." FIX IT!!!!	2013-10-24 08:54:25
2338	This is a joke just like the whole law. Idiots!	2013-10-24 09:23:05
2339	I CANT LOGIN OR CREATE PROFILE TO GET STARTED IT'S JUST A WHITE SCREEN..	2013-10-24 09:30:30
2340	Please make rates and plan features available without having to set up a personal account. Setting up the account is where the problems with the system lie and far to much personal information is required to be shared with databases that have unproven security features. Please separate the "shopping" and understanding options part of the site separate from the registration and application portion. Thank you.	2013-10-24 09:38:52
2341		2013-10-24 09:56:53
2342	I have tried to access health plan rates since you opened up 10/1. (It took a few days to be able to login.) I tried everyday for the first week. Now I try 2-3 times per week. Still no luck. It would be nice if my profile could be saved as I have to re-enter it each time. Using the low doc option to save time. I am starting to wonder if the tea party has hired some hackers to disrupt your website.(lol)	2013-10-24 10:01:06
2343	Please just list the plans and their prices. It is insane to require my SSN just to get a username to see the plans/prices.	2013-10-24 10:49:39
2344	I get as far as creating an account and then I get a msg that reads Online Identity Proofing service is currently not available. I try just about every day Monday thru Friday	2013-10-24 11:11:22
2345	I was unable to set up a user name and password. I clicked on the "Get Started" button and a screen comes up where I should be able to enter a user name and password. However the entire screen is grayed out and is inoperable.	2013-10-24 11:21:46
2346	STRONG SUGGESTION: THE LINK FOR GETTING STARTED DOES NOT SHOW UP WHEN I SIGN ON TO THE HOME PAGE. YOU HAVE TO PLAY HIDE AND SEEK. FOR INDIVIDUALS YOU HAVE TO CLICK ON INDIVIDUAL/FAMILY AND NOT THE MENU BELOW IT. WHEN I DO THE SAME FOR BUSINESS NO LINK TO GETTING STARTED SHOWS UP. YOU SHOULD BE ABLE TO GO TO THE HOME PAGE AND THEN GET STARTED; NOT HAVE TO HUNT AROUND TO FIGURE OUT HOW TO FIND "GET STARTED". I USE A MAC SYSTEM 10.6 WITH THE FIREFOX BROWSER.	2013-10-24 11:22:44
2347	WHERE IS THE LINK TO LOGIN TO MY ACCOUNT ON THE HOME PAGE? USING MAC 10.6 WITH FIREFOX BROWSER.	2013-10-24 11:27:32
2348	ALREADY SET UP ACCOUNT HAVING PROBLEMS LOGGING IN.	2013-10-24 11:31:45
2349	Last night I could not verify my identity. Today it worked. Once I reviewed health plans, I clicked on the more details button but it did not provide enough information. Then when I went back, I had to reenter again my information of household info to see the plans again. Frustrating. I will call instead.	2013-10-24 11:52:59
2350	Unfortunately I tried to create an account at noon today (10/24/13) and was informed that the Online Identity Verification process was not available and was instructed to call the 800 number. I have spoken with an individual at the contact number previously and she explained that I needed to create an account. Around in circles we go. Also a number of the webpages do not render properly in Internet Explorer on a Microsoft Surface tablet. Do you support this tablet?	2013-10-24 12:09:40
2351	I have created an account, checked to see that I should qualify for a subsidy, but have not been able to look at the plans available. I have been trying for almost 2 weeks. This part of the web site does not appear to be working.	2013-10-24 12:23:28
2352	Navigator and I logged in yesterday and almost finished my app. I came home to finish and can't login on same computer at my home I have logged in before. I do username and password and it goes white and cycles me back to main page. It does not say 'Resume' application and there is no indication I am logged in. FYI Hi Daniel, Congratulations, your account has been activated successfully in Maryland Health Connection. Your User Name is: _____ our Maryland Health Connection ID is: _____ Please keep your Maryland Health Connection ID in a secure place, and use this as a reference when contacting the consumer support center at (855)-642-8572. Our new online application is ready for most users. It will allow for application, eligibility determination, and plan shopping. Before you proceed, please read these important notices:	2013-10-24 12:24:56
2353	The software demanded that I enter a home phone number ON THE PAGE that shows info about my spouse. There's no field for the phone number on that page. I'd already entered my home phone number many pages earlier, where the field DOES exist. After I backed up in an attempt to Refill the "phone number" field on the earlier page, much of the information I'd entered about my spouse had been cleared. I made numerous attempts to return to the page calling for the home phone number--I didn't find it. Each time I returned to the page for spousal info--the same info I'd entered had been cleared. The software eventually told me an error had occurred and I should start again. I tried to start again, but the first page of the process failed to load.-- Repeatedly. Frustrating...	2013-10-24 12:33:27
2354	The website should provide valuable information when it is fully functional.	2013-10-24 12:37:44
2355	I could not find any specific information on the cost of coverage without completing registration and providing personal information. My employer may change or drop our health plans and I wanted to see what it would cost through the exchange. I understood from HealthCare.gov that you could find the cost prior to signing up. I could not find that on the site.	2013-10-24 12:51:26
2356		2013-10-24 12:52:40
2357	Is this a joke?? I worked on the Obama campaign as a deputy field organizer. You are embarrassing everybody who supported the Affordable Healthcare Act, get your act together.	2013-10-24 13:42:40

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2570	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-29 19:17:04
2571	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server.	2013-10-29 20:13:39
2572	I've had it with your website. it sucks. I have been trying since Oct. 1 to create an account and can't even get through that. I'm only going to try a couple of more times to use your service. After that I'm not going to worry about trying to get health care.	2013-10-29 20:29:37
2573	Could not get pass filling out the form to register. I could not get past the email address. It would not accept any of my email addresses.	2013-10-29 20:33:52
2574		2013-10-29 20:44:45
2575	Just ridiculous. I reimburse temporary employees for their medical costs and six have rec'd letters of cancellation because of Obamacare, and this is the 147th time I have tried to view possible replacement policies. Still can't get to see the policies. What happened to our wonderful MHIP program. How about getting a public statement from our Senators who voted for this disaster, Mikulski or Cardin.	2013-10-29 21:32:34
2576	I attempted to open an account for my mother to determine if she can qualify for Medicaid. I keep receiving the following Server Error message after I submit the page with her name, address, phone number, email and SSN: Error Text: DPWWA1235E could not read the response status line sent by a third party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server.	2013-10-29 22:12:30
2577	There are too many plans to choose, but none of them provide the actual cost. What we need is a simple chart to compare the monthly premium against all plans. Most of plans point to the provider website which does not refer to the same plan for details.	2013-10-29 22:29:12
2578	I should be able to view costs without giving any personal information. Poorly designed site.	2013-10-29 23:07:50
2579	I tried to shop for healthcare but couldn't even get past the very first screen, filling out an account, before the system crashed...very disappointing. this is the error i got: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-10-29 23:29:03
2580	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem. [BACK BUTTON]	2013-10-29 23:48:09
2581	My Browser (Chrome) gave me a warning that the page for creating an account was not secure from someone being able to access the information and hack it. It said that the encryption was not an adequate mechanism. I don't feel comfortable inserting my SSN to create an account.	2013-10-30 00:55:13
2582	I couldn't get past the first page to create an account. It's been 30 days since the launch of this website and I still can't create an account. My health insurance plan was cancelled through MHIP. This certainly doesn't help with the stress of shopping for health insurance. The website is also deceiving. It leads you to believe you can shop, compare plans without having to set up an account. Absolutely ridiculous. What a mess.	2013-10-30 02:13:15
2583	How do I have my account re-enabled? I have called your "customer service" number who assured me I would be called by technical support. Something that has been promised for over a week. I seriously doubt this will ever happen. Since I was unable to get your representative to help me with the purchase of my insurance, she assured me, again, that I would be contacted, something I have been hearing since 10/9/2013. Who asked me again, weren't you offered a policy when you completed your application? No, if I had been I would have bought it on the spot. Besides, she had just said my application was still being processed. Really confusing.	2013-10-30 06:25:48
2584	Tried to complete application this is what I got: Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator. Won't let me go any further:	2013-10-30 07:42:46
2585	Please I have logged in 2 3 times this past week successfully. Almost finished application. Have Navigator mtg Thur to finish. Last night could not log in and THEN screen said this account has been disabled with an error code. Bran new error. Called support. She said it was for too many tries logging in. I tried logging in many times in a row before and this didn't happen. She said my tech issue has to be 'escalated' in line to higher tech support to fix. In any system when you get account blocked for security they just unlock it. Bingo. But now she said maybe two days or MORE to fix. That's insane. I have to cancel my Nav appointment. This Nav is getting busier ... apt are harder to get. My MHIP + current health ends Dec 31, period. After submission I'm told trust I'll be contacted in 1 to 2 weeks. It's getting closer and closer ... Please fix the disabled and why can't I even login regularly by now.	2013-10-30 08:38:56
2586		2013-10-30 09:44:32
2587	I was hoping to look at the premium rates for a family plan. Unfortunately, I couldn't do that without creating an account. Account creation requires me to provide the SSN. Why would I have to give my SSN just to browse through the rates. I am not yet buying anything. Please provide the feature of browsing the plans without creating an account, similar to what the healthcare.gov site did (well after the Oct 1st rollout).	2013-10-30 09:47:44

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2588	I have MHIP now and they send me letters to find new insurance but I am unable to get the information I need to enroll. They say I will have a tax credit but it is very vague and stressful to me to try to get insurance enrolled. I hope to hear some positive news to come soon. My coverage is ending in December and my husband is disabled and I am unemployed. This is not a well organized and I do hope it will be running smoothly soon,	2013-10-30 09:59:51
2589	Why can't I just answer generic info (sex, age, zipcode?, etc) to get a general idea of costs? I don't want to provide email, name, etc. I don't have to provide this information to get an idea of insurance from my current insurance company nor my car insurance company.	2013-10-30 10:00:17
2590	Even though I established an account and have a username and password, I am unable to log in. Keep getting sent back to home page.	2013-10-30 10:06:35
2591	How do you look up plans on this stupid site!	2013-10-30 10:16:02
2592	Your website is impossible to use on an iPad. When I went through the application process on google chrome, everything went fine until I got to the page under Household Income where it displays my Annual Income. After hitting submit I get the error "Problem with your application There was a problem processing your application. We could not determine your Tax Credit due to system outage." I went back and tried unclicking the selection that I wanted to apply for tax credit for my healthcare and the next page told me I would not be purchasing healthcare through the system. I reselected the tax credit and this is now the 5th time I've tried proceeding past the Annual Income page but I keep getting that same error message. Also when browsing the different health care carrier options. There is no information displayed under most of the information for health insurance plans for adults under bluecross blue shield. When attempting to hit the back button to view the different health care providers, it took me back to the home page. Very irritating.	2013-10-30 10:33:33
2593	PLEASE FIX THE APPLICATION TO ACCEPT THE SPOUSE'S SSN. IT CURRENTLY CHANGES THE SSN TO THE USERNAME AND KICKS AN ERROR. CAN NOT PROCEED PAST THIS POINT.	2013-10-30 10:55:33
2594	after registering a month ago. I have not been able to access my account (the website claims it is disabled), change my password or log in in any way. there is no where on the website to find any kind of assistance other than by phone. this website sucks!	2013-10-30 11:04:59
2595	Are you kidding me! There's no physician within a 100 mile radius of 20721. That's way too far to travel to a doctor's office. Patients will go broke just on gas prices alone!	2013-10-30 11:26:28
2596	Get to a point, then it tells me unable to continue due to the site being down, tried at 8:20 Last night, two times this morning and reported to 855#, STILL can not continue and have not received any call back.	2013-10-30 11:27:00
2597	The link for primary provider did not found listing of providers. The summary page displayed wrong information different from my selections. There was no link to edit to correct. I could not submit because an error indicated that no provider had been chosen!	2013-10-30 11:27:01
2598	I havent purchased anything yet ... so far I am just browsing and evaluating my options. I just wanted to relate to you about my experience this morning with your representative. Unfortunately, I didn't get her name (it was a lady) but she was extremely courteous to me and very helpful. I asked her a LOT of questions and twice she was unsure of the answers so she put me on hold for a few seconds and found out what I needed to know. I know there is a lot of consternation about whats going on with the whole ACA, but the representative I spoke with this morning was wonderful and helpful. If it helps, I called at 10:10am on Wednesday morning (10/30) and my name is Tom Urbanski.	2013-10-30 11:31:36
2599	everyday there is one problem or another. I cannot create a password, I cannot get pass the screen that says that the verification of id is not available or something to that effect. I have written several times and spoke to your help number and Dennis could not get past that screen either, so what good was the call. Reference #	2013-10-30 11:37:56
2600	I created an account, but every time I log into my account I have to reenter my income and my personal data (my date of birth and my dependents and their info). I shouldn't have to keep doing that! After I entered my income your website said I qualify for tax benefits and for reductions in my deductible, copays, and coinsurance. But when I selected Silver plans, your website listed the full premium and said my tax credit was \$0, which is wrong. Also, when I viewed the details of the Silver plans, my deductible, copays, and coinsurance were NOT reduced. THESE ERRORS IN YOUR WEBSITE MAKE IT IMPOSSIBLE TO CHOOSE A PLAN.	2013-10-30 11:41:08
2601	I go to the website every day to attempt to create an account. After typing in my information and clicking on the next button I receive the message "On line Identity Proofing service is not available. Please try back later." I intend to set up a flexible spending account with my employer but the deadline is Nov. 6. I need to know what my insurance coverage will be so I know what my out of pocket expenses will be. At this point I can't even complete the first step in setting up an account!	2013-10-30 11:45:57
2602	I feel it is a violation to ask for my Social Security number before I can decide what is offered. Why doesn't the site first show what I am shopping for then let me decide whether I want to buy it or not? No, instead I've got to give all personal info. We, the public have been violated long enough with NSA spying on everyone. I feel it's a violation of my rights to enter all the info. in the boxes then I can see if I want to use it or not. That's wrong. Advice: Show what's available first then let the consumer decide if they want it or not. Don't ask for all the info. first.	2013-10-30 12:01:36
2603	I have been trying to apply since October 1,2013. The website never lets me get passed the identity verification and directs me to call Customer Service. Customer Service is of "NO" help the direct me to go to apply in person. This is such an inconvenience.	2013-10-30 12:05:06
2604	While completing my application today at about 12:30 pm, I got this message, "There was a problem processing your application. We could not determine your Tax Credit due to system outage." HOW CAN I CHOOSE A PLAN WHEN I GET MESSAGES LIKE THIS?????	2013-10-30 12:39:41
2605	It seems to be better, I can now go into My Applications, however when I click on Application it does nothing. It also says at the top of the page Click on the links below to delete the application or continue, I don't see anyway to delete. What I want to be able to do is look over my application to see if I have everything right before I submit it, but at the part of the process I am at it will not let me go back into my application.	2013-10-30 13:49:52
2606	unable to sign into account, was kicked out in the sign up process and the questions I am being given to reset my password and not ones I answered so I cant get in user is	2013-10-30 13:57:31
2607	Still doesn't work. Screen freezes after getting to plan list. Which is at least further than I have been able to get in the last MONTH! Is anyone out there doing anything useful? Is this being tested/ fixed for tablets which is what I have.	2013-10-30 14:01:52
2608	VERY DISAPPOINTING!!!!	2013-10-30 14:02:18

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2609	Notice the link to Facebook is gone. Don't apparently actually want a public forum for your failures.	2013-10-30 14:02:50
2610	Show me the plans, prices, and coverage without requiring personal data. I want to shop like I do at Amazon.com. I have no confidence that your program isn't going to put me into a higher cost plan due to the personal data that I enter. Stop hiding the programming from me, put the data on the table up front.	2013-10-30 14:16:52
2611	Server errors kept occurring, then when I try to sign back in it kept just re-directing to main page. I got all the way to the electronic signature at the very end and it didn't go through and now I can't get back in.	2013-10-30 14:48:44
2612		2013-10-30 15:02:00
2613	I filled out the info to begin twice and was told that the site was not accepting. Then I called the number given and was told that due to volume calls would be returned. I have been waiting for 2 hours. Come on!!!	2013-10-30 15:03:07
2614	Pathetic	2013-10-30 15:28:20
2615	sucks	2013-10-30 15:28:47
2616	A single person is unable to sign up for insurance because it asks the relationship between myself and myself and there is no "self" option. It will not let me continue. This is a glaring, major bug that any software developer should have noticed on day 1 of testing. What are you guys even thinking?!	2013-10-30 15:40:50
2617	My account has been disabled for over 1 week, tech support cannot help to get this issue solved.	2013-10-30 16:12:19
2618	keep recycling to start me over again	2013-10-30 16:22:32
2619	I completed the full enrollment verification process and was told that I would be receiving an email to link back. That was three days ago and I have still yet to receive anything. Do I try to enroll again? I so want to believe this system is going to work. Please advise?	2013-10-30 16:42:42
2620	Kept getting the error "Online Identity Proofing service is currently not available. Please try back at a later time." Unable to create an account.	2013-10-30 17:04:24
2621		2013-10-30 17:31:42
2622	The interface seems quite good, but I can't get past the "Identity Proofing" step before I can create an account. I keep getting the infamous: "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." Obviously this has to be fixed ASAP. The ACA deadlines are approaching! thanks,	2013-10-30 17:32:13
2623	So poor website. Unsatisfied	2013-10-30 17:46:10
2624	Looking for prices and you supply none. Great job.	2013-10-30 18:02:48
2625	are u kidding me. shut this disaster down. how do you expect us to pay for this. it would be nice if i was subsidised like the politicians (democrates) who made this law but wont abide by the law that they made.	2013-10-30 19:21:40
2626		2013-10-30 19:33:07
2627		2013-10-30 19:37:06
2628		2013-10-30 20:15:01
2629		2013-10-30 20:15:30
2630		2013-10-30 20:15:51
2631		2013-10-30 20:16:20
2632		2013-10-30 20:17:09
2633	Why isn't this page here on 10-30-13 when it was posted on 10-29-13? It's unacceptable for you not to load a report from the Executive Director yet say it is on the site. October 29th, 2013 October 29th Statement of Rebecca Pearce, Executive Director, Maryland Health Benefit ExchangeMaryland Health Connection View Report	2013-10-30 20:45:46
2634	I CANNOT REGISTER. I have tried Firefox and IE and have tried 4 days in a row. After completing the required information, I receive one of two error messages: 1) Identity processing is not available at this time... or 2) We were unable to verify your identity. All I want to do is shop the plans. I called customer support and they gave me this Maryland Health Connection ticket number _____ and said someone would contact me within 38 hours. PLEASE ADVISE _____	2013-10-30 21:00:19
2635	I've been trying to just get a freaking QUOTE on a health insurance plan, since October 1. After more than a dozen attempts, I haven't even gotten CLOSE to even seeing prices of plans. THIS IS PATHETICALLY INCOMPETENT. I'm a huge supporter of the ACA, but if none of this works, it doesn't make a damn bit of difference. Tonight, I couldn't even sign in. GET YOUR ACT TOGETHER AND GFT A WFB SITF THAT WORKS.	2013-10-30 21:02:06
2636	I was kicked off the site, and could not locate ANY of my providers!	2013-10-30 21:19:14
2637	I hope this is fixed soon! Screwing with people's health is BS!!!!!!!!!!!!!!	2013-10-30 21:38:35
2638	This site looks like it was made for 8 year olds. It looks like a Highlights magazine. What a joke.	2013-10-30 21:53:19
2639		2013-10-30 22:05:41
2640		2013-10-30 22:09:21
2641		2013-10-31 06:14:45
2642	Today is Oct 31st. I have tried every day since Oct 2nd (29 days now) to create an account. Each time, I get the same error message....online identity proofing is not available.	2013-10-31 06:31:31

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2643	I have been on this website every day for the past 3 weeks...21 days...to try to register and each time I fill out the information I receive a message that says that the ability to check my credentials is down and to call Customer Service. I have called Customer Service and very kindly have been told that to keep trying -- that sometimes the website works -- and sometimes not. I asked for a date that they anticipate that the website will work and have been told that it is a bit random -- just keep trying. To say I am frustrated, would be an understatement. If you could provide up to date information on your home page on your anticipated date that the website will be working, it would be appreciated.	2013-10-31 07:49:56
2644	Pleasantly surprised with my first visit on this website! Don't know what all of the controversy is about. Perhaps people are not reading all of the prompts. On one page, I had to select from a list of sites at the bottom of the page rather than in the middle of the page, but the information was very easy to find.Keep up the good work and don't be discouraged. You're doing a great job. In case you are interested, I am not affiliated with ANY party	2013-10-31 08:50:54
2645	Fix it!!!	2013-10-31 10:16:38
2646	Online identity proofing not working at this time. This happen every day all day long.	2013-10-31 10:21:03
2647	completely locked out after 90% complete - called customer service - if thats what you want to call - was told problem with website try later - and hung up - really helpful -	2013-10-31 10:34:40
2648	I have been trying for weeks to register through this website. I put in my information and I get the following response - Online Identity Proofing service is currently not available. I have made at least 10 attempts since this site opened on October 1, 2013.	2013-10-31 10:49:35
2649	I have tried unsuccessfully on two attempts, to establish an account after spending ten minutes entering information.	2013-10-31 11:14:30
2650	The application can not be completed if you're entering your spouse SSN on the Household Member Additional Information page. The SSN field reverts to the user name after clicking on next (my browser does not retain form field information). It doesn't advance to the next page but instead returns the following error: Please correct the following errors before proceeding. SSN must be a 9 digit number.	2013-10-31 11:17:35
2651	My account has been disabled. I have called the MHC number but have not been able to get it restored. When I have been able to log in, the information provided about the health plans is incomplete. The summaries of the plans are not helpful in answering specific questions about coverage for specific procedures and treatments. Without the *full* plan documents, I am "flying blind" and am not able to make an informed decision. Please provide me with or direct me to a website or other resource where I can find complete plan documents.	2013-10-31 11:36:26
2652	Just letting you know that you are still THE WORST. I mean, really. I clicked on the news link to read the October 29 statement from your executive director and got a "file not found" error. Smooth. Today's popup after "get started" tells me the site is having issues because of some Federal network mumble mumble we dunno. I don't believe you. This is terrible. You are terrible.	2013-10-31 11:48:15
2653	After about 30 min the website won't let me log back in and complete my application. Every time I click "get started", it just brings me back to the same page.	2013-10-31 12:01:27
2654	Service is down all day long.	2013-10-31 12:25:44
2655	Two days in a row the feature to calculate amount of subsidy and tax credit is not working, including TODAY!!! If its not working soon, I'll do without Medical Insurance and pay the fine!!!!	2013-10-31 12:46:09
2656	I have tried multiple times to get on this plan as I am self employed and need to see what options and costs are to plan for future. I have tried repeatedly to get on over past 30 days...no success, and when I called the 800 number they could not provide me plans or costs...This is a disgrace!!!!!!	2013-10-31 12:47:31
2657		2013-10-31 13:25:50
2658		2013-10-31 13:26:18
2659	I cannot withdraw an application. It gets an error. The site said I was signed up for care but I have no enrollments.. There is no feedback that anything is happening at all, no email confirmations, nothing...This is a load of crap.	2013-10-31 13:49:35
2660	Trying to withdraw an application gets this error: Error 500: curam.omega3.request.RequestException: ERROR: The property 'details\$intakeProgramApplicationID' of the server interface 'ACTION' is a target for more than one field. (-117513)	2013-10-31 13:53:15
2661	I am doing what the government is asking me to do. Now will our government do what we ask them to do? Of course, we all know that the site is not working, so why don't you let people know not to go any further applying because it is a failure. I put my info up to my SSN and the site took me to the start page automatically, Twice I do not appreciate this kind of business when I am inputting my SSN and other personal information. Either step it up or shut it down until it works. I do not appreciate being a Guinea Pig for something I can get into trouble for not following the U.S. Government rules when I do not break the rules! For every day this happens I suggest the due date be pushed forward the same amount of days past January 1, 2014. It's only fair.	2013-10-31 14:26:53
2662	I set up an account the first few days the website started, and now I cannot log in. My user name is _____,d my Health Connection ID _____ After setting up the account it would not let me log back in saying my password was incorrect. Then, when I tried to change my password, in hopes this would allow me to logon, it asked me different security questions than the ones I had first entered. So that failed as well. And now if I try to logon it says my account is disabled. It has now been almost 30 days now and I still cannot logon.	2013-10-31 14:30:37
2663	I have been trying every day for a month now to even create an account with this website and every time it states that the online identity proofing is not available and to call some number...therefore making your website completely useless to me and presumably everyone else.	2013-10-31 14:52:24
2664	UNABLE TO EVEN CREATE AN ACCOUNT	2013-10-31 14:52:25
2665	I have several times tried to complete my application, but I keep getting this message: There was a problem processing your application. We could not determine your Tax Credit due to system outage. Your website has been running for a full month, and I still can't even complete my application.	2013-10-31 14:58:11
2666	Online Identity Proofing service is never available.	2013-10-31 15:06:31
2667	every time I have tried to create an account to get a quote for the past couple of weeks, I get through the whole process to be told the identity recognition is down. Could you please fix this I would like to switch my health care plan if possible. Also there seems to be a problem with your phone service for there is an extreme amount of static.	2013-10-31 15:44:23

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2668	Major problem! The policies' coverage details are not explained on the page where you can shop and buy them. They are listed on separate areas of the website altogether. This needs to be corrected A S A P if you want people to buy them. I'm waiting until its fixed to buy. Example: This is the address of where I can buy plans: https://prod.marylandhealthconnection.gov/CitizenPortal/application.do#/plans And this is the address where each plan is listed in detail: http://www.marylandhealthconnection.gov/assets/CareFirst-Blue-Cross-Blue-Shield.pdf Completely different areas of the website!!!! Why on earth are the details of each plan NOT LISTED where you buy them? The link that is supposed to open up on the shopping page DOES NOT OPEN UP. I will never buy a policy until I know exactly what I'm getting. Fix this, or people like me won't enroll. Thanks. I want to enroll.	2013-10-31 15:59:09
2669	I still cant make an account	2013-10-31 16:25:06
2670	I have tried to create an account here on the site twice to no avail. I've tried 10/1/2013 and today 10/31/2013 and I received this message after typing in my social security number and other information. The message said that we are unable to verify your identity at this time and to please call consumer support at 18556428572. Why is this not working and where did my personal information that I typed in to create an account disappear to???? Regards	2013-10-31 16:40:30
2671		2013-10-31 16:40:59
2672	I opened an account on 10/2, completed the application on line on 10/4, was advised on line that my application was received, approval status pending, ref _____ Shortly afterwards, the reference # disappeared on line and I was advised online to complete my application. When I attempted to do so, the website took me to the beginning. I decided this must be an error and chose not to begin again to avoid duplication. We have called the help center 4 times trying to find out what is holding up approval. Each time we were advised that our request was being "escalated" and that some one would call my home to advise what was needed. Our last call was 10/16 and I was given an incident referral # _____ No one from the help center has ever called me as promised. My application remains incomplete. Please advise what can be done to finish this successfully.	
2673	I have been trying for 3 weeks to fill out an enrollment form. I put in all of my information and have then always gotten a message saying that the identity verification process is not available. I've re-entered my information at least a dozen times and I have to keep re-entering it before I get the error message. I know you're having significant problems but why do I have to keep reentering my information before I get the error message? Does anyone there know how to design a system? I should at a minimum be able to start the enrollment and then just start where I left off. Why isn't there a message on the website providing a status so that I can see if I can try again? You people desperately need some professional IT assistance.	2013-10-31 17:07:14
2674	1) Make it possible to obtain quotes without first setting up an account. HealthCare.gov now works that way. 2) The Need Help Now? button on the bottom of the page is annoying. Make it smaller, it obstructs information on the page. 3) Same goes for the banner. The middle part (downward arc) obstructs the page	2013-10-31 19:36:11
2675	I have now visited the site three times. I spent a lot of time entering all my information, but I am not "in the system" after spending an hour entering my and my family's information over a week ago. At the end of that session, there were "no plans" that I was able to review, basically the site said I was not eligible for any plans. I have been COMPLETELY UNSUCCESSFUL IN FINDING ANY USEFUL INFORMATION IN HOW TO SIGN UP, HOW TO GET INSURANCE, HOW MUCH IT WILL COST, ANYTHING!!!!!!!!!!!!!! I submitted a response once before about a week ago, and am still waiting for a response, but I guess that is in a trash can somewhere with my information that no longer exists. Please reply to! _____ HELP PLEASE !!!!!	2013-10-31 20:09:23
2676	your site sucks. what a joke	2013-10-31 20:47:11
2677	Your web site and pdfs assume a broadband connection. I prefer to eat, pay utility bills (electric, gas, copper phone line, gas), health insurance and copays, auto maintenance and gasoline to get me to my job rather than purchase an overpriced broadband connection or cable TV. I pay \$10.00 per month to connect with a 56 K modem. Only a few 1 or 2 page pdfs ever completed displaying, the pdf plan comparison charts did not even begin to show up on my screen and the download button was not available without the document appearing (perhaps I can change some browser setting to overcome that, but usually my browser pops up a window to ask if I want to view or download -- it did not do so for this site). I am using Firefox version 24.0 on a Windodws XP operating system. On top of that, when I tried to set up an account I almost gave up waiting for the first form page to load. After it loaded I read the privacy agreement, looked up and read the info on the Experian website that the privacy agreement referred to, then back to the privacy agreement page and clicked on the checkbox next to "I agree". Nothing happened when I clicked the check box (no check mark appeared) so I tried clicking it again, then clicked the words "I agree" and no acknowledgement of my clicks appeared. Finally I tried clicking the "Next" button thinking perhaps the display wasn't working but my "I agree" click had been sent, but it just redisplayed the page with a message telling me that I must accept the privacy agreement before continuing. I tried to accept it again by clicking to no effect and then gave up and clicked "Cancel". Now I'm stumped. I guess I will try again tomorrow. I currently have MHIP coverage which will disappear at the end of December and I wonder if all my efforts to pay for health insurance over the years will come to naught because web site designers can't afford a broadband connection.	
2678	I still can not even create an account so I can log it. The site is always down... COME ON!!!!!!!!!!!!	2013-10-31 21:58:48
2679	I currently have insurance, but I may consider the health exchange if it is a better benefit. Why can't I view the plans prior to signing up?	2013-11-01 00:13:30
2680	The text inside your buttons does not fit. The curve on header is distracting/annoying and does not add anything to the overall design - a straight line would not cut into text while scrolling. The "Need Help Now" also covers text and is annoying. It is apparent that you are trying to make it obvious, but this could be accomplished by a persistent colored box/button in the top navigation. The color scheme and font size is fresh and easy to read. I know you are working hard, but this is a really important website - so keep improving! Glad to see improvements you are making. If you need testers, ask people!	2013-11-01 01:36:34
2681	It is 5:45 am and the online proofing is STILL not available. I have tried all times of day constantly, it is ever , never, never available. Your website stinks. I even got a phone call saying this would not be a problem anymore just yesterday, it is now 11/1/13. I have to fill in a paper and involve others in my personal business in order to get insurance as Maryland State is dropping my Blue cross through Mhip on Dec 30. This website stinks!!!!!!!!!!!!!!!!!!!!!!!!!!!!	2013-11-01 06:33:25
2682	I have now tried 5 that's FIVE time to sig up and the last 2 times I get this message "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. " This Sucks!	2013-11-01 06:42:13

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2683	I wanted a cost comparison chart and found nothing.	2013-11-01 07:22:12
2684	I feel one should be able to look at prices and services before providing personal information. Someone needs to address this issue. I for one, will not go forward without that right. When buying anything I have the right to view the prices and services before I supply or agree to purchase anything including insurance without providing personal information first.	2013-11-01 07:36:17
2685	I can not complete my application. Get constant errors and then I have to log back in. During the application, they system counts me twice as the person logging in and the primary applicant. It wants to know the relationship between myself (no choice) If I were purchasing a product or service where I had a choice, I would go to another company. Also, the id verification asked personal financial information about me that most likely came from outside sources that I did not give permission to you to access. I feel you violated my privacy...	2013-11-01 07:57:00
2686	still not working	2013-11-01 08:36:38
2687	Day 31. Still can't create an account because online Identity Proofing is not available.	2013-11-01 08:53:47
2688	The worst functioning website I have used since the late 90's. Slow, slow, slow. Very hard to read fonts and graphics. Embarrassed that the state can't do even a D level grade website.	2013-11-01 08:57:20
2689	I set up an account. When I tried to get into the site yesterday and today (11/1/13), after entering my user name and password, it took me back to the original home page.	2013-11-01 09:07:36
2690	I do not see Resume Application on home page although the site tells me to look for it. Also, can't there be an email to request specific help? What I need is to amend my application. Somehow the income section is filled with zeroes and - when I can get on - my application goes straight to Medicaid which I don't believe I am eligible for. Email me at _____ : this request.	2013-11-01 09:14:52
2691	Still not working, huh? When will we know when it does work? How are we suppose to get signed up and get our employees signed up if the site does not work? Are we going to get penalties due to the pending deadlines?	2013-11-01 09:47:21
2692		2013-11-01 10:04:49
2693	My account was disabled. There isn't any way to reset my account. I tried to create a new account but I wasn't successful. I called the number 1-855-642-8572 and left my number for a call back. I haven't received a call back number since 3 days ago. My user name is _____ he number I left for call back is _____	2013-11-01 10:38:45
2694	Why do I have to supply my SS# just to see what plans and prices are available for my income range. Does not make sense.	2013-11-01 10:57:45
2695	Again I have am having trouble logging on. Logi _____ I started an application yesterday and when I tried to save an exit the site hung up and never exited. When I went to logon today it is giving me the logon screen repeatedly.	2013-11-01 11:21:55
2696	Already have completed an application. 1) Now I can't get back it into our account. I press "Get Started" and a white screen appears saying "Logging In" in upper left corner. Then I'm bounced back out to the home page. Very annoying! And I'm a big supporter of the ACA in general, and MHC in particular. 2) Why you haven't set up "error messages" to let the user know when a problem has occurred, rather than leaving us in the dark. 3) Also, please please allow enrollees to edit completed applications, rather than start the whole thing over from scratch, as it was when I last checked. We need to correct some income data, which we didn't have in hand when we started the process. I've been trying to wait this out, going in just once/week to see if the problems have been fixed. 1 and 2 above obviously haven'ts. #3 I can't tell....because I can't get into the account!	2013-11-01 11:34:32
2697	After being approved for Medicaid and trying to pick the provider, the provider list was 'not found'. This apparently is a problem in your system. I called today and spoke to a supervisor who stated that the provider's list was not going to happen online. I think it is IMPERATIVE that you put that in the update and html 'fix'. I think there are probably a lot of people who are eligible for Medicaid who cannot finish their application because they're waiting for the provider list to show itself. You need to state online that the provider list will not be available and will be sent to you via regular mail, once you accept Medicaid 'I do not want to pick my provider now'. This is super important!!!	2013-11-01 11:50:49
2698		2013-11-01 12:06:31
2699	I was given security questions. One of them was about a former employer name. It was correct except for a typographical error on one letter - a J instead of an H. I assumed that you all made a typo, so I selected it as correct. I then got an error message saying that I could not be verified. I tried a second time but did not choose the former employer name with the correct name except with the typographical error on one letter. I then got an SECOND error message saying that I could not be verified. So much for this government system! The crazy republicans are right!	2013-11-01 12:18:54
2700	I'm trying to check prices for a family member, I can't do that without creating an account for him (big negative!), and then when made the time to get together to create an account with his info, we get an error message that the 'identity verification system (or something) isn't available, try back later'. How are we supposed to shop for insurance???	2013-11-01 12:33:59
2701	When is this site actually going to function properly? What a joke! And the government is going to fine us \$95 a month for not having insurance. We thought this is a democracy, how is that constitutional?	2013-11-01 12:41:05
2702	Why do I have to register before I can see what is available? I just want to be able to compare prices versus what my employer is offering and that isn't possible. It is 1 o'clock in the afternoon and this website doesn't work, what the hell are you doing with it the 6 hours overnight that you have it shut down?	2013-11-01 12:57:51
2703	My email address is _____ t has always been that, it works just fine, and it is a perfectly valid email address. Please correct your filters so that the dash is recognized as a valid character in an email address.	2013-11-01 13:55:38
2704	IS the Maryland Health Connection going to use the same lame excuse for this website as the Feds?	2013-11-01 13:56:27
2705	unable to complete an application for the second day	2013-11-01 13:58:09
2706	The Obama and O'Malley administration deserve each other.	2013-11-01 13:58:35
2707	NOV 1ST STILL FROZEN	2013-11-01 14:02:47
2708	I am a small business owner looking for the cost of premiums for various plans. I can't find that information anywhere on your site. Instead you want me to fill in personal data on employees to get that information. Either you want to drive us to work with brokers (campaign contributions?) or not provide insurance	2013-11-01 14:14:03

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2709	This was my first visit to the site, which meant that I had to first create an account. I read the "introduction" page as well as the "privacy policy" page and accepted that. The next page was the one for me to enter my basic information--name, address, phone number, SS#, DOB, email address--once I clicked on "next" at the bottom I continually got an error message that my email address was an invalid format. My email address is _____ There is nothing invalid but I am not able to proceed any further.	2013-11-01 14:19:41
2710	When you go to put in your information all of the boxes do not show up on the whole page and you can not click the next button	2013-11-01 14:37:42
2711	After trying 6 or 8 time to "Create an account" for my wife Nancy Wills Trimble and getting message "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572," I finally called the 855 phone number. The customer support representative took down the information over the phone, but made a typo when entering the email address. She set up user name _____, but I obviously did not receive the email necessary to complete the enrollment. When your representative discovered her error, she was unable to correct it or reenter my account information since it is already in your system. My correct email address is _____ I have just wasted over 2 hours and now am unable to proceed while waiting a call back from your technical support department. No one could tell me how long I must wait for this problem to be fixed, but that it could be weeks!! This is no way to run an insurance program. Please help.	2013-11-01 15:33:06
2712	I do not remember if I have an account or not. I havew been to the site once before. Unable to retrieve my user name or open a new account. Two days in a row identity verification is not available or something similar in a message is all I get.	2013-11-01 16:04:58
2713	It's November and I still can't even complete my application for my wife and myself! We file a joint tax return. We are entitled to a tax credit. I'm in the section, Household Income, and for the last 5 days when I've tried to resume and finish my application, I keep getting this error message: "There was a problem processing your application. We could not determine your Tax Credit due to system outage." When will your website finally work???	2013-11-01 16:07:46
2714	Nov. 1, 2013 The online identity proofing was not available today. Clicking "application forms" within "resources" gave me a page that said "Oops". No forms are available to print out today. I will try again next week	2013-11-01 16:20:00
2715	I am so totally frustrated with this website. I try early in the morning, numerous times throughout the day and into the late evening and still cannot gain access to the website. I have even tried very late with the same poor results and eventually get the message that the website has been taken offline for maintenance. Feel like I am trying to access something in a third world country. I am very disappointed with Maryland. I figured since Maryland decided that it would have its own website site for the ACA that they would be prepared. Maryland must have used the same contractors and guidelines that HHS used. I just expected more.	2013-11-01 16:27:44
2716	I've tried about 20 times....I hope it gets better soon. sometimes, I can't even log on!	2013-11-01 16:45:14
2717	Why do I have to provide data before I start looking at available plans? Completely idiotic.	2013-11-01 17:03:37
2718	I have called in twice with questions, and have gotten not answers to my questions, it's either call the insurer who didn't have any answers either or call the IRS. It seems to me that someone at Health Connection should know what will happen to my existing HSA if I sign up for a non HSA account through the exchange.	2013-11-01 17:11:17
2719		2013-11-01 17:18:00
2720	while trying to process an application for myself I am the only person in the household) the site continually asked me my relationship to myself???. I could not move forward with the application because the system did not recognize I was the only person trying to apply. Extremely frustrating!!!	2013-11-01 17:47:51
2721	I have tried to sign up for an account twice in two weeks but each time I have been unsuccessful because the "online identity proofing" is not working. If a particular service is down, perhaps you could display it prominently somewhere, or allow the user to receive an update when the service comes back online. It is discouraging to have to take the time to enter my information only to find out that I cannot submit.	2013-11-01 17:49:28
2722	cannot get past individuals & families site just gos in loop	2013-11-01 18:05:23
2723	I got to the plans, prices and where I could choose a plan then I went to compare plans or select plans and I'm back at the start but now I can't get back in the system. Someone or something needs to go. It's been one month and it's not much better than it was the first week. I could design a better easier to access web site than this. We are supposed to be one of the highest educated, highest paid states in the country and this is shameful. If someone had to access real emergency help with a site like this they would die.	2013-11-01 18:05:37
2724	Logged into blank page. You are total failures.	2013-11-01 18:23:46
2725	Application will not e-mail information about various health plans. One can select one or more health plans to be e-mailed to the requestor but nothing is ever received. Tried with three different e-mail addresses but never received anything. What is the problem?	2013-11-01 19:14:42
2726	I was successful in submitted my application yesterday but am having difficulty remaining online to review all the available plan options. When I print a comparison set of plans, I'm blown off after the print utility and unable to return to review and print more plan options. Having said this, I am a patient person and will continue and persevere. I know I have plenty of time to select and pay for my new policy. Now, if there is a "trick" to this I'm unaware of, please share; otherwise, I will try each day until I'm in the program. For me, this is a Godsend. I have no real complaint that the site is over-burdened. Totally understandable and people should remain patient. Rome wasn't built in a day. I am personally grateful. There are so many people who truly need the ACA and I am one of those people. Time will prove this a blessing to Americans. Thank you.	2013-11-01 19:34:33
2727	Family making 64,000 a year. Employer based insurance cost 14,160 so we cannot afford it. According to the text if the plan is more than 9.5% income you qualify for a subsidy but the application takes us to a unassisted plan (no subsidy) please fix this!!!	2013-11-01 19:56:15

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2728	The menu bar at the top, including the partial oval that comes down saying Maryland Health connection takes up a lot of space and reduces space on the page to view content. It makes the page busy and crowded with unnecessary graphics. I was locked out of my account because I put in the wrong password, then allowed to reset my password, but not allowed to sign on again. I couldn't find the formularies for medicine or a place to compare plans without signing on. After clicking on the 'need help now' I was not given the text option. So I called and have been on hold for a half hour. I am still holding....	2013-11-01 20:02:39
2729		2013-11-01 20:22:29
2730	This sucks,	2013-11-01 20:35:33
2731	I have tried to open an on-line account three times in the last three days and do not seem to be able to do so. I work on an iMac with an OSX operating system. I keep getting a message that says the on-line account generation function is not available. Is this going to be fixed?	2013-11-01 20:43:34
2732	I've tried going on line for the last three weeks, every day, and have been unsuccessful being able to proceed past the authentication part.	2013-11-01 21:43:52
2733	I still cannot create an account. I get to a page saying that identity verification is unavailable.	2013-11-01 22:10:31
2734	I missed my password twice because I forgot the capital letter. My account is now disabled. What do I do. HELPI	2013-11-01 22:28:25
2735	not ab	2013-11-01 22:53:05
2736	Keep getting 'Online Identity Proofing service is currently not available' error when registering an account.	2013-11-01 22:55:09
2737	This is the fifth time I've tried to create an account. I've tried at various times and keep getting a message that online identity services are unavailable. I called the 855 number and was told to try early in the morning or late in the evening. I've done this and still can not move past this step.	2013-11-01 23:54:47
2738	The application for medicaid does not allow for picking a physician from the Medstar choice and I don't want it picked for me! I've tried numerous times without success. As an aside, the frustration and waste of time by this site is unprecedented.	2013-11-02 00:57:52
2739	Your website just erases my input!! I signed up for health insurance over a week ago. You gave me an ID # It says PENDING. My health insurance has been canceled and I have heart problems. Your website shows my premiums will almost double for less care. Tell O'Malley to get his head out of Hillary's butt and help the citizens of Maryland!!!!	2013-11-02 06:52:48
2740	Account listed as disabled-attempted to reset password but continued not to let me get in-how long do you wait to get some type of confirmation when it says you are eligible for medicaid. I have some computer experience but the site is not very users friendly	2013-11-02 10:38:27
2741	If the website is down please put up a message telling people it is down and when they might want to check back. Getting very tired of guessing and wasting my time. If you are going to need 2, 3 or 4 weeks tell us that. It's the not knowing that sucks!	2013-11-02 11:05:39
2742	Have been trying to access the site to shop for coverage since 10/1/13. Have been unsuccessful. After inputting info to create an account, I get the message that online identity proofing is not available. I have been getting this message since day 1. Your website is just as bad as the Obama website.	2013-11-02 11:49:53
2743	There are not enough links. I was trying to find information about applying because I read somewhere else on the site that it can be done online partially, yet there is no clear way to do that. There is no link to an online process, yet it says many times on the site that one can apply online. There needs to be a link to that application, it takes you around in circles.	2013-11-02 12:00:58
2744	1. The web site is too cluttered. The header at the top of the screen keeps obstructing useful information on the screen. 2. I want to be able to get information on rates and plans without having to get a user name or a password. I want to be able to simply browse what is available.	2013-11-02 12:28:23
2745	An incredibly badly designed website. I studied WEB USABILITY, and in my opinion, your website gets a big fat red F from me. Also, WHERE CAN I SHOP WITHOUT SIGNING IN?	2013-11-02 12:49:15
2746	An incredibly badly designed website. I studied WEB USABILITY, and in my opinion, your website gets a big fat red F from me. Also, WHERE CAN I SHOP WITHOUT SIGNING IN? One more thing, I'm a techie. Computers are my life. I am a college graduate, high income, and high IQ person and I'm finding your website confusing. I feel sorry for the people who can barely read. This website is an unbelievable piece of crap.	2013-11-02 12:51:55
2747	This website is stupid. I hope the government knows how frustrating this website has been since October 1st. I have tried every week to get on here and finish. I give up.....Hope you get this thing fixed.	2013-11-02 12:57:53
2748	Please install a login button on the first screen to reduce the amount of time it takes to log into an existing account	2013-11-02 13:15:54
2749	MHIP website (past website) was easier to navigate.	2013-11-02 13:36:38
2750	This site has been up a month and I still cant make an account	2013-11-02 13:39:58
2751	The provider search doesn't return any results no matter what parameters I use, so I can't look for a plan that includes my doctor. I looked at the glossary page, but unbelievably, it doesn't tell me what POS and EPO mean. I have never heard of these terms before. I assume they're something in between HMO and PPO, but what? Since you idiots chased my insurance company out of Maryland, I now have less than 60 days to find a new insurance plan, and this website is still not making it possible.	2013-11-02 15:01:58
2752	This is the third time that I have tried to register within the last month. Every time I get on it tells me something like on line identity verification is not available at this time. Please try back at a different time. I keep hearing that the Maryland site does not have the problems of the federal site but that is not my experience.	2013-11-02 15:21:59
2753		2013-11-02 15:39:15
2754	Your site failed to allow me to login with my new account to the point where it disabled my account for too many unsuccessful login attempts with the account I just created!	2013-11-02 15:54:45
2755	Why don't you have a Login button on the home page like every other website in the world ??? What is a Case ? How do I get one ? When I click "Resume Application" then I am presented with the same questions as before when I set up my user name and passcode. This seems to create a duplicate registration which neither one of us needs. I think I have registered more than once. _____ (husband) and _____ (wife)	2013-11-02 17:13:57

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2756	You need to allow people to shop the plans without collecting all personal information! Date of birth and zip should be enough! My plan is no longer available thanks to this law and the cost of a similar plan is now exactly half of my take home pay! THANK YOU SO MUCH FOR MAKING MY HEALTH CARE UNAFFORDABLE!	2013-11-02 17:55:36
2757	where are the plans for comparison? how many different insurance companies are there to chose from? are you going to make navigating this sketchy site easier?	2013-11-02 18:53:39
2758	I have been trying to sign into my account ever since it was created over the phone with someone at your call center. Every time I try, I am denied access and informed that the authentication failed. I am not an idiot . . . I enter the correct username and also the password that I was able to create. This system is a mess and a massive headache.	2013-11-02 22:49:09
2759	Unable to withdraw applications. After system updates, it appears I was previously in a category that the system could not process. Now I have two submitted applications and an incomplete application (another error because of the system) that I am unable to withdraw or remove.	2013-11-03 08:26:09
2760	I tried to resume application, but all of my information, verification, etc. submitted previously appears to be gone. (A LOT OF TIME WAS SPENT INPUTTING THIS!!!) User ID: _____	2013-11-03 08:53:04
2761	I try to get started for individual & families, but when I click on "Get Started" it is a circular loop and takes me back to individuals & families and I can't proceed. User ID: _____	2013-11-03 08:55:55
2762	When signing my application for a confirmation, an error occurs, leaving me not being able to complete my application.	2013-11-03 09:01:05
2763	Why are you still requiring a SSN to even create an account? Can you imagine if amazon, ebay, or even your BANK asked for your SSN just to create a username to browse their products?	2013-11-03 09:18:08
2764	It is not clear and concise. I think it should get directly to what the plan deductible and the out-of-pocket costs in a clear way. It was unclear how to find this information BEFORE starting an application. We would like to see what we are eligible and what we would be paying for beforehand.	2013-11-03 10:20:45
2765	This was atleast my 4th attempt since Oct 1st trying to register with healthcare.gov. The last time, a week ago, a double application appeared (I'm only one person trying to get healthcare, but two " appeared, and this caused an error message which blocked me from continuing the application. So, I saved and exited, hoping the error would be fixed by the techs who are supposedly working non-stop on all the website glitches. But no, a week later I login to the same error page. This time I call in and am told a tech will get back to me in 7 to 14 days when it becomes resolved. I have not registered by mail or phone because I've read that the data will have to be entered anyway into the same site. Meanwhile, my current insurance is terminating end of December. At this rate I'm not optimistic that I will have coverage by Jan 1, 2014.	2013-11-03 11:10:00
2766	When I enter my user name and password, it takes me directly back to the Home page. I even changed my password. Now what?	2013-11-03 11:38:34
2767	I would be glad to use the website, if only it kept stopping with the "***ing "Online Identity Proofing not available" message! I have been trying to create an account for two WEEKS! And always "Online Identity Proofing not available" after entering my information, despite clean browser caches, THREE different web browsers, and two entirely different locations to access it online! Not to mention the fact the consumer information updates are of NO HELP WHATSOEVER ON THIS ISSUE! If I get IRS-penalized because your website is not working CORRECTLY, I would be glad to sue you for ten times the amount they'll bill me, and then some! This has been a criminal waste of my time and effort. I have no desire to wait a few WEEKS to find out information I could find out elsewhere online in MINUTES by filling out a paper form.	2013-11-03 13:52:12
2768	This is the third time I have tried to create an account and the identity tool is still off-line.	2013-11-03 13:53:46
2769	I do like the estimator and the levels of plans. However, when you return, you should not have the popups telling you to start over--just a nice login link at the top. Next, I got kicked out all of the sudden while trying to download an insurance pdf and had to reenter everything. When I got back in, I did not see a button to save my profile. I also could not use the provider search menu--I guess it is not working yet. When I hit the back button from many screens, out I went, too, and had to re login. Here are some other quick suggestions, keeping in mind I did not use the subsidy calculator: Dental should be its own button and not grouped with medical when you are choosing your plan limiters. (Once in, they seem to be there selected but grayed out and not displaying.) I saw many inconsistent screens, asking for info, talking about application, and other things. Not sure what they all do and why they are different, or what you are allowed to save. Why do you need "My applications"? Can you apply for more than one plan? When I went in, the message seemed to be about a subsidy, so make all this clear. A glossary should be easy to find, and some of the basic legal protections should be answered more clearly (e.g., emergency care out of state law, how does doctor know to stop charging co-pays when you hit the out of pocket max or do they just keep charging? Are copays and coinsurance under out of pocket max? What is balance billing--is it illegal? Do you add the prescription deductible to the medical visit deductible to make a total; not always clear? The line "no data provided" does not convey an answer to this or other questions. If something is not applicable or not covered, say so. Carefirst has the same plans at its site, and it was easier to use, and responded much more quickly; the menus were far less clunky. I want to sign up here because I want this endeavor to be successful. I work in the IT department and I understand the difficulties but I do find that programmers have to be nudged ALOT to make things work as the user would expect, no offense to them, because I know it is a lot of work.	2013-11-03 14:07:50
2770	website still in loop cannot resume application 6 days & waiting	2013-11-03 16:03:49
2771	I'm using Chrome and was able to progress to the part where I was given a chance to choose a doctor under Medicaid. The screen went white and nothing happened after 5 minutes. The browser seemed frozen, so I tried to closed it and to re-login but couldn't. Now there's no option to re-login and continue with the application process. It seems that the option for Individuals & Families -Get Started & Take Me Back is looping, and it's not progressing to the next screen.	2013-11-03 18:22:18
2772	After several tries over the course of the weekend I was still unable to open an account. I keep getting the message that online identity proofing is unavailable. I am surprised that anyone has been able to establish an account. I have been trying for a month.	2013-11-03 18:26:45
2773		2013-11-03 19:12:51
2774	Where are the plans and prices???	2013-11-03 19:20:02
2775	Who ever designed your website should be arrested for criminal activities. The worst design ever, the worst navigation of any website I was ever on. And because you do not read or care about any comments, YOU should also be arrested for criminal negligence. I can not believe anyone would waste the time and money on such drivel. Who thinks up some of the crap I attempted to answer on your application? I am livid! To think that I supported the concept only to have this garbage to deal with. Just go away PLEASE! You can take your health care and _____ (fill in the blank) Thank you	2013-11-03 20:09:33

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2776	I wanted to get information about the Assistance helpers. However when I logged into my account and clicked on the Assistance tab on the left-hand side of the page, the message stated that I had to be logged in. When will this website be fixed so that navigation does not lead you in circles?	2013-11-03 21:05:03
2777	I created an account a few minutes ago, user name: _____, did not include an email address since it was not marked as a required field. Once I answered all of the questions, the system indicated that my account had been created and I would receive an email with further instructions. Since I didn't include an email address, how will I be contacted with further instructions? I tried to login but it kept 'blinking' the fields when I hit submit. Thanks for any help.	2013-11-03 21:50:17
2778	I have started an application several times. I got an error but now that I want to try again, I can't figure out how to find my "saved" application.	2013-11-03 22:10:24
2779	At 3AM the site was down for regular maintenance, I was able to see what programs my doctor participated. The site was very easy to use. Thank you.	2013-11-04 03:03:24
2780	My name is _____ retiree from the State of Maryland Government, as a medical director. I am a supporter of the ACA and want it to succeed, but very disappointed in the response to my queries. I am trying to enroll my wife, who is not retired, but has been under my policy. I submitted all the required information and continue to get the same error code 0005 - L2. Today was by my count the third time alerting the MHC about the error code, the last time being October 24. I was told on that date, if I didn't receive a call by the following Monday, I should call back. Today, I'm told that the "ticket" had been sent to the IT group several days ago. I was then given a reference number. My criticisms are about the approximately 3-4 weeks of time where this problem has not been corrected, where I have not received any response. Fortunately, I am in a good financial status where I don't have to make a quick decision, but think about the disenfranchised who, for the first time, can get insurance for their medical problems and have to face this amount of frustrating delay. In addition, one other irritating but easily correctable problem on the website: when you have a date or other numerical data that needs to be typed in, put to the side of the fill-in box the correct format. An example is the "Do you have an existing case?" screen. If someone types in, for example, November 4, 2013, it rejects the input and then gives you the correct format. All you need to do it type the correct format mm/dd/yyyy next to the box. Therefore, I have to think that this site, like the Federal site was inadequately beta-tested. For heaven's sake, there are enough young adults and persons near retirement still unemployed since the 2008 Recession, who could be hired to do the testing. My principle is that anything that makes it easier for the consumer to obtain insurance in a user friendly way, the better for all. Sincerely, _____	2013-11-04 08:42:29
2781	I have tried to create an account over 30 times and have been given the same message to call customer support center every time.	2013-11-04 09:01:11
2782	can not get past the online identity verification form day after day???	2013-11-04 09:19:03
2783		2013-11-04 10:32:38
2784	I am a small business owner and I am trying to explore options for my company so I am prepared to enroll on January 1. I could not find any comparison of plans for a small business and after I called customer service, I was told that information won't be available until January 1 - which doesn't make sense. How an I enroll on January 1 if the information isn't available until January 1? Additionally, I cannot compare what the cost would be for my employees individually v. a small business plan.	2013-11-04 10:42:24
2785	Unable to log into account previously created. It was said to be "disabled". Called the call center and was instructed to create a new account. When doing so, the website stated that I could not proceed because my identity could not be verified and to call the call center. Called the call center and was placed on hold for extremely long periods of time. Still can not apply of shop for plans.	2013-11-04 10:45:51
2786		2013-11-04 11:05:41
2787	This is the worst thought out website I've ever visited. First of all, not everyone has access to a high speed net connection. Many people such as myself only have dial-up internet. As such, it takes hours to load a few of your java ladden pages. Their is no excuse for this. Even after needlessly waiting for pages to load, I'm confronted with useless questions that cannot be answered because they do not pertain to me. A 3rd grader could have designed a better system. Get your damn act together!!!!!!!!!!!!!!!	2013-11-04 11:08:56
2788	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-11-04 11:22:58
2789	The website remains atrocious. After numerous attempts, I was able to submit an application on 10/21, but then the website never produced another page. On 10/31, I went through the process again and submitted the application again. This time another page appeared where I had to check blocks and submit again. A webpage indicated I was now enrolled in the MedStar Family Choice which is also the carrier and it lists plan level, deductible, Premium Cost, etc. I have a screen capture of that page. Now, when I logon and select Enrollment, I get a page which lists that I am enrolled in Medicaid 8 times, 5 have my name associated with and 3 don't. Clicking on them, they are either blank or indicate an error accessing the page. Now, I have no idea if the supposedly completed enrollment for MedStar Family Choice on 10/29 was actually completed by the poor software developed for this website. Having developed websites in the past, the website remains atrocious with "buggy" software. Scripts are not functioning properly. Sincerely,	2013-11-04 11:32:03
2790	I have been trying, on and off, to sign up for two weeks now. I can log in. I can not get back to my original applications to change answers I was told by one of your telephone reps I had answered incorrectly. Today it is like I never signed up and am being asked again for my information, with different questions. Some of the questions are ambiguous. What do you mean by "start date" under income? Start of when I began working? this job or income? Earlier a question asked do you see a doctor regularly. By what definition? Once a week, month, year? I have spoken with two people on your help line and both were absolutely of no help.	2013-11-04 11:34:11
2791	Unable to set up an account so therefore unable to proceed with selecting insurance. Tried multiple times and kept getting server connection errors.	2013-11-04 11:46:20
2792	I just tried to shop for insurance. In creating an account, I was not able to enter my identity information. The page froze when I clicked "next" and it had me wait for a long time. I decided to quit the process.	2013-11-04 11:51:08
2793	Not able to sign up. Page goes blank. When will website be available?	2013-11-04 12:07:25

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2814	I could not create an account. After trying three times, I still kept getting an error message about a third party server. So I was unable to complete my application.	2013-11-04 17:09:22
2815	Earlier Friday or Saturday evening, I was able to login and complete the questionnaire/application to determine that my kids may be CHIP eligible and if my husband and I are eligible for any financial assistance. Since then, I have not been able to complete the process. I was not even given the plan options from which to choose. I am not receiving an error message; just a blank page. Truly frustrating...	2013-11-04 17:16:03
2816	Your website is shit. First of all, it can't load as secured, when you put https in front of the url it times out. No, this isn't because of browser settings, as all secured settings are working and the site was added to trusted sites. If your site, which handles delicate information such as SSN can't process on the latest version of IE as secured, then you have a problem. Your site sucks shit. Get it together. FAIL.	2013-11-04 17:16:46
2817	I have been trying to setup an account since the beginning of October and I can't get past the verification stage. I fill in the information and it either says this is currently unavailable or I get an error message. Do I have to apply over the phone. I would like to see my options online	2013-11-04 17:54:51
2818	I was given an error and told that my e-mail address, _____ was not a valid e-mail address. It is valid and I use it every day. Also, I am the primary applicant and the only applicant. I end up on a screen where it asks me what relationship I am to myself and "self" is not one of the choices. An earlier screen said that if I was the only applicant that I would also be treated as the primary applicant but that didn't work out to be true. I am unable to finish supplying information because I cannot get past the screen asking what relationship I am to myself. Frustrating!	2013-11-04 19:43:41
2819	This is the third time I have tried to create an account. I keep getting the following: Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions: Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-11-04 21:12:25
2820	I couldn't create an account tonight, wasted 2 hours of time. Just get this message. What an embarrassment! Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server.	2013-11-04 21:23:19
2821	Have been trying to apply since 10/1/2013, to date still get that code: HPDIA0309W This Account is Disabled, have been told on numerous accounts that this has been taken care of by _____ account Rep. Please look into this, it is very unacceptable and needs to be repaired. Can't get insurance if the system doesn't work. Please talk to _____ he has been dealing with this issue to date.	2013-11-05 06:23:48
2822	I can tell the system is still not working! I have two applications in and still unable to pick a health plan. When I try to delete the older application it goes into a endless loop. My family did have a insurance plan we liked, but the president lied and we can't keep it.	2013-11-05 06:24:21
2823	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPWWA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server.	2013-11-05 06:47:37
2824	My account has somehow been disabled but all I get is a message that the account was disabled, no instructions on what to do. So I am stuck. I can't change my password, can't move forward, can't do anything. You need to have instructions as to what to do when an account is disabled (and I don't know why it is)!	2013-11-05 07:11:25
2825	I have tried to create an account on 10 separate days. It just gets worse. Today I couldn't get past the basic demographics screen. I recieved this message: LAST NAME: required field! 'GENDER' is required! STREET ADDRESS: required field! CITY: required field! ZIP: required field! 'Social Security Number' is required! Incorrect date format. should be MM/DD/YYYY There was full and correct information entered in each of these fields. More transparent information on the status of the site day by day would help. Just tell me "its not working right now" so I don't waste more time.	2013-11-05 07:15:00
2826	I just wanted to see plan rates. Not available. This website is a complete waste. Getting started? BS same message has been up for 2 days about down for maintenance. Most of this website is a attaboy for the smucks who do nothing at Md health not connect.	2013-11-05 07:35:13
2827	The system continues to lock up at various stages. I cannot look up available physicians in the selected providers link.	2013-11-05 07:44:51
2828	Second time attempting to log in: system says my password is not correct, then my account was disabled after I attempted to reset my password. Second time calling customer/technical support, however they tell me to try again later because the system is updating (at 9 am in the morning). System is not user friendly, links do not work and technical support is not helpful.	2013-11-05 08:43:22
2829	I was unable to create an account. Error Code 0x38cf04d3 This is the 3rd time I haven't been able to create an account. I just want to see my options. I shouldn't have to create an account just to see what plans are offered. Very poor implementation!	2013-11-05 09:31:43
2830	Sample graphs or charts with example pricing and options would be great without having to make an account and put in personal information.	2013-11-05 09:33:13
2831		2013-11-05 09:37:57

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2832	This website has improved in the sense that the health plan benefit summaries are now available for view without signing up for an account. BUT, the information is still virtually useless because there is no reliable information about plan COSTS with or without the subsidy. There is a 5-10 page document with some generic sample costs, but these are useless, because they don't clearly correlate to the benefit plans that are posted other than by "metal" level. They also only provide data on the "lowest cost metal plan" instead of the cost range at a particular metal level. Also, the sample patient characteristics are very limited. For a single person, there is only a choice between looking at a very young person or a very old person. There are no middle age samples. I am a strong supporter of the ACA, and a prior enrollee in the MD Federal Plan, but I find the information provided by this website to be virtually useless. Please treat MD citizens like the adults they are -- provide us with all the information (all available plans w/ cost share and benefit details, premium costs with and without subsidies, etc.) so that we can make informed decisions and do so without requiring us to go through the hassle of setting up an account until we have come closer to making a decision on what kind of insurance/costs might be within our reach. The need to set up an account first creates a presumption that we are unable to navigate the information without help, which is a pretty patronizing/infantilizing assumption. Very disappointed.	2013-11-05 09:38:42
2833	I have tried to purchase insurance without financial assistance and every time I get to the relationships part and almost finish with the questions I get this error Error Code: 0x38cf04d3 I have tried multiple times and always have the error at the same part. Please help.	2013-11-05 09:43:20
2834	filled in household details and summary pages to find the cost of health plans, but next page remains blank.	2013-11-05 09:45:37
2835	constantly receiving error message at first step identifying page.	2013-11-05 09:50:40
2836	I've been trying to apply for insurance through this website since it went live on 10/1 and to date I have been unsuccessful in doing so. It took days before I could even create an account. I've had an application in various stages of completion for weeks and I still can get past the Household Information section (the current hold up is some sort of "system outage" that apparently prevents this site from verifying income. I still don't have any idea of what any subsidies would be or what cost sharing amounts to. Navigating through the plans is a slow and tedious process. And, heaven forbid, anyone should try to change the search criteria in that section. I have been getting a mostly blank screen that pulls up 0 plans and have to completely exit out of the site and start over to look at plans again. Even signing in to the site is problematic. I've tried to sign in with my username and password and clicking the box that says to save the username. Every single time I do so, it simply deletes my username and password when I hit enter. Why even have the option to save the username if it not only doesn't save the username but it actually deletes the username and password? That particular box just seems to be a counterproductive waste of time.	2013-11-05 10:02:28
2837	Server Error Unable to complete your request due to an unexpected error. Diagnostic Information Method: GET URL: /selfservice/identityproofing/identityquestions/index.xhtml Error Code: 0x38cf04d3 Error Text: DPW/WA1235E Could not read the response status line sent by a third-party server. Possible causes: non-spec HTTP headers, connection timeout, no data returned. This is not a problem with the WebSEAL server. Solutions Provide your System Administrator with the above information to assist in troubleshooting the problem.	2013-11-05 10:32:08
2838	hello I enter my info and it says online id proofing is not available please try again later. Please email me back	2013-11-05 11:08:43
2839	I have been unable to complete the process after numerous attempts and calls to the customer service center. It's frustrating that no one can provide me with the assistance I need to complete the application process. I call customer service and their response is, "if you started online we can't help you..." because of some technicality. However, I have been unsuccessful completing the online application because my account was frozen and it will not allow me to change my password through the "I forgot my password" verification process.	2013-11-05 11:23:17
2840	total bullshit that I have to come to a location because your site can't verify my id been trying for weeks and when I called in they keep telling me to try again later	2013-11-05 11:35:43
2841	Why can't you just direct me to a part of your site that provides a list of plans, costs, provisions, etc.? How about side-by-side comparison for the main features and costs of plans being offered in MD? Any half-trained IT monkey can tell you how to do that! By the way, I have been using the web and the internet professionally for years, still I was unable to navigate the millards of 'instructional' words.	2013-11-05 11:55:14
2842	Why the f***k don't you let people browse options w/o signing up?	2013-11-05 11:58:56
2843	I don't know how many times I've attempted to use this site - too many to count. I've managed to create an account (took 4 days). I've managed to enter my household information to see if we qualify for financial help - got error message. Did ask to look at cost of plans without financial help and was given a list to compare. It has taken me 5 hours to do this today. I wanted to double check a couple of things and now I can't get back into the site - it seems it's in a loop as I can't login. A couple of suggestions: 1. There is no indication at all that the data one enters is being processed as you move from screen to screen - this results in having to click the NEXT button a number of times (this may be causing issues) - if it were possible to see the program is working - then this would be a big help. 2. If you can only compare 3 plans at a time - tell people that UPPFRONT. I am self-employed - looking for insurance for my family. I work 18+ hours a day 7 days a week, then still have family to cook, clean for etc.. I don't have time to keep coming back to this site to see if it is working ????	2013-11-05 11:59:05
2844	After I fill out the first page of the application, the next page reads "since [Name] is not applying for health insurance...". This make no sense because I am trying to apply for health insurance and it's excluding me right at the beginning.	2013-11-05 12:07:27
2845	I am very frustrated and just want to see what my options are for health coverage for me and my family, but I can't get past the account creation process. I am now on the customer service number, but she can't seem to help either...she's sending me to the technical team when it's not a technical issue!	2013-11-05 12:10:02
2846	When I attempted to enroll in a plan, I was dropped from the page and ended up in a loop which kept returning me to the Home page!!!!	2013-11-05 12:27:57
2847	I have tried to enroll 6 times and all 6 times identity verification has failed. What annoys me is that I have to complete the registration page every time before being notified that the identity verification is not working. COME ON PEOPLE PLEASE!!!	2013-11-05 12:48:03
2848	Every time I try to resume my application I get this same message, "There was a problem processing your application. We could not determine your Tax Credit due to system outage." My unfinished application is in the Household Income section. I am entitled to tax credits. IN THE CONSUMER INFORMATION UPDATE SECTION OF YOUR WEBSITE, PLEASE EXPLAIN WHAT CAUSES THIS PROBLEM AND WHEN IT WILL BE FIXED. THE MOST FRUSTRATING THINGS ABOUT YOUR WEBSITE ARE THE OBSCURE ERROR MESSAGES AND THE LACK OF INFORMATION ON WHEN THIS PROBLEM WILL BE FIXED. THIS IS A CRITICAL PROBLEM--IT PREVENTS ME FROM BUYING MEDICAL INSURANCE THAT I DESPERATELY NEED.	2013-11-05 12:51:25

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2849	This is my third, and most discouraging, visit to the website. I thought I had already created an account, but was unable to move forward and select a health plan or get information on subsidies available to me. I will probably end up starting the process again by phone or in person. I do not own a computer, so accessing the website at all means staying after at work or going to a public library. Perhaps a factor not taken into consideration by the creators of the site is that many people without health insurance are also those members of the population who have the least experience with or access to computers.	2013-11-05 12:59:38
2850	I am still unable to see the costs of available health plans. After I type in the required information, I am taken to a dead end (a white page with no information).	2013-11-05 13:00:46
2851	the service is not available (verification seems to be where it stops)	2013-11-05 13:06:04
2852	As I understand, there are many facets in building a rate for an applicant. A tool would be very help that allows the entry of basic information to establish pricing options by bronze, silver, gold, and platinum, and family member ages to see the differences across the providers. As most of the algorithms needed to do this are hopefully being applied in the exchange application process, a simple anonymous front end could be added to allow the populace to establish their expectations. We should not have to enter private information until we are ready to scope down the choices and save everyone time (and \$)! Thanks!	2013-11-05 14:02:13
2853	THIS IS THE THIRD DAY I HAVE TRIED TO CREATE AN ACCOUNT AND HAVE BEEN UNSUCCESSFUL. I HAVE SPOKEN WITH HELP PEOPLE AND THEY TRIED TO CREATE THE ACCOUNT AND THEY COULDN'T, SO THEY TOLD ME TO TRY LATER. WELL AGAIN I HAVE BEEN UNSUCCESSFUL. I HAVE ENTERED THE DATE REPEATEDLY AND GET TO THE SUBMIT PAGE AND IT TELLS ME THAT IT WAS NOT PROCESSED AND TO TRY AGAIN. THIS IS RIDICULOUS. PLEASE FIX!	2013-11-05 14:04:57
2854	My total income is maybe a couple hundred dollars above the cutoff for Medicaid, but the site tells me I make too much for any kind of help buying insurance. This is obviously the wrong answer. Sure seems like it shouldn't be that hard to write a program that can say "your income is this, so your benefit is this." Sure seems like it shouldn't take over a month to do it.	2013-11-05 14:51:05
2855	Why can't I shop without an account.... even the FEDS are allowing that now. I don't want to give you ALL of my family's intimate details if I can't afford or don't want the plans offered. It's a risk that no one should have to take.	2013-11-05 15:33:26
2856	I've been trying to get info for three weeks. I haven't succeeded yet. I am told to do something, but when I try I am unable to find what I am told to do. Frustrating	2013-11-05 15:34:25
2857	Can't view available plans	2013-11-05 15:40:17
2858	Requested that plan information be emailed to me 3.5 hours ago and have not received it yet.	2013-11-05 15:42:39
2859	why is it when I call about being locked out of your website I am given a number and told I will be told, the same thing that has happened for over three weeks. Still no one calls. It would make a little sense to have basic technical support available, even on this bad a website, so people could complete an application. Instead I am stuck without insurance, I can't buy it (when I call they say "here is a ticket number, someone will call you". Again I want to know why if I completed my application, why can't I pick my plan, which is the step I was on when I was locked out.	2013-11-05 16:33:19
2860	I cannot log on. When I enter my username and password, the login screen s redisplayed with no messages - just blank username and password fields.	2013-11-05 18:13:07
2861	I forgot my user name and password and so had to start all over, but could not get past entering basic info. I have no idea where I went wrong.	2013-11-05 18:45:05
2862	Where do I log in????	2013-11-05 18:57:27
2863	I can't even find where to login. What idiot designed this thing?	2013-11-05 19:00:27
2864	Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572.	2013-11-05 20:10:00
2865	I attempted to create an account and the form will not let me proceed past the "Identity Information" section. All my information is filled out (including all required fields). There are no validation errors at the top of the page. Yet, when I click the "Next" button, nothing happens.	2013-11-05 21:24:37
2866	I was not able to get past the Identity Information section when attempting to create an account with all required fields populated. When I click the next button, nothing happens except for the cursor returning to the first name field. There is no message stating the error or if information is needed. Very disappointed with the site and it's lack of functionality after trying for more than 30 minutes to create an account.	2013-11-05 21:37:30
2867	First get rid of that half circle that said "maryland health connections" it is SO distracting. Second 90% of the people are coming to this web site to see rates, because most people have other choices. And I can not find rates any where without registering. It very frustrating, so I will most like to my health 22 old son not to do anything right now.	2013-11-05 21:51:39
2868		2013-11-05 22:01:26
2869	Good job	2013-11-05 22:07:25
2870	I couldn't finish my application	2013-11-05 22:51:36
2871	cannot register for an account	2013-11-05 23:15:46
2872	I can successfully login. I want to check the cost of Health Plans. I enter my data (date of birth, non-smoker, etc.), the next page displays the proper data I entered, but after that the site never returns any health plan results. I have tried this on two separate occasions with the same result. Very dissatisfied user.	2013-11-06 03:02:06
2873	I attempted to register so that I could login to the site and compare available plans. I got into an endless loop where the system would not accept my information even though it was entered correctly. Can't register, so I can't login.	2013-11-06 07:14:17
2874	I have completed the first page to create an account and I am not able to go to the next page	2013-11-06 07:21:52
2875	website is in a loop can not get to application been trying since 10/26	2013-11-06 07:45:02
2876	this is the shame ,if you can do it don't do it,how can you have (sign up to receive update) what up date is this is a joke.	2013-11-06 08:27:03
2877	it won't even let me enter my first name	2013-11-06 08:28:29

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2878	Really sad all this money is being wasted on a program that doesn't work....have tried for three days to access the site and have not been successful. When I called the help line no one seemed to know when it would be up and running. I am beyond frustrated with this whole debacle!	2013-11-06 08:36:28
2879	For the six weeks, I've been unable to create an account. Usually, I'm told that my identity can't be confirmed. Today, I got stuck in a loop on the "Identity Information" page where I filled out the required information, clicked on next, and was taken to the same page, with my information filled in. There were no error messages. I filled in everything correctly. I tried several things like removing non-required information, but that didn't help. For 10 minutes, I tried to move beyond this page, to no avail.	2013-11-06 08:49:17
2880	This is the third time I have tried to use the site. October 2nd, November 5th and today. Each time I was unable to complete a log in account. The site will not accept my information. This is petty basic stuff. Let me know when you have this up and working. My email address is _____ My computer is a tool, not a place where I tolerate inability, inadequacy or futile attempts.	2013-11-06 09:08:22
2881	Can't create an account. I click next on the Identity page and nothing happens :	2013-11-06 09:26:22
2882	Tried to get through the personal identity information section for the 6th or 7th time today. Last few times, I got to the next page (answer identity confirmation questions) and your site would bug out there. I would answer questions about my identity correctly (e.g. which of the following businesses did you work for?) and your site would tell me I answered them incorrectly... Today, after clicking the "next" button, your site would sit there spinning its wheels doing nothing.	2013-11-06 09:43:09
2883	Nothing works. I am not able to sign in to my account now.	2013-11-06 10:00:00
2884	Please post a message on the intro page that identifies when the web site will perform the job for which it is intended. Why continue to waste citizens' time?	2013-11-06 10:02:44
2885	I thought I would summarize my experience with signing up for health insurance. Because I am too young for medicare and I have a preexisting condition, my wife and I have participated for a few year in the maryland health insurance plan. the forward looking state of md established this plan a few years ago for people with prex, like me. the plan is ending at the end of 2013. I tried to get on your website every day for the first 2 full weeks after it opened finally . i had registered accounts set up --with confirming congratulatory emails, but upon logging in , i got the message that my accounts had been disabled. several calls asking you to remove the block were not successful. I was told i would be called back by someone in IT or a supervisor, but this did not happen.; so we completed a writtenn app. i sent it certified mai. it took about 2 weeks until your customer service rep could say you had received it. But they could not process it or even answer me in writing because they needed verification of disability, something not called for by the application and irrelevant to my eligibility for buying health insurance. i then found that your website had released more info re available plans so i studied that. i found an acceptable plan by care first, wnt to their website and within an hour had signed up for ins. Though eligible for subsidies, we decided not to seek them	2013-11-06 10:14:30
2886	I cant make an account	2013-11-06 11:00:59
2887	Here is my problem. I filled out the entire application.. I did NOT sign or submit it, however I am unable to return to it to make some corrections to my income. The only page I can get to no matter what I try is the last page asking me to sign and submit. I do not want to do this until I have made my corrections, however you have not way to do this. This really needs to be corrected. _____	2013-11-06 11:30:02
2888	All I want to do is browse the plans available to me and I can't get to them. Yesterday I was briefly able to access them and checked the boxes for the ones I wanted to see and clicked email details and as of yet have not received anything in my email. I go to the healthcare connection site periodically throughout the day (and have done so for several weeks) - I click the get started button on the for individual plans, get the Welcome to Maryland Health Connection popup window, click get started again, enter my ID and password and it takes me back to the home page and I repeat the process (skipping the id and password entry). This is very frustrating since there is no information letting me know why I am in this cycle - is it user error, is the system down. After repeating the same process a number of times, I can only conclude that the system is down. Why don't you provide the website availability information on the Consumer Information Update Page? That way we don't have to keep logging in and getting nowhere.	2013-11-06 11:33:38
2889	I couldn't get the website to work. Even though I have an account and could check in. I completed my application last month with the assistance of Cory who was very helpful by the way. But my application is still not verified. So today I had to call in for assistance to see the status of my application and to try choose a plan. I spoke with _____ who was very helpful and knowledgeable. Reference for this feedback is#! _____ Reference for the ticket she worked on is # _____ So all the very satisfied comments are for her and all the unsatisfied are for the website. HOWEVER...I want to make sure you all know that I appreciate the enormity of this project. Also that I understand any program with this many facets is going to take time to work out. I'm very grateful to our president as well as the State of Maryland for making this program available. Thank you all so much for your efforts!	2013-11-06 11:35:25
2890	Will there be any notification that I have actually enrolled in a health plan? How long should it take to receive any confirmation? I have screen prints that show I have enrolled in MedStar, but website seems to think my enrollment is incomplete!!!	2013-11-06 11:41:37
2891	You are telling me that my SS# is invalid?!! This has been my number since I started working as a teen so for over 40 plus years. You should have a place so we can question why on this form now I have to try and start making phone calls and that is never fun!	2013-11-06 11:42:22
2892	Slow, Slow, Slow. Pages to compare plans is shaded and very difficult to read with colored fonts. Please make so it is readable. Forget the bells and whistles. This has been my tenth visit since Oct. 1 and am very disappointed.	2013-11-06 11:45:57
2893	Why is it November 6 and I still can't enroll for an account? Can you tell me if My wife and I will be able to use this exchange by december 15th? Why can't we view the premiums for the many plans without having an account? I've never visited a website that asked that I complete an enrollment before I could view pricing. until this one.	2013-11-06 13:13:01
2894	I have been trying to enroll through the website since October 1st. Now my account is disabled. At first I was told it would take 72 hours to be correct, then three days later I was told that they can not find any enrollment information for me and I have to wait and additional two weeks before I can even enroll online or over the phone. Not happy with this.	2013-11-06 13:17:55
2895		2013-11-06 13:27:41

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2896	So I was supposed to be able to browse plans and base costs without filling out an application. This was a fix announced through the media and healthcare.gov says I can do that. But I get to MD Health Connection and if I want to view any details I have to enroll. You guys are shooting yourself in the foot by not allowing the consumer to sit in the car, look under the hood, check out the sticker price before having to commit to enrolling and providing personal information including SSN. Yes the consumer has to have insurance by some date but you still ought to give them an opportunity to learn before committing. I have insurance now but maybe I'd like to get into a better policy. Your site discourages that option.	2013-11-06 13:56:07
2897	I have been trying to establish an account since the web site went live. And I still have not been successful. Either I get the usual response of "Online Identity Proofing service is currently not available" or I get an html error that the get failed. Even with repeated trying during all times of the day I have not been able to establish an account. I have called and the agent just told me to keep trying. Is nothing being done to remedy this situation? Even worse, why don't you give us (your users) notification that this problem is occurring rather than allowing us to type in the required identity information only to find (again and again) that it isn't going to work. If anyone would like to discuss this further I can be reached at [redacted] d would be glad to talk to anyone to wants to understand the frustration of someone from the general public (who happens to be a computer professional). [redacted] MD	2013-11-06 14:03:48
2898	Identity verification has been down all day	2013-11-06 14:37:02
2899	I tried to sign up in mid October using the website. I was never able to sign in successfully. I then created an account by phone. The person took all of my information by telephone and my application was submitted on October 17. When I call MHC by phone I am told my application is pending. I have seen no possible insurers plans. I only know according to the phone reps that my application is pending. I have no confirmation in writing. I am one of the people whose insurance is cancelled as of January 1. Needless to say I am anxious to move forward on a new insurance plan. As a good democratic I want to proudly tell my mistrustful neighbors and friends that the new affordable care act will work for us in Maryland. Please help. Thank you [redacted] aithersburg	2013-11-06 15:19:51
2900	I completed an application on the phone October 22. I was told i would receive in the mail papers so that i can choose a plan within 7 days. And advised to call back in a week if i hadn't received anything via mail. I called back 10-29, and was told to call back in another week if i didnt receive the mailing. And that you all had until november 20th to reply to my inquiry. I called again last night, and was advised there is a technical problem. The only other co-worker of mine that has tried to apply, has received the same scenario, technical problems. She could see the website info while on the phone with the person at md health connection. And not since, today they are telling her its a system problem. My most recent reference number is [redacted] s crazy that this system is still not working 1 month after it started! I appreciate contact by phone to try to get it so that i can see any options/plans available to me. I will be leaving the country before dawn 11-22 and will not have time to spend more hours online after november 20th. My phone number in the day mon thru fri 9 - 5, 1st [redacted] Thank you.	2013-11-06 15:47:27
2901	What happens if I don't want to give my social security number over the internet. Is there an office where I can go meet with a human being? I tried calling the phone number listed but it is always busy. The website is too junked up and not succinct. Why not clearly list options for navigating the site like down the side and then have places where to click. Also it would be nice to be able to shop comparative prices without having to giving your life history and sensitive personal information over the internet. It is as though you are underwriting me personally instead of allowing me to look at comparative prices for a person with my same sex, age, income. Your getting started is hard to find if reading down the screen. Now 20 calls to the phone number and still busy... What is going on?	2013-11-06 16:13:02
2902		2013-11-06 16:30:32
2903	List of acceptable documents to prove citizenship/residency eligibility should include Naturalization Certificate, for naturalized citizens. Carefirst 1300 policy requires me to select a primary healthcare provider, but the list of providers shows only "no results found". Clicking the final submit button produces an "application error" and locks the page up. Phone help is of no help at all. They cannot answer any questions.	2013-11-06 16:37:51
2904		2013-11-06 16:58:22
2905	Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. I've been getting nothing but this error message. It appears you all are wasting good money on a very poorly thought out web site.	2013-11-06 17:06:28
2906	simplify. Asking for 9 digit zip codes, sometimes you want four. It has not been a pleasant experience so far	2013-11-06 17:10:25
2907	I get through the first section, setting up an account, but can not shop for policies as the site freezes up, refuses to load and does not appear to be saving my information.	2013-11-06 17:15:27
2908	put all the info ingot to actually see the plans I qualified for and then when I returned later, the info was not saved. VERY frustrating considering I tried at least 10 times in October. You need to change the date of birth part. That is the most user unfriendly thing I have ever seen. why not pull down menu! Called and did application by phone which was great but now it wont let me log in. called support and was told I have to wait 5-7 business days. Asked where on the site I could find out if the my doctors are in the plans. WHY in the world would it be under News and Events.....Consumer Updates.....REALLY??? you must be kidding or are you trying to bury it. OK....guess what.....it does not work. I am in my 50's so I will stick with it but if my children who are in their 20's had to do this, they would NOT put up with this and that's the population that needs to enroll. I have been told by so many young people that they will not enroll and pay the penalty. I am all for this and think it is great but WTF. I would love to help improve this site so if there is anything I can do, please let me know. We need this to be successful!!!!!!!	2013-11-06 17:51:54
2909	I have used the wrong password to log in after creating a profile and the system locked me out. Now I can not log in even after resetting my password. I keep receiving the error message "This account is disabled" and there is no way of resetting my account.	2013-11-06 18:18:42
2910	I don't know what genius developed this website but it I spent a frustrating hour trying to help my son sign up for health insurance. His name was misspelled and the "change" feature did not work. Trying to compare the low cost plans is difficult. I had thought that since his salary is about \$23,000 a year that he might be eligible for a subsidy or tax credit but it appears he is not. I am a big fan of the Affordable Care Act but I must say that going through this process has a been a real eye opener. And not very satisfying.	2013-11-06 20:38:33
2911	After I created an account and attempted to view the costs of plans, it asked for birthdate, zip code and others that I wanted covered. I am the only one that wants coverage, so I clicked no. Then I pressed continue and it reverts back to the previous screen. I tried three times and gave up. Two of my friends had the same problem, so we cannot even view the plans or sign up.	2013-11-06 21:11:43

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2912	Well I tried to enroll in the Maryland AHA plans again tonight after laying out since mid October. This time it let me get through all the financial data and provided me with my tax credit amount and that was then factored into each of the available plans in the shopping area. This gave me monthly premiums from \$80 to \$532 for the 34 plans available. I'll be paying \$480 for my COBRA with Cigna as of 1/1/2014, so these prices are very good! A no deductible/\$20 co-pay plan with Kaiser will cost me \$391 a month. Without the tax credit it would be \$756 a month. I found definite data issues in the detailed descriptions of individual plans while shopping compared to a master website that had documentation from each provider. You cannot trust what you see in the shopping area's detailed descriptions! Getting past that I was actually able to select a plan, select Enroll, select if I wanted to apply the entire tax credit, or a part of it, or 0 to the monthly premium. Then I was asked to choose a primary care doctor (I knew who I wanted as I was going to return to Kaiser Permanente who I was with before my last employer provided company). That process failed and returned no results of any doctors at all. I then said no to the question as I knew I could choose my primary when I started with KP. So, here I was at the last step, the digital signature to complete the process. I entered the signature and selected Submit and the application returned an application error. I was not able to enroll today. I'll be waiting until the end of November and give the process another try then.	2013-11-06 21:14:44
2913	I want to be able to buy insurance for my employees effective 1/1/14, which is when my current company plan expires and cannot be renewed.	2013-11-06 22:09:55
2914	I'm a patient advocate, public health PhD student and I'm getting a certificate in public health informatics. That said, two things jumped out at me about your site before I stopped trying to navigate it: (1) Your mouseover popup of "business or family" on the front page is absolutely terrifying to figure out. I'm glad I understood what was causing it and how to negotiate through it. Any kind of popups that obscure part of the screen are horrible for patients with low computer literacy or cognitive challenges. This makes me curious as to who designed the site. (2) Given that healthcare.gov removed the requirement to log in before seeing info on plans, why is that still on your site? Or did healthcare.gov remove it so they could push it onto you/other exchanges? I'd love to hear back from you--	2013-11-06 22:18:05
2915	I really see no reason to have this web site online. I have NEVER seen such a mess.	2013-11-06 22:45:05
2916	(1) Drop-downs don't work. Had to enter all data by hand, guessing what the prompt text is, discovered that backspace key shows prompt, but down arrow doesn't. (2) Some questions don't match responses, for example one question asks for deductible costs, but the response means deductible income.	2013-11-06 23:48:34
2917	Hi. Program seems to be coming together, so congratulations and thanks for new and better coverage. My question is---MY wife and I are in Maryland and two adult children ages 23 and 25 are in Colorado. If I sign up for CareFirst multi-state family plan, will the children have access to good "in network" doctors in Colorado, or should they buy separate individual policies through Colorado exchange? Would be helpful to see more FAQ info about family members in different states, Thanks for your help ----	2013-11-07 05:33:32
2918	Website design. At the top of the page the Maryland Health Connection "Logo" dips down across the page, blocking a portion of the important information provided below. While this might be cute to some, it is annoying, particularly when using a laptop. Also, I have been on site for about 40 minutes and have not located where I make application for the insurance. One last thought, I tried to find out what plans are available to a person who is self employed and who has no employees. Could not find the answer.	2013-11-07 07:02:45
2919		2013-11-07 07:14:51
2920	Is there a way to get meaningful customer service when I call? I was locked out of your website and when I call tech support I am told I will be called. This has been going on for three weeks. They won't let me complete application when I call, just tell me tech support will call me. My health insurance has already been cancelled as of 12/31/13, and I have been trying to apply since the day exchange opened. I am now going to buy market rate insurance from a broker, and rethink my political affiliation.	2013-11-07 08:05:17
2921	the westie would not go to the apply for medical part even though I tried 4 times, including logging out and back in. It said there was a problem with authentication with the back end server. Hope you can get it fixed.	2013-11-07 08:14:06
2922	Been trying to register since 10/1. No luck. People who answer the phone are clueless, just reading a script. No honesty at all.	2013-11-07 08:15:47
2923	I'M NOT DOWN GRADING IT, I JUST NEED TO TALK TO A REAL PERSON TO FIND MORE AND IF I CAN AFFORD THIS	2013-11-07 08:48:05
2924	Still receiving the following error trying to setup an account Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572.	2013-11-07 09:03:19
2925	disabled account, three phone calls later, was told it could take up to 72 hours to unlock the account. horrible customer service, web site is impossible to logon too, hence the disabled account. you should be ashamed of yourself....	2013-11-07 09:12:56
2926	I logged in and filled out my information for 45 minutes, then finally made it to be able to view plans. Suddenly, the page no longer showed the plans any longer, and when I tried to navigate back to view the plans I was re-routed to the marylandhealthconnection.gov homepage. I logged back in and the page was prompting me to input all of my information again (another 45 minutes)! I tried to log out and then log back in again, but now I press get satarted and cannot find the login screen, it keeps rerouting me back to the homepage. Now I cannot even login.	2013-11-07 09:15:38
2927	This is the 3rd time I am reporting this error because it has yet to be fixed. I am unable to withdraw my application. I continually receive this error: "Error 500: curam.omega3.request.RequestException: ERROR: The property 'details\$intakeProgramApplicationID' of the server interface 'ACTION' is a target for more than one field. (-1,17513)" I would like to file a new application now that there is, supposedly, support for my condition. Filing a new application does not remove the old application and the health plan options incorrectly selects my choices. FIX IT	2013-11-07 09:40:09
2928		2013-11-07 10:05:05
2929		2013-11-07 10:17:24
2930	Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. This web site was supposed to be up and running over a month ago. Please do your jobs.	2013-11-07 10:46:35
2931	I cant make an account	2013-11-07 11:06:42

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2932	pretty disastrous. couldnt even add family members. and poorly designed too - endless drop down lists that require multiple clicks - what's wrong with radio buttons. look at how airlines do it....	2013-11-07 11:34:45
2933	As far as I can make out, having visited the site on several occasions, it provides no information about premiums for the different policies, even though the policy descriptions note correctly that those may represent the largest healthcare cost for many people. If the purpose of this site is, in part, to help people do comparative shopping to find what is best for them, that omission alone makes it a failure.	2013-11-07 11:43:45
2934	You should be more open and honest about the problems with the Maryland Exchange. It's November 7th and I still can't even complete my application. Every time I resume my application, I get the same unhelpful error message: "There was a problem processing your application. We could not determine your Tax Credit due to system outage." The Consumer Information Update section of your website gives no explanation of why people get this error message. Why can't we complete our applications? What is causing this error message? What's the "system outage"? When will Maryland Exchange be fixed? We need and deserve answers.	2013-11-07 12:32:24
2935	I have a user name and password, but cannot find anywhere to login!!!	2013-11-07 12:51:45
2936		2013-11-07 13:32:38
2937		2013-11-07 13:47:35
2938	Day 37 and I still get the same error message: Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. When the hell is this going to work?!	2013-11-07 14:01:18
2939	I continue to get this message, "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." I have been trying since this opened to get health insurance. We MUST make a decision about to join my wife's work insurance, which is very expensive, by next friday. I finally got through the number and they mentioned my best option was to mail in my application but not to expect anything back for 1-2 weeks, but to also expect that "standard response time" to be extended. I am very disappointed in your lack of ability to get this up and running. Everything on this web site is a lie because of one thing, the web site needs to allow people to register and it does not do that. Perhaps you should just remove all links to fill out information online and write an apology to everyone for wasting their tax dollars. If you still feel the need to piss away tax dollars I will be more than happy to provide you my salie mae account information and you may pay off some of my student loans. Regardless, just stop dispensing lies, apologize, and get this fixed ASAP. Please let me know if you need my salie mae information. I can be reached at _____	2013-11-07 14:15:34
2940	I have tried three different browsers, but I still get this error message: "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572."	2013-11-07 14:19:23
2941	I've continued to get this message since 10/1. "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." What am I doing wrong????	2013-11-07 15:41:07
2942	I wanted to look at my options as a single low income individual and basically went around in a loop and found nothing on-line to actually apply! If there is such an option it is very well hidden.	2013-11-07 15:58:22
2943	I have been attempting to re-visit the site. I signed in on Wednesday November 6th for the 1st time. I had to save the information I already entered and leave the account - to return today. Unfortunately I forgot what my sign-on name and I could not sign on. I ATTEMPTED to retrieve my log-on name only to receive a message that the system was down. This has been a nightmare day.	2013-11-07 15:59:01
2944	Super-whizzy flashy pop-up/pop-down interfaces are extremely bad for anybody who does not have perfect hand/eye coordination and the patience of a saint. Also, when you print out a page from the site generally you only get the non-scrolling junk and not the actually useful part of the page, at least using IE. A static, pleasant layout works a lot better for users, at least for adults who are not super computer-savvy. It works correctly in all browsers. You can still make it pretty and consistent with CSS without having to have all these scripts. -- [Also computer science degree, user interface designer and textbook author, so I know good user interfaces from ones that belong on WebsitesThatSuck.com ...]	2013-11-07 16:12:44
2945	Your web site sucks. Nothing works. Can't get any quote information. Can't cancel an application once started. Can't correct mistakes. Redundant questions during personal information gathering. In two hours I got nothing accomplished. Thanks for nothing.	2013-11-07 16:23:14
2946		2013-11-07 16:44:31
2947	This is not good at all and I am disappointed. It constantly got stuck and would not go any further - it also got into endless loops - so glad you shut down every night coz it needs some fixing - I will try the next time I have a spare couple of hours. Good luck getting this to work. Hope you get it working on the Ipad as well.	2013-11-07 16:58:20
2948		2013-11-07 17:10:06
2949	I tried to create an account but your system can not verify me. So I called the phone number provided to get an account so I can look at the healthcare plans provided. I was hung up on once when I called back they submitted a ticket request to fix the problem. Maybe in the next 4 months this problem will get fixed but I'm not holding my breath. Why does a ticket need to be submitted. Why can't the person on the phone verify who I am? what a fucking joke!	2013-11-07 17:18:11
2950	How truly disappointing that there is no improvement in this site whatsoever. The numbers quoted for the "success" of Marylanders registering seems to have escaped all of my acquaintances. As no one I know has been able to use this site despite assurances of improvements. I as a lifetime Marylander and taxpayer am embarrassed and saddened by our State's performance and the lack of progress. It would seem true leadership is in short supply.	2013-11-07 19:45:12
2951	Under "Summary" and "Additional Household Information" I clicked "add" to add another household member that has Medical and Dental coverage, but website would not let me. Kept saying error.	2013-11-07 21:47:00

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2952	I have lost all my data entered twice. The second time it happened was today. I got through all the questions about the family, through the summary and to the screen where you are offered insurance "choices". I was quite surprised to see the only offer for a family of 4, income \$57,000 was Medicaid. But the most amazing thing was when I called the 1-855 help agent and she said that my data was nowhere to be found. My screen had the names of the family on it, but no record had been created. I have a screen print to show you if you would like. This family has a very sick wife and my fear is that they will be without any insurance whatsoever. The place where you are asked to input income is just not working correctly and it is not geared to the real world where people get raises and so part of the year you earn one amount and the rest of the year you are earning more. Instead of looking at the start and end date, they are assuming you have earned the amount in each income period the entire year so it looked like you were making \$111,000 instead of \$57,000. I would be happy to work with the programmers as a volunteer to show how the INCOME part of the application is not working correctly. I would imagine I am far from the only one this is happening to. Maybe that explains why Maryland is not signing up people at the same rate as other states. Work with me. My name is _____ i my phone number is _____ HX	2013-11-07 21:58:59
2953	I have been on this site several times and have found it to be frustrating. Have answered questions for one set of questions to get logged in with password and username. According to your site my income makes me eligible for cost sharing. I actually made it to see plans, all much more than what I currently pay with MHIP (and much more than what the Kaiser subsidy calculator - recommended by the gov - says). Made my first call to your help center. Was told since I have MHIP and that is ending 12/31, I should not have said I had insurance and since I had said I had insurance it was why none of the plans allowed the costsharing for me. Asked how I could back into the system and fix that answer and she did try but had no idea how to do it. Perhaps from her perspective since I had gotten to a place where I could have applied - for a very expensive plan - she had done her job. I did not apply. A few days tried again, and things had changed on the site in particular concerning some questions on the application. Since I had already been bitten by ambiguous questions (i.e. like "do you have health insurance? Not will you have health insurance on Jan 1 2014), I made a second call. AWFUL, completely unhelpful. I have talked with two insurance brokers in the county. One has yet to actually get anywhere on yur site. The other has successfully enrolled as of this past Monday Nov4, after a month mind you, four people. I guess I am not the only one who finds the site difficult. Tried again tonight, started about 9:45pm, got stuck on one page that froze, when pulled the page up, couldn't log back in. It is just about 11pm and if I don't send this soon it will probably just dissapp	2013-11-07 23:00:01
2954	online identity proofing still unavailable	2013-11-07 23:07:11
2955	No information is available concerning when this website will be functional. This feedback form is useless.	2013-11-08 06:27:28
2956	cannot get to enrollment sight is in s loop	2013-11-08 07:36:49
2957	Not able to grt into my acct	2013-11-08 08:32:27
2958	Forms are too small to read	2013-11-08 08:33:47
2959	I first logon in mid October to sign up, the first day after entering the first page of information, a message came up the system was down. The second time I logged on, I completed the the personal information then I got a message the account was already in use. I contacted support and was first told I should have used the forgot password link to continue. I explained that I had not entered a password at that point. I was sent my user id and account #. I tried to continue with the search for health provider and I forgot my password, I tried to reset it online but got a wait message that lasted for over 45 minutes, I contacted support again to reset my password and was told it would be 48 hrs, 72 hrs later no replay, I contacted support and was told no one has resolve the issue and at this point they had no idea when it would be reset. THIS IS TERRIBLE SERVICE.	2013-11-08 09:24:53
2960	Why is there NO INFORMATION available regarding the single most important item of information people want - premiums? Since premiums (prior to subsidy based on income) are absolute, based purely on age and smoking status, there is no good reason not to have this information available for each plan. Likewise, your "compare plans" section is completely unhelpful, as it is impossible to juxtapose the plans and see, across a chart, which plans offer what. When I shop for TurboTax or a fridge online, I can easily select 4 or 5 items and click "compare". Why is this not available for these health plans? So I called your consumer help line, hoping that speaking with a live human would provide me with some real information I could use. Unfortunately the person with whom I spoke was unable to help AT ALL. Why have you not trained your personnel to be fully familiarized with the features of each plan? The level of assistance available by phone is beyond low - it's disgraceful. I am a huge supporter of ACA but the actual rollout of this program is leaving me discouraged, disheartened, and disgusted.	2013-11-08 09:41:28
2961	I have lived at the same address for 15 years. There is ABSOLUTELY no reason the system should not be able to identify me. Then I called the number and the person told me I needed to call ANOTHER number to find out where I could go in person to prove I am who I am. THEN the next person asked me my name, zip code and then had to ask my city (which is identified by using the zip code). This person provide NO guidance. Just told me to go to an address. I had to ask what floor, what to look for, what to bring. COMPLETELY RIDICULOUS. Whoever designed this site should be charged with a crime because they were paid for a product that DOES NOT WORK! In addition I should be able to search rates before I get an account. No reason not to be able to get a rate without an account. RIDICULOUS. You need to fire the entire team and get with people who have common sense and want to support the ACA. The people designing this site are clearly hoping it is a failure and at this point they are winning. RIDICULOUS!	2013-11-08 10:11:40
2962	A log-on feature on the homepage would be very helpful. It is very hard to locate it once you have an account. Then when you do find it, it takes you no where. A blank screen appears.	2013-11-08 10:18:12
2963		2013-11-08 10:53:38
2964	Please fix the following issue with your website so that I can complete the application for my health care insurance: You have a broken link with the "Next" button on the "Please Tell Us About Your Household Income?" on the "Household Income" Page [https://prod.marylandhealthconnection.gov/CitizenPortal/application.do]. The site comes back with the following error message "Please correct the following errors before proceeding. An unhandled server exception occurred. Please contact your administrator." I am connected using Safari thru comcast.net. I have NEVER encountered this error message on ANY of the many websites I have visited over the years. I can open many of the other pages from the Maryland Health Connection website without problems or error messages. My computer is NOT networked and I do not have an "administrator" to contact. I strongly believe the problem is on you end. Please fix this problem soonest. If you do not fix the problem and believe this is an issue on my end (which it is not), then please add an FAQ with a solution that tells me what to do to get past this issue. Right now I'm stuck on this early portion of the application and can't proceed. I've been stuck on this page for weeks now. I also suspect I'm not the only person stuck.	2013-11-08 11:08:34

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
2965	My account has been disabled due to password entry errors by me. I called consumer assistance to ask them if my password could be reset and my account re-enabled and they told me that I would receive an email informing me when these actions would be completed. I have yet to receive that email and my account has been disabled now for more than a week. My email is: _____ Thank you for your attention to this matter. Sincerely,	2013-11-08 12:01:48
2966		2013-11-08 12:07:07
2967	Thank you. Thank you. Thank you. This was so easy. Only thing-the information about "password guidelines" didn't work, that is, the link didn't work. I had to guess what the guidelines might be in order to come up with an appropriate password. Again, I love MD. This was really great. Now let's see if everything else goes as smoothly.	2013-11-08 12:39:38
2968	When attempting to view physicians that qualify as "in network," I consistently received a "No Results Found" notice. I typed a number of different physician's names (first, first and last, last, with and without their credentials, address only, etc) and got the same result each time. This is another issue that needs to be addressed. Hoping all the kinks get worked out soon! Best of luck.	2013-11-08 13:01:06
2969	I am attempting to resume my application but when clicking on the "resume" button I receive the following message: "An Application Error Has Occurred, please start again!!" The value entered in the field " is too long (7) - maximum allowed is '4'." I've tried to resume several times throughout the day and continue to receive the same message.	2013-11-08 13:09:29
2970	you need to get rid of this whole thing the plans in this network suck i have better coverage with existing plan this gov can go straight to hell	2013-11-08 13:13:44
2971	I've tried to use your system multiple times; the system never can complete the registration process. I've called your customer service representatives and they have been non responsive. All of you should be fired immediately.	2013-11-08 13:17:33
2972	I started an application and have not been able to resume the application. I am in a go nowhere loop. I have spoken to the help desk and they are unable to help me.	2013-11-08 13:18:10
2973	I have tried 3 times on three different day to establish an account and everytime have been told the "identity proofing" is not available. The customer service representative was not helpful. The state allowed one carrier to offer 37 different plans described over 400 pages for review and the information doesn't even provide the monthly premium for the plan. Of course you can't see the premium until you establish an account and submit an application. My brother is an existing MHP enrollee and I can't seem to get him re-enrolled with this new online application. Your contract support is weak at best. I would love to know if someone can explain when online identity proofing will be available. Although at this point, I believe I will have to submit a hard copy application - defeating the purpose of all the money spent on an online application process. Respectfully _____	2013-11-08 13:34:17
2974	There is no where to see the plans or prices before entering personal information	2013-11-08 13:38:27
2975		2013-11-08 13:39:58
2976	identity proofing constantly down.	2013-11-08 13:51:55
2977	There are two things I would have liked to be able to do on this site. The first was to be able to look at the links provided in the navigation pane and be able to choose the one that was appropriate for the information I was looking for ('who are the providers and what are their plans?'). Instead I had to click around nearly randomly until I found this information. Why not have a simple link to "Providers and Plans" or "Compare Plans" rather burying this information under "Prepare to Enroll"? The second thing I would have like to have was a matrix, something like this: http://1.usa.gov/1d5dkiN , that would allow comparison of plans. Even if you couldn't provide the cost of the plans (because of varying eligibility requirements), being able to see a direct comparison of the coverages of different plans would be extremely helpful. While I did see that each provider did have the legally required listing of their information in PDFs - there was no easy way to compare them.	2013-11-08 14:18:20
2978	I'm getting this: Error 500: curam.omega3.request.RequestException: ERROR: The property 'detail\$intakeProgramApplicationID' of the server interface 'ACTION' is a target for more than one field. (-117513) I can not purchase or redo my application. I'm stuck. I need health insurance and now I have no idea what I should do	2013-11-08 14:19:13
2979	Hi, just trying to figure out how best to verify my citizenship (US). I've mailed a copy of requested documents 10/14/2013, and also went in person to a sign up place, who stated that the person who can deal with this was not there, and didn't know when that person would be back. Will check back for further information but this is an obvious bottleneck.	2013-11-08 14:24:09
2980	My account wasn't created when I went through the process. A previous account seems to have disappeared. I went through the security process to reset my password however it didn't know my email address, so I unsuccessfully tried to create another.	2013-11-08 16:11:10
2981	The site asks you to enter your 'net income'. It would be helpful to know what line this is on the 1040 tax form. You have already suggested that applicants have their 1040 handy to use as reference. But it is not clear what you mean by 'net income'. Is it what the IRS refers to as 'Taxable Income', line 43? A reference to the line number on the 1040 would be helpful.	2013-11-08 17:04:00
2982	I can no longer stay with my current provider, I have been trying to get new insurance and I have been unsuccessful and its very frustrating and taking valuable time away from my life, I was happy with the insurance I had and am very disappointed that I am forced to get on here and it doesn't work!!! Please fix the website!	2013-11-08 17:55:26
2983	I am using google chrome now but still can't get through. How about letting people know if the system is busy, operational, down or what ever so that I don't waste so much time	2013-11-08 18:30:26
2984	Why do you require SS# just to see plans and pricing???	2013-11-08 19:44:28
2985	Total failure! visit healthsherpa.com to see how to set up a site to ket people scan the different plans BEFORE they enter all the personal information. This is a joke.	2013-11-08 19:52:35
2986	whomever did this website obviously has little experience in HTML or website design. I was unable to even browse for plans, I encountered numerous dead links and blank pages. This website is truly an embarrassment.	2013-11-08 20:08:42
2987	I am confused. How can I shop for insurance? This seems like more of an informational site.	2013-11-08 20:13:50
2988	It never let you get pass the first page. It says invalid number. I called and requested an application 2 times still haven't received it yet and it's been 1 month.	2013-11-08 20:17:12
2989	he web site says i am not eligible for help my income is only 17,300 a year.	2013-11-08 22:40:59

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2990	We've been preparing and waiting for this prior to October 1st. From the beginning, nothing has been easy and not logical at all. I've made at least 6 calls for assistance and even called the Western Region assistance center, receiving several different answers to the same question. We were called and supposedly enrolled over the phone, then never heard anything more. I called again, and was told we had to apply again and the way we are set up in the system a glitch prevents us from the old application being backed out. I am sick and tired of being apologized to and told different information! I am SO disappointed in this mess. My husband NEEDS insurance!!!! I thought Maryland was an "on the ball" state. This is ridiculous and is the reason so many people are criticizing this process. WE NEED HELP AND ANSWERS! PLEASE contact me at _____ thank you, _____ Frederick, Md.	2013-11-09 03:31:34
2991	I got numerous error codes regarding my email address. I entered it 10 or more times without success so I couldn't get past that page. It is under 36 characters and it has an @ in it. I have a username and password already and I get updates at my email address from you folks. I was attempting to apply for insurance and I just gave up. There is a problem with that page where a person enters their email address. Please check on it.	2013-11-09 07:59:40
2992	Submitted application Oct 29 & received confirmation am Medicaid eligible. Unable to complete app as I cannot select the MCO & PCP I want, cannot find any links that work ? ? ? ? ? Thank you, Ms _____ Application Ref: _____ :mail: _____	2013-11-09 10:02:29
2993	Your forms are too small to read the printing. Same as yesterday. How stupid can you be?	2013-11-09 10:28:29
2994	The compare plan and pricing feature was designed very poorly. Why do I have to enter the same information about birth date, smoking, etc. every time? Why is there a save and exit button when it doesn't save my search results after a session? There are way too many clicks to actually get to the point where I am searching for plans!! The In-Network estimates should be front and center of a search and easy to modify so why is that hidden in a weird link? Then when you can actually get to the plan search, I am stuck in these ridiculous little tiny FRAMES everywhere. Two rows at the top have some blue man icon that does absolutely nothing except take up real estate on the screen. Why is each plan showing up as a tiny little "card"? Why can't I compare more than 3 plans at a time? Why can't I download all the plan details at once but have to click through to find real information? When you Return to Plans the search results page also forces you to be at the bottom of the list in white space and you have to scroll up to see the plans again. The frame JavaScript will not allow me to right-click and open up multiple plan details at a time. I have basically resorted to downloading more than 10 pdfs (which download incorrectly - no .pdf extension and Evergreen files have the same name) and created my own spreadsheet of relevant information from the plan documents. Then I re-set the in-network numbers to get the best calculations of annual estimates. Whoever designed this interface needs to be chained to a desk, forced to use it under time pressure, and make a decision of significant financial cost with little information. Then be sent back to design school to start all over again. Better yet, have their credentials taken away from them since they don't know how to design anything that has to interface with a human being. Stop making this so unnecessarily hard for people!	2013-11-09 10:45:29
2995	I set up my acc't; entered my password twice, it was confirmed, I then immediately went to log in and it told me my password was incorrect, after three times it locked me out. I called the 800# and was told that I shouldn't check the "remember me" option (huh? give me a break). I tried again and was able to change my password, and when I tried to log in again, it told me my account is still locked. So I can change my password, but I am still locked out (does that make sense? Who wrote the code for this site?) 800# told me to wait for "IT to call you back". Bigger issue is that I am perfectly fine with my existing insurance but I was cancelled because of Obamacare, and now I have this nightmare to just get new insurance, why can't I just be left alone? Last sentence is just venting, but key question is "when will IT call me back to tell me that my account is unlocked?"	2013-11-09 11:18:22
2996	It would be nice if the word deductible was spelled correctly on your website. It is spelled incorrectly as deductible (in large letters and twice on the same screen....at least I got that far into applying.) That is not an IT problem and further reinforced the fact that the company/people designing the website are not capable of this project.	2013-11-09 12:40:43
2997	have been trying, unsuccessfully, SINCE OCTOBER 1 to register into the system. It cannot identify me, even though I have been a MoCo resident continuously since 1980, and have not changed my name. Last Monday, I was finally able to be recognized by the database, but the system would not let me begin. I spoke with a rep, who said someone in IT could reset my account, and that I would be called in a day or two. It has now been 5 or 6 days.	2013-11-09 12:41:41
2998	I wanted to see my options as a 59 yr. old individual very confusing. I was interested in the Kaiser Permanente plan, so called their # on your site, and was told that was a number for CA residents only.	2013-11-09 13:38:00
2999	I can't figure out if I'm signed up or not by it looks like I was enrolled in 2 different plans? how can I find out?	2013-11-09 15:56:07
3000	A fourth-grader could have done better with this website. Fields neither pull down nor allow you to click on a choice once it's suggested. Using Chrome, not IE. I think you must be making changes on the fly, too, because about 10 minutes ago I got bounced off for a second time after filling in our family info, and then on try #3, I'm in a do-loop from 'get started' to the update message offer back to get started. Epic fail.	2013-11-09 16:11:45
3001	I am applying for Medicaid and selected Priority but when I go to "Select a Provider" I get "no results" and then cannot submit my application.	2013-11-09 17:32:38
3002	After a month's attempt to visit this site and register for medical insurance, I could not go pass the first initial page to register for insurance. I finally, last week, went to the DSS, Hyattsville, Maryland and filled out the hard copy of the Maryland Health connection insurance form. They are suppose to submit the application to your office, and we are suppose to receive a packet in the mail for additional information and documentation. My husband's insurance, MHIP plus is about to expire due to "close unit doors" due to the new Obama Care medical program. Under the household of two, I was informed that our household is qualified for Medicaid with Social Services or the Department of Human Resources, in Maryland. I hope that your online application site opens up soon. I don't know how 52,000 plus participants have already applied on line, for I have been trying since October 1, 2013 to no avail. Please contact me and let me know if the hard copy being mailed to you by Social Services in Hyattsville, Maryland is all I have to do right now, until I receive the packet in the mail. This notice is written in the names of _____ and _____, Telephone number is _____, Our cell phones are _____ or _____ and _____.	2013-11-09 18:04:12
3003	show chart for a specific family size with specific income level and an example of tax break available. Make chart like the income tax table for a family size, income level etc. Why would such a chart be that hard to provide? Create table to look like the ones provide to federal workers health plan which shows multiple companies plans for high and low options! A separate table could be provide using family size and income level to provide the supplement available.	2013-11-09 18:35:13

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3004	I will never buy insurance until you fix the broken links that actually show you what each plan actually is on the shopping portion of the application. The PDF files don't exist. How can anyone know what they're purchasing? This needs fixing. This is why no one is buy insurance. You don't even show they policies!	2013-11-09 19:12:26
3005		2013-11-09 21:37:51
3006	My ssn is not accepted. I believe it was saying it was invalid, which of course is not the case. It was issued in Maine in the 1970's. What a dumb bug!	2013-11-10 00:27:40
3007	This site is pretty and all, but extremely difficult to navigate due to whatever program is used for consumers after enrollment. I can't even log in again after I enrolled. When I tried to search for providers under all the medicaid companies I selected, no providers were ever found. Why is everything so broken here?	2013-11-10 08:36:11
3008	PLEASE I worked with _____ (Navigator at Annapolis Public Library) in person and texting and email ... We/I had my application ready to submit on Oct 23. She said go home, review the plans, come back and finish. I CANNOT LOGIN now since at least the 29th of Nov. My one account started saying "This account has been disabled" with a computer code and to call you. I have ... I had spoken with help at the helpline at least 4 times with repeats with some of the same good people. I ask my Navigator what to do. My ticket has been escalated to tech for weeks. IT'S JUST A RESET TO ENABLE ACCOUNT. Your people say I trying to many logins ... it disabled ... I did too many because it I had to keep trying at the login screen. It would just loop back to main screen and the Get Started stayed ... where for TWO SESSIONS ONLY it had 'resume application'. I am very computer savvy, a PhD in Biology (although unemployed for 2 years ... am 61 and not getting hired) and I Know Computers WELL. IT IS JUST A RESET THE ACCOUNT. NOT a technical problem but it is now 2 1/2 weeks with it in the tech que ... nothing. IS THERE NOBODY YOU CAN ASKED IN TECH TO RESET IT? I am with MHIP + now and it WILL END on Dec 31, Period. The plus is the assistance financial lower rate due to about 16,500 dollar income now. I am entitled to subsidy and can verify anything you want. People: This is going to turn into a nightmare if I get cancelled when MHIP + ends and I have nothing new with the ACA. Nightmare. I support this President wildly ... cheer for him and ALL people involved with this ACA. It is a landmark program socially speaking for our Country. I need to say, sadly, that if I lose insurance with MHIP + and can't get freaking logged in to finish my application with Maryland Health Exchange I would call a lawyer and at least try to make a statement legally. I do this stuff as a PhD Biology Instructor for years in Maine and now in Maryland ... It is a reset ... that's all. And, it's slowly going to turn into a nightmare. Now ... your reps have said to redo a paper application. Thanks ... I would have done that long ago ... but STILL I'll have to logon and submit the final plan after the verification phase. CAN I CREATE A NEW ACCOUNT UNDER NEW EMAIL ... ALL ELSE ABOUT ME IS UNCHANGED ... SOME OF YOUR PROS SAY YES ... SOME SQT IT WILL SHOW THE DUPLICATE. I'M LOST. YOU DON'T NEED MY POLITICS OR OPINIONS ... BUT THIS PRESIDENT WITH THOSE HORRID REPUBLICANS WHO HAVE HEALTH INSURANCE ARE GOING TO LETHALLY DAMAGE THE PRESIDENT. 2014 FOR CONGRESS IS COMING UP AND OF COURSE HILLARY CLINTON COULD BE HURT. THE COMPANY WHO TOOK THIS JOB ARE ABSOLUTE CHARLATONS. THERE ARE MYRIAD INDICATIONS THAT THEY KNOW NOTHING ABOUT WEB IMPLEMENTATIONS. FOR EX: I HAVE NEVER SEEN A PROFESSIONAL WEBSITE THAT DID NOT HAVE A SIGN IN ON THE TOP BAR ... AND WHEN SIGNED IN TELLS YOU THAT YOU ARE OR NOT. INSANE ERGONOMICS AND NOT, NOT, NOT THE STANDARD. WHO ARE THESE PEOPLE? MY PASSWORD CHANGE WORKS ... SO MY ACCOUNT IS THERE. THIS IS SO SAD FOR PRESIDENT OBAMA. THIS IS BIGGER THAN JUST LITTLE OLD ME ... THIS IS ROCKING THE WHOLE COUNTRY. TEA BAGGERS ARE THROWING PARTIES. HOW DID YOU LET THIS HAPPEN. _____ 'I'M ON YOUR SIDE AND DON'T WANT TO HURT ANYONE IN THIS FIASCO ... PLEASE HELP ME WITH ADVICE.	2013-11-10 09:14:24
3009	I logged in with the correct username and password and it keeps taking me back to the beginning page. Apparently the website recognizes my login because it doesn't even take me back to the login page, but only back to the beginning. As an aside, when I first attempted to sign up I was using Google Chrome; I thought I was finished because there weren't any options to go any further. I decided to open the site in Firefox one day, and discovered I was only halfway through the application, which is why customer service could not find my information even after almost a month. I was finally able to finish the application on Firefox. Tell users do NOT use chrome to sign up, because perhaps that is why people are thinking the site is so bad. It does have its bad times like me not being able to get past login, but it is not as bad as some are making it out to be.	2013-11-10 09:56:09
3010	1. I was unable to create an account because the "identity verification" was down. 2. There is little or no information about less common situations: I am retired, but not yet eligible for Medicare (not yet 65). My EX-employer offers me "retiree health care coverage". Their open enrollment materials suggest that I should first review my choices through the State Exchange, but your web-site suggests that I cannot get coverage because I have coverage through my employer. Well, remember, I am NOT employed - I am a retiree who still has an option for health care coverage. Can I or can I not get coverage through the exchange???? 3. In reviewing the companies offering individual/family insurance plans, I click on the link "United Healthcare" and receive a document that has headings in large letters "All Savers Insurance Company" -- VERY CONFUSING! 4. Am I correct in my conclusion that United Healthcare does NOT offer a Platinum-level plan? I think that the "Resources" area should be up-front about which insurers offer which levels of plans without forcing us to click each and every insurance and look through a 50-page document for EACH ONE before being able to find out what levels are available!	2013-11-10 10:55:00
3011	the website needs improvement	2013-11-10 10:55:56
3012	You get more details on the product when you buy a dryer in best buy. Full of marketing hype. Where is the 60 page fine print of the various PPO policies for out of network choices. Forget the subsidies, the 10 minimum coverage description can only impress a formerly uninsured, but not a responsible intelligent self-insurer	2013-11-10 11:39:41
3013	it would not accept my password, even though I used upper and lower letters, a number and a symbol. I received an e-mail saying I had successfully activated and my ID is _____ so I keep putting in new passwords and it says they don't follow the rules, which they do. what can I do? thanks,	2013-11-10 12:45:47
3014	I have only been able to submit information in small increments. Now it says that my account is disabled even though I have re-set my password to make sure everything was correct. This site is absolutely useless. Very frustrated.	2013-11-10 13:25:03
3015	This site does not even work properly. I have not even been able to create an account to see what the rates would be for insurance for myself. How can you expect to enforce a law that forces the people of this state to have health care when you cant even provide them with the tools and ability to do what you ask of them. This is completely unacceptable.	2013-11-10 13:28:53
3016	I can't find anywhere to actually look at and apply for coverage. I have logged into my account, and when I do, all it does is redirect me back to the home page. I don't know where I'm supposed to go to shop for a plan and there is nowhere on the website that is actually answering that question.	2013-11-10 13:48:24
3017	I have been trying to log on since October 1, what a joke, very frustrating, close you site untill you get it together	2013-11-10 14:31:58

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3018	hello i am having difficulties getting past the first page of the enrollment process. i hope this can be fixed, i am always stopped at the online identity step. thanks for your time!	2013-11-10 14:36:48
3019	I cannot get back to working on the application. Got an error message and a greyed-out screen.	2013-11-10 14:54:56
3020	I have not been able to advance past the Identification validation. I have tried so many times now that I am getting a message that says my account has been disabled. I am a _____ and I will be loosing my health insurance on Jan 1, 2014 so I am extremely concerned about maintaining my coverage. PLEASE GET THIS WEBSITE FIXED!!!!!!	2013-11-10 15:11:33
3021		2013-11-10 15:17:22
3022	I called after hours so I went to the website to send a follow up email. It is virtually impossible to navigate this site. It is not intuitive and it does not provide any detailed information or ways to troubleshoot on your own. I am waiting for a call back from Nov 2nd with an incident number of _____. It is now the evening of the 10th and I have heard nothing. This goes issue originated on Oct 5th and still has not been resolved. REAL SIMPLE: DO I HAVE AN APPLICATION PENDING OR NOT? DO I NEED TO RESUBMIT OR NOT? This should not be the only place to send inquiries and the site should not encourage calling for every little problem. The IT system should be supporting this by now.	2013-11-10 18:48:29
3023	I have an application in progress and can't get back to resume the application. Appears to be a website problem.	2013-11-10 19:10:22
3024	I am trying to register for the entire weekend and it keeps saying the online facility is currently not working. How are we meant to get enrolled!	2013-11-10 21:46:46
3025	Please. ID established Oct 8: _____ Username ... My account disabled for 2 weeks. Calls escalated to tech. Many calls. I cannot login due to disabled caused by faulty login. My app is 90 percent done online. Just left to choose plan and submit. My Navigator _____ cannot get to tech to enable my account. Nightmare. I have MHIP +. It ends Dec 31. Dec 18 deadline to get in ... with 1st payment. I am in trouble ... fix my account login. _____ My cell. _____	2013-11-10 22:20:33
3026	The site does not work well with s Safari browser, nor does it maintain data. Twice I tried to find options, twice I had to enter all my family data (birth dates, etc.). And twice I bombed out when I encountered a page that did not fit inside the open window on my iMac, so I did what I would do on any other webpage, I enlarged the window, and when I did so it bombed out and took me back to the first welcome page. Fortunately the second try I got far enough to have learned that the pricing is not competitive with my COBRA plan (I recently left the federal government) so I will stick with that until it runs out.	2013-11-11 06:57:28
3027	Nothing but failure,, only made for non workers and ill be paying for it ,, its not good and u will find out when people are left to have to make a choice, there will be blood on ur hands u should be ashamed ,, to bad u dont show bad comments ,, like u will good ones ,,	2013-11-11 07:36:41
3028		2013-11-11 11:49:40
3029	This website is really starting to get on my nerves. It is ridiculous that the site is down for maintenance for low periods of time. Don't you have a development system to test it out on? Additionally, you account shouldn't be disable if you enter your password incorrectly. Disabling an account is a strong security measure. Locking the account and having the ability to reopen it using your security password is the normal industry standard.	2013-11-11 12:33:53
3030	I completed the initial application, so I have an account. However, I entered a password incorrectly a week ago (forgot to capitalize one letter) and the account has been disabled. I have spoken to three of your representatives who have been unable to unfreeze the account. They keep saying that technical support should do it, but Tech is swamped with the website. I want to shop for insurance. My open enrollment elsewhere is due in a couple days. AMEX or other websites routinely unfreeze accounts using an email forgot password process. A week is too long to wait for this. My current incident number is _____	2013-11-11 12:45:09
3031	The website is NOT user friendly. I STILL CAN NOT GET PRICING to compare my plan with BCBS without applying with an application. There should be a way I can see a chart of pricing and coverage without having to give my social security number and personal information.	2013-11-11 13:09:42
3032	I think it is criminal how often this site does not work. How am I expected to get healthcare when the site barely works, does not provide plan details at all and requires me to provide all of my personal and family info before even telling me what plans are offered and contain in specific details. You expect me to apply for something and provide lots of very personal documents by mail without ever telling me exactly what I am applying for. This is another example of govt. ineptitude. By the way, all of this while tripling my insurance costs, giving me practically no time to make these decisions, and requiring that I practically stop working just to try to apply for this. So unconstitutional and criminal.	2013-11-11 13:15:00
3033	Dudes: Take this site down until some adults come along to fix it. Keep O'malley away from the site decisions, he is apparently a fucking idiot.	2013-11-11 17:04:03
3034	I tried to finish my online application and not even get to it. Terrible terrible website!	2013-11-11 17:17:16
3035	This is now the 2nd form I'm filling out to express my displeas with this site. After weeks the technical support team called me back and registered me for an account. They said I would receive an email with instructions as to how to complete the registration online so that I would get a password...I never received that email. I called back to the help line today and was told that I would have to call back tomorrow to speak with supervisor..who would then call technical support and get my pass word for the website. This is just ridiculous. I started this process the days the site opened and still haven't been able to get on line.	2013-11-11 18:20:23
3036	Basically, this is a debacle. Should be ashamed to continue to blow smoke up the American public A Ses. Really?	2013-11-11 19:04:56
3037	No information on website. Shop for plans ? Where are the plans ??	2013-11-11 19:18:59
3038	Although the website said 80 different plicies, I saw a total if zero..none. I will not submit an application without seeing what my choices are. would you fill out an app before looking at a car? I guess it was too good to be true, omalley and obama are liars as are the rest if the democrats that pushed this. hell hath no fury like your constituents scorned.	2013-11-11 19:19:39
3039	How can you shop for an insurance plan when you do not have the premiums listed for each plan? Employers have always sent fact sheets outlining the plan including the cost. Not having the actual cost listed will not increase enrollment.	2013-11-11 19:21:42

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3040	Frequently Asked Questions ??? It seems to me that my question, " What are the plans that are available in the Silver group? ", is one that many people probably would like an answer for. Why can not someone, or a few people, who is (are) qualified to answer simple questions like the one above, sit down for a few hours and create a list, a long list, of such questions....and answers to them, and add to the Frequently Asked Questions list??	2013-11-12 06:39:14
3041	Fiasco	2013-11-12 08:28:48
3042	I live in Hagerstown MD and have been trying to get on your website since Oct 1 with NO SUCCESS!!! Needless to say, this is an extremely frustrating experience and leaves me with no confidence of a timely enrollment!	2013-11-12 08:49:33
3043	I have tried SEVERAL times to call your customer service line (1-855-642-8572) and I am disconnected every time. I have pushed all the options and still no response. The line disconnects or goes straight to the customer survey. How can I complete a survey if I NEVER speak to someone. Unacceptable and very disappointing. Why post customer service number when it does not work???	2013-11-12 08:52:34
3044	I gave up using the website because my application kept getting deleted. I mailed in an application over 3 weeks ago and have no response. I have called many times and was told I'd be called back twice...no one ever called. I called yesterday morning and was told the computer system was down so I should call back the next day (which is today). Now your automated phone system has disconnected the call 5 times!! I want a call back!!!	2013-11-12 08:57:52
3045	I created an account, but then was unable to log on. When I tried, I only received a blank, white screen. What Mac browsers are compatible with your site? I am using Safari 7.0 on MacOS X version 10.9	2013-11-12 08:59:31
3046	This has not worked at all since 4/01/2013. I cannot get past the verification page.	2013-11-12 09:40:25
3047	due to the fact that I didn't remember my password you all disabled my account and no matter what I have tried or whom I have spoken to there I can't seem to get you to re-enable my access. WTF? Wgat do I have to do to get my access re-enabled?	2013-11-12 09:44:26
3048	This is the worst experience ever. I first applied on Oct 4 after 3 frustrating days of not being able to do anything at all. After I was finally able to get through the application and get it submitted there was a period where I heard absolutely nothing. I finally called. After about 3 attempts I was told that they could not tell me anything. I had to call Healthcare Access Maryland instead. I was told be them that they needed income verification. They said I should send my 2012 tax return to MHC, which I did. I sent it certified mail and confirmed receipt as of 8/16/2013. Since then I have called twice and was told both times to be patient; that they would email me when my application was approved. Well, guess what? My patience has run out. This is crazy.	2013-11-12 09:44:56
3049	I cannot find out how to login to an already existing application.	2013-11-12 09:46:20
3050	Cannot log in to existing application.	2013-11-12 09:57:09
3051	If your goal is to discourage people from signing up for health insurance, congratulations, you've succeeded. Using your Feedback form, I have several times told you that when I try to complete my application, I always get this vague, unhelpful error message, "There was a problem processing your application. We could not determine your Tax Credit due to system outage." The Consumer Information Update section of your website gives no explanation of why people get this error message. By not telling people what causes this problem and when it will be fixed, you are discouraging people from signing up for health insurance. In the Consumer Information Update section tell us why we can't complete our applications!	2013-11-12 10:30:30
3052	I was able to create my login successfully this morning. However, upon reading the email sent to me confirming the creation of my account, I returned to the site to login and get my application started. The login proceeded without problems, but then I was taken to a blank page. Neither refreshing the page, or closing the browser and opening it again to come to the site and login helped. Each time I attempted to start my application, I was faced with nothing but a blank page.	2013-11-12 10:42:36
3053	Very disappointing that I have not got any answer about my application I filled out 2 months ago. I have made a number of calls to Maryland Health Connection about my application and got the run around. I have written a letter to the Mayor about the trouble of not receiving no help on getting healthcare.	2013-11-12 10:58:24
3054	Made 6 calls today to reach someone that can help me with my application. The phone line disconnects you when your answering the automated questions/. Why?? Please get this fixed.....	2013-11-12 11:03:50
3055		2013-11-12 11:07:13
3056	I don't understand what's changed in the last few days. My husband and I have an anticipated combined income for 2013 of about \$35,000, and when we first began our application we qualified for some assistance (we were looking at the CareFirst BlueChoice Gold \$1000 HMO plan). Now, when we've returned to finish filing and apply for insurance, we no longer qualify. We certainly can't afford the prices quoted to us without help. What's changed?	2013-11-12 11:09:50
3057	I have an account, but every time I attempt to login, I am rerouted back to the homepage....this is after I have been successful in entering my login name and password. I need to get to my account to change/update some of the information previously entered and it seems impossible to do so. Is this going to ever be fixed?? my email is _____ user name is _____	2013-11-12 11:22:58
3058	When you select "get started" under Individuals and Families your get stuck in a loop that takes you to Small Business option and then back to homepage again. It is impossible to continue and set up an account or get to an existing account. I have been trying to continue for wks now with the same result. Is anyone ever going to fix this problem???	2013-11-12 11:30:36
3059	I have made 5 calls to you today and it still isn't working. The links don't work. Infuriating. Also put on quieter, calmer music while I wait. Also my 4th call disconnected and she never called me back and i had to start all over again.	2013-11-12 11:32:52
3060	After spending 10 minutes to establish my account, when I get to the application part when I begin to input my information and shop for a plan I keep getting this message on the screen "dummy." I already feel like a dummy since I have health insurance for which the price is now going through the roof and I have to now shop for an affordable plan, seeing "dummy" on the screen isn't helping. Moreover, I cannot get any information on the plans available or the price for said plans which is my primary reason for visiting the website. Thoroughly unhappy with my experience.	2013-11-12 11:34:17
3061	I cant make an account	2013-11-12 11:49:04

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3116	Trying to view plans w/o having to sign up and give you my ssn. there appears to be no way to do this. the site is a busy hot mess.	2013-11-13 13:03:36
3117	Once I signed up and signed in, the website is not able to load. It just stays with a blank page. I used IE 8, firefox, and chrome and they all have the same outcome.	2013-11-13 13:04:27
3118	"Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." Please quit your jobs and let more qualified people take your place. Thank you.	2013-11-13 13:37:48
3119	The main issue I have with the site is that the provider (doctor) search doesn't find my doctor. One of the steps when browsing plans is to search for and select your provider. My doctor never comes up, however, there's a secondary site that just does a provider search (link below) and my doctor appears there with all the insurance carriers he participates with. Here's the link to the secondary site labeled Maryland Health Connection Provider Search: https://providersearch.crisphealth.org/ My doctor is _____ and he's been my doc in MD for many many years.	2013-11-13 13:37:52
3120	I have tried chrome, firefox, and safari, all the most updated versions and my IOS is updated as well. Still I cannot get through.	2013-11-13 13:39:46
3121	After six weeks still an atrocious website that does not work. Scripts fail, menu items don't work... Login and press on assistance. Message comes up saying one must have an account and login to seek assistance, but that was already done. Guess one needs to move to Kentucky to find a state that knows how to set up a functioning website.	2013-11-13 13:43:10
3122	I would like to know how I can successfully make the first payment either with MHC or CareFirst. Neither wants to take the first month payment even though I have an approval ID# Why is there no payment set-up on your website? Any business would make sure that money can be received. When will I be able to make the first payment and how. Please do not tell me to pay CareFirst. CareFirst has my approval ID# but can not take payment until MHC gives them everything needed. I would think that payment would be priority in any business. So, why is there not a link on your website to make payment? Thank you.	2013-11-13 13:48:56
3123	I am a return user. There should a log in option somewhere to enter in user name and ID info with out clicking from one screen to another an still get no where. There should also be an option to better select a health insurance provider. I would prefer that you use the FEDVIP website as a model.	2013-11-13 13:53:04
3124	Setting up account with password and login was great! easy to understand, etcetc...then when I try to login, white screen of death...nothing...using Windows 8 Google Chrome.... no message nothing...just white screen. So no idea what to do.	2013-11-13 14:05:59
3125	Finally successfully created an account and got a confirmation email. When I try to come back and login to apply, it accepts my login and attempts to load this page: https://prod.marylandhealthconnection.gov/CitizenPortal/application.do but when it stops spinning, it's blank. White screen. Nothing there. If I click the 'back' button to try again, I get looped back to the 'Individuals' page, click "Get Started", get the pop-up disclaimer about site work, click 'Get Started' again, and it loops me back to the 'Individuals' page. No more login popups appear, but there's no option to 'logout' either. I'm using Chrome, which it says is supported. I had been using an Incognito window, so I tried it in a regular window. Same pattern of blank screen, then looping there as well. I'll try again later.	2013-11-13 14:10:19
3126	The reason we cannot yet sign up is because our family doctor's practice has not yet had a look at the plans and have not yet decided which ones they will accept!! This could have been done earlier, no?	2013-11-13 14:34:45
3127	All I ever get is "Online Identity Proofing service is currently not available" - when is it available?? Why not tell us, the customer, that the site isn't working and save us the keying of information that is just wasting our time? Your "news & events" never talks about the problems with the site - just that things are being fixed. Great - get things fixed. But is there a reason why you're not informing us?	2013-11-13 15:02:06
3128	your system is useless and customer service is as well	2013-11-13 15:05:40
3129	I try to log in after setting up my user name and password and all I get is a blank white screen.	2013-11-13 15:22:00
3130	After signing n, all I get is a blank screen when I try to get started.	2013-11-13 15:28:33
3131	website does not work .cannot apply	2013-11-13 15:31:54
3132	The site is a disgrace! I have been unable to login. Once the login information is entered I get a blank screen.	2013-11-13 15:35:29
3133	Why cant I look at plans without providing my personal information? This should not be necessary unless I wish to proceed with enrollment. I strongly object to the gathering of my information.	2013-11-13 15:35:44
3134	I was able to open an account even though one of the security multiple choice questions had no correct answers; apparently my guess matched your answer. When I try to "Get Started," the browser goes to https://prod.marylandhealthconnection.gov/CitizenPortal/application.do This page is blank. I am unable to proceed. I am using a MacBook, System 10.6.8 and Safari Version 5.1.10.	2013-11-13 15:36:35
3135	I have been verified, and decided which policy I want, but am unable to get back into the sight without inputting my information again. I have a sign in and password, but once when I sign in it wants all my information. Does not seem right to me.	2013-11-13 15:47:27
3136	After multiple attempts at registration over a week, I found many glitches where pages would not load or an error page popped up. Finally succeeded in registering today, but when I click on the "next" button to actually see my options, I continually got a blank page at https://prod.marylandhealthconnection.gov/CitizenPortal/application.do . I give up - 2 hours wasted today trying this with every possible internet browser, Windows 7, broadband connection.	2013-11-13 16:00:25
3137		2013-11-13 16:09:40

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3138	Today I got as far as the "enroll" button on the policy my husband and I decided on. Although the page with all the choices we qualify for showed the costs for both of us, and the individual plan description pages did too, when I clicked "enroll", the next page showed the cost for only one person, me, even though my husband was designated as the primary. I called the customer help number and spoke to (ref. #) who told me very nicely to go back to the beginning and be sure to click "yes" after the question "does the applicant want to find out if they qualify for assistance?" for each of us. Figuring out how to go back to the "beginning" took some poking around and a few false starts, but I finally made my way to the page with that question and answered as instructed. This meant going through the whole application for financial assistance, even though the first time I filled it out, I had learned we wouldn't qualify. Still, I went through it again, but the "Deductible Income Items" (BTW, it should be spelled "Deductible") section for my husband wouldn't let me enter two separate items. I filled it out for the first one fine, & answered "yes" to the question whether there was another deduction. A second deductible income item page came up, but the fields were not blank, they contained the info from the first one. I changed them to the info for the second deduction. This apparently changed the first section, because when I got to the summary page there was only one deduction listed, the second one I had entered. I went back and forth between those two pages for deductible income items and the summary page numerous times (which is rather arduous, as you have to click through many pages even if using the section buttons on the left) and the same thing happened at least five times. So I gave up for today on getting the form to register two separate deductible items. I did have the same problem the first time I filled out the form (back when I first found out we didn't qualify) but that time I had eventually gotten it to register both items. This time I couldn't get it to. That was the only section of the form that had this problem, BTW. I had to enter two forms of "income" for myself, and entering the second set didn't change the first set. In case it matters: I am on a Mac, running OSX 10.6.8, and using Safari 5.1.10. I decided to give this feedback and stop for today, in hopes things will run a little smoother tomorrow. I want to be sure to express my LACK of anger! I am a die-hard Obama supporter and am delighted to be able to switch to the newer, far better, cheaper policy I found on the exchange site. (Would prefer single-payer, but baby steps, right?) I will keep trying until it works, and meanwhile I am happy to take the time to give detailed feedback so you-all can get the MD website working smoothly. Unlike the right-wing talking heads, I understand how massive this whole undertaking is, and I am grateful to live in a state that is cooperating with the ACA. Thank you!	2013-11-13 16:10:18
3139	I created an account. I got a confirmation page that said I was successful in creating an account. However, when I tried to sign in, all I got was a blank screen. I called customer service. The representative I spoke to suggested I try another browser. That didn't work. Then she said to delete cookies. That didn't work either.	2013-11-13 16:19:40
3140	Health.gov offers the options for either Health or Dental Insurance, however if you live in Maryland you have to use this stupid website. This website does not offer the option for either/or (Health or Dental). This site then is in direct opposition to Health.gov. When I went to create an account, the identification section rejected my entries even though they were correct which then forced me to have to call and get in a long waiting line to be answered. Then because I have Medicare I find that I can not use the exchange at all even though Medicare does not offer dental insurance, what kind garbage is this. This site needs work just as much as the federal site, Maryland get your act together!	2013-11-13 16:27:42
3141	Lack of correct and informative information. Difficult to navigate. Website needs a lot of rework.	2013-11-13 16:35:24
3142	Hi, After 2 1/2 weeks of 'disabled' account problem you guys/gals fixed it. I went in and started a resume application from where a Navigator I went to at the Annapolis Library who helped me enter all data) left off. I finished myself this morning. Submit, Enroll ... then last signature screen says to type in name and that's my app in the system ... but it would not accept ME and I have found out it wanted name and secret numbers ... she had started the app at the library under my account. Now, out of the blue, I saved and exited to schedule with a type in the signature. Well ... all of a sudden the resume application (when I sign back in) has an unfinished at dated 11/13 (today). My original resume app was 10/8 when I first created account. Who cares, right ... but it nuked my whole app's data what I did with Gone. It now is starting a BRAN NEW APP. How could that happen ... I deleted NOTHING. Just save and exit and get in touch with jady Side MD. * it's been rough for all ... roll outs are difficult ... much progress was made lately by the tombstone shift guys/gals ... KUDOS. I know this is not easy ... You are all going to make it ... Good Job.	2013-11-13 16:47:10
3143	Very dissatisfied. This is my third time trying to get on the site (after many attempts during October). I could not sign in and the form would not allow me to submit a "forgot username" request. Very unhappy. I desperately need to sign up for healthcare and I can't do it!	2013-11-13 16:55:18
3144	after signing in only a blank page which never loads. Both yesterday and today...	2013-11-13 16:55:41
3145	Not able to get on website at all. Could not get past sign in page. Just spoke with on the phone and she was very helpful and has submitted a technical request.	2013-11-13 17:00:57
3146	after logging in as individual/family the site goes to small business/get more info. It is impossible to get to any information regarding individual/family.	2013-11-13 17:59:04
3147		2013-11-13 18:55:04
3148	I was not able to create an account and was directed to call the Connection. Turns out that the server is down, so I will try again tomorrow. NOTE!! I agreed to take the survey after my phone call to the Connection. The survey stated that I would hear 4 questions related to my experience calling into the Connection. I answered the first 3 questions, but I accidentally hit the response number twice on the third question. I was then thanked for my responses and the survey ended. It appears that the fourth question was answered by the accidental entry, even though the fourth question was never read to me.	2013-11-13 18:56:22
3149	I am a MD small business owner (22 employees). I was disappointed that I could not access the marketplace and view options/comparisons that may be available to my company without a third party administrator until April. I am my company's administrator and I do not want to wait until the last minute to make the best insurance selection for my employees. By April I want to confirm my selection based on my research, & press the button for a selection. Under the "help" Q&A, it may be a good idea to explain to small business owners why they must go through a third party administrator to access the marketplace prior to April 2014. Many of us do not use third party administrators. We can't afford it. Thanks ----	2013-11-13 18:58:02
3150	When I click "Get Started", all that loads is a blank page with nothing on it. https://prod.marylandhealthconnection.gov/CitizenPortal/application.do Is the address that I am referring to.	2013-11-13 19:55:13
3151	I have been trying to sign up for over a month without success.. Every week I call and every week I get a new incident number to fix a problem I am having. Finally last week, a new incident number that was supposed to wipe out all information and my ID and password so I can start over..I just checked today and the old info is still there.... I CAN'T DEAL WITH THIS MUCH LONGER... FIX THE PROBLEM NOW!!!!!!!!!!!!!!!!!!!!!! Thank You!	2013-11-13 19:55:42

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3152	I've been trying for the past 2 weeks to enroll but the website cannot verify my information and requests that I call. Reluctantly, I tried calling but the number is always busy. Please fix this website, it's embarrassing. I should be able to enter my information and get information I need online	2013-11-13 19:59:44
3153	can't get thru just want to reset my acct	2013-11-13 20:01:58
3154		2013-11-13 20:58:26
3155	This is the best you can do? Fucking LAME. Are you being paid to fail here? Fix the goddamn website.	2013-11-13 21:15:03
3156	When I tried to create an account, I could not get past the screen that said it was unable to verify my identity.	2013-11-13 21:23:15
3157	I am completely computer literate in PC and Mac. I have a MENSA (GENIUS) IQ. THAT MEANS IM VERY SMART, SO PLEASE DONT TALK DOWN TO ME! YOUR SITE SAID MY IDENTITY CANNOT BE VERIFIED, AND TO CALL A PHONE NUMBER. WELL MY HUSBAND HAS TO SIGN ME UP FOR HIS INSURANCE AT WORK...TOMORROW, OR THEY WONT LET ME SIGN UP, PERIOD. I WANT TO COMPARE COSTS OF HIS HEALTH INSURANCE COVERAGE AT WORK WITH THIS NEW MHC COSTS, BUT I CAN'T BECAUSE YOUR SITE IS INEFFECTIVE.	2013-11-13 21:34:43
3158	Your website keeps saying it can't verify my or my husband's identity which makes no sense. I need to make an account so I can get health insurance, but I can't even create one.	2013-11-13 21:54:01
3159	Very confusing. State of Maryland doesn't recognize my info? Funny they've been accepting my taxes for 40 years.	2013-11-13 23:37:29
3160	This is a piece of crap	2013-11-13 23:40:45
3161	Web site: - throws an error when I tried to purchase insurance - won't allow me to enter in additional dependents - when trying to purchase insurance the prices of the policies increased I gave up on this web site. Everytime I come here its a problem. I have to enter in all the informational every single time. Easier to go to carefirst web site. Most likely problem is with MD officials who are unqualified to hire the correct contractors to develop this web site in the first place. Hopefully will not have to use this site again as I am going directly through carefirst.	2013-11-14 04:42:23
3162	i have been trying to finish my enrollment for the last two day have yet to do that this is the worst ever. i am losing my health insurance at the end of the year and not sure if i will get enrolled my then. WOW REALLY	2013-11-14 06:02:13
3163	I was able to create a login yesterday, but have not been able to get back into my account so I can look at plans and pricing. There is no way everyone in Maryland can get this done by the end of the year when no one can get in (! have talked to multiple displeased people). When can I get in? I am even on at 6:30 in the morning hoping that it won't be too busy.	2013-11-14 06:36:53
3164	The website was only difficult to navigate because because pages would not load correctly. and I do not have the ability to enter all my information without being reloaded to the main page. Operating Windows 7 and Microsoft Explorer. I guess the website problems did extend to the state level :/	2013-11-14 07:51:57
3165	This site does not work	2013-11-14 07:55:23
3166	On your fact sheet page, download links for Spanish versions were not associated with the content they belonged. The download link appeared below the line and looked like it belonged to the next fact sheet topic. Here's the page link with the problem. Your Welcome! BTW, I did not <u>look long</u> but I could not find a plan/rate comparison page where I could compare certain coverages and costs. http://www.marylandhealthconnection.gov/health-coverage-resources/health-coverage-fact-sheets	2013-11-14 08:49:38
3167	I can not get past the identity proofing-which is always unavailable to me. Calling in does not help they also must wait. on another application I can resume the application it says to click on link to modify or change information and it will not open There is no fax number easily located to send documents Feeling very frustrated of a program I completely support and proud that Maryland is supporting	2013-11-14 08:54:04
3168	Unfortunately your website still does not seem to work. Surprisingly, I can't reach anyone when I call for help.	2013-11-14 09:46:36
3169	I started the application process yesterday. I created an account, got as far as verifying my identity. It said the next step was to get an email.. I did not receive an email to continue.. When I try to go back in, I either get a blank white screen or in a perpetual loop of being taken back to the home page screen and can get no farther.. Same thing again today... I even changed to the Firefox browser.. That did not help either.. So now what are we supposed to do?	2013-11-14 10:04:01
3170	I am specifically looking for dental insurance for my son who is 22. He was on my dental plan but when he turned 22 he is no longer eligible. I was on the Maryland Health Connection website to look for dental insurance but was not successful. There should be a way just to browse insurance plans before signing up. I also did not get a satisfactory answer from customer service about dental insurance.	2013-11-14 10:34:23
3171	The navigators all need to be on the same page - for example, I have received different types of information from various representatives regarding just one specific issue. The processing system is still frustrating. I am still waiting on my eligibility information - from the mail. I was told I would have received it within two weeks upon submitting my application - well it is almost a month. The Maryland Health Connection appears to be doing okay but there are still glitches which still impedes an applicant's progress. again very frustrating.	2013-11-14 10:34:46
3172	So after about 15 minutes trying the site (again) without any answers, I tried a simple phone call. Twenty two minutes with hold music, only for the line to answer, then hang up! Really?? What a JOKE! MISERABLE waste of my time again! SO DISAPPOINTED!	2013-11-14 11:11:15
3173	Unable to finish my application since the Medicaid questions are stating I've entered no data field, when I've replied 'No' consistently on two different computers. Fix it.	2013-11-14 11:18:34
3174	After weeks and weeks of trying to apply for health care and after waiting for two days of down time while you guys performed website maintenance and updates, and after several "Feedback" attempts where I informed you of the issue. . . The "Next" button link is still broken on the "Tell Us About Your Household Income" page. [Still getting "Please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator."] Hey, I'm a staunch Democrat, I think President Obama is great, I have been turned down for health insurance and desperately want to sign up. How hard can it be to fix this link so that I can proceed with my application?? Give me a break. Is the problem your ability to work with Comcast or Safari? I don't know but I have NO difficulty with any other website. I sign up by phone if I have to, but would like you guys to fix this issue no only for myself, but for the thousands of people like me who want this to WORK! COME ON!	2013-11-14 11:18:57

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3175	I was logged in earlier today and I was kicked out when going from one option to the next. Tried to log back in and the log in page was never presented. It kept circling back to the "get started" page. I called and spoke to _____ in customer service. Very pleasant person, but unable to help me. The call center is great. IT is the only dept that has never called me back despite having an incident number _____	2013-11-14 11:38:44
3176	where is the button to actually enroll!!! the website keeps sending me back to "get started" but I can't sign up! Very frustrating	2013-11-14 11:42:50
3177	I have tried to use this site since it was launched, I still have not been able to finish and now I am locked out. When I try to get my user name after putting everything in it just goes nowhere.	2013-11-14 12:20:04
3178	I can not find out how much plans cost and I do not want to provide information. HealthCare.gov can at least do that, and gives me an idea on the cost of the plans. Also the resources does not tell me anything about co-pays what is covered, and how much 40% will actually cost.	2013-11-14 12:27:17
3179	Isn't this ever going to work, I want to check rates but cannot get past the name and address. Been trying for a week. My insurance has been canceled as of January one, due to the ACA, and now I am in limbo. Please advise how to proceed. If Gov. O'Malley wanted to check on his rates I bet he could get it done, so why can I not do this.	2013-11-14 12:28:57
3180	This is a silly web site. Why can't you have it set up so that we can input information pertinent to our income and family size and get an exact rendering of costs based on the plan you use? Instead there is this ridiculous sample PDF that tells me nothing. I think it even says it might not be accurate. I do not want to give any personal information to this web site without first knowing what it will cost to participate.	2013-11-14 13:02:43
3181	Why do I have to create an account to look around at the different healthcare options?	2013-11-14 13:17:29
3182	Your site asks me a few questions, I click Next and then it hangs forever. Plus you've got a bunch of info on the home page I couldn't care less about. I couldn't even figure out how to get started and once I did, it didn't work. It's very hard not to feel contempt.	2013-11-14 13:28:41
3183	I was unable to navigate around the site. I was kicked out to the beginning and now I keep logging in and being taken to the home page and going no further	2013-11-14 13:44:26
3184	I attempted to correct my account as it has me registered as a male and I am a female. I looked all over the website and couldn't find a way to correct. So I called the 855# and the rep told me there was no way he could correct it either. Makes no sense that tech support can't help with an account correction. This was my experience enrolling as well. The rep did not tell me to type my name exactly as I file my taxes. Instead they told me to go to a walk in center which took me 30 min to get too and 3 seconds for that rep to tell me to type my middle name out instead of using my initial. Creating unnecessary frustration. Also not being able to estimate a time of ticket resolution is not customer friendly. Ticket _____	2013-11-14 13:57:23
3185	As with the other day, cannot select "no" as answer to "Does anyone in household have medical bills from past three months?" also, successfully completed form at one point by switching browsers, but got error code that there are two applications submitted (phone help told me that there are actually no applications submitted) and my application cannot be successfully submitted.	2013-11-14 14:01:28
3186	I started the FIRST page and I was not allowed to go any further - they said my Social Security number was invalid. I typed it 5 times exactly how they have it on the card and it continued to tell me it was invalid	2013-11-14 14:01:57
3187	How much longer will it be before I can sign up for health insurance through your exchange. I couldn't get past the first page.	2013-11-14 14:11:33
3188		2013-11-14 14:21:34
3189	I created an account, got an email confirmation, tried to login and each time I enter my username and password and hit "login" it just wipes out what I entered so I can't login. Also, there is no "LOGIN" link on the homepage -- I had to go through several screens to get to a login page. That's a BASIC website feature -- why isn't it included in your design? I understand there are issues with the federal site but thought Maryland was ahead of the game. What's going on?	2013-11-14 14:41:52
3190	Applications - States to please click on links - it's blank! Tried filling out another and it's STILL blank	2013-11-14 14:48:26
3191	it freezes and loses my place in the app process. it won't let me go back without having to restart again. now it just keeps taking me to the homepage when I try to log back into my application. I've been on this for 1 hour and 13 minutes and accomplished nothing. When "browsing" plans (which I haven't been able to do since it times out, it also says I'm male, when I've clearly indicated I am female.	2013-11-14 15:17:34
3192	I HAVE BEEN WAITING FOR OVER 5 WEEKS FOR SOMEONE TO CALL ME BACK REGARDING MY HEALTH INSURANCE APPLICATION!!!! Just a little back story, I put in an application online, but ultimately could not go through due to a technical error. Subsequently, I called over the phone to apply with a representative, who informed me at that point that because I had submitted an application online, and over the phone, the application needed to be escalated to the technical team (not really sure why that would warrant an escalation - but ok!). So, I call back in a week, per the representative's instructions, and am informed that it was no escalated properly, and so was informed again by another representative that it would be fixed. I call back again, and am told that there has been no resolution, but that the technical team would call me back to give me a status update. Now, in the 5th week of applying for health insurance via the exchange, I STILL DO NOT KNOW WHAT IS THE STATUS OF MY APPLICATION!!! Surely, I read the news and am aware of the technical difficulties that the exchange has, but after following up for 5 weeks now, I am starting to believe the problem to be one of incompetence rather than "technical issues"	2013-11-14 15:23:03
3193	I could not log on! It would not recognize my username and password, or if it did, it did not leave the log in screen. I also tried re-registering, in case my registration was lost, but it would not process that either. Please let me know how to finish my registration: _____	2013-11-14 16:33:26
3194	You fucking suck!!!	2013-11-14 16:39:33
3195	The website still stalls out before it will retrieve the insurance company plans. It will take you right up to where it says you are eligible for a subsidy and find your plan but when you put in you information it stalls out and will not retrieve any insurance plans. So much for a better site.	2013-11-14 16:50:59
3196	It wont let me make an account	2013-11-14 17:13:53

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3197	The Email Plans link does not work once you get to the page that allows you to View Plans. Although the link asks for an email address and entry of message text, the email does not get sent. Additionally, the Save and Exit function when viewing the plan information does not work. When I select a number of plans and return to the same page, there are no plans listed. Finally, the last login date on the home page after logging into an account shows "Saturday, January 1, 0001".	2013-11-14 17:41:58
3198	Unable to log in. Site reverts to home page after login information is entered. Requested a call back 2 days ago; never heard from anyone, and currently on hold for 10 minutes and counting.	2013-11-14 18:33:32
3199	This is unbelievable! Remember people will die because of this! Good luck in fixing it! Hope theres enough money!	2013-11-14 18:50:45
3200	I have tried to set up an account repeatedly and failed. I have attempted with a portable device and a pc. is there some secret/	2013-11-14 19:04:10
3201	Despite several attempts, I could not set up an account. I keep getting rejected due to "Invalid Social Security Number" even though the number I entered (many times) is correct! I did this using Safari and Chrome on a Mac (OS X 10.8.5). I do not have Internet Explorer. If this is a browser problem, this site needs to support more browsers. A lot of people don't use Internet Explorer.	2013-11-14 19:40:36
3202	I got half way through this application. Now I am ready to pick a plan, and the website doesn't work anymore. Not to mention I had to go through the site twice just to get halfway done because it lost all of my information during an error. This site is very frustrating. This is my 3rd night trying to sign up for insurance and it doesn't work. When can we expect it to be fixed!?	2013-11-14 20:19:41
3203	I have been trying for two months to log on and get health insurance since its a law that I have to have it yet I cant log on. this really is pissing me off get your stuff together	2013-11-14 20:28:28
3204	Terrible website. Look at this website: http://www.thehealthshepa.com/ for how to design a functional website. How do I compare prices between the plans using the MD website. You have the design of the website backwards. Tell me what the costs are per plan then let me compare the options between the plans that I am interested in purchasing. Your website designers should be fired. BTW, I think this concept of Insurance companies competing is good. The MD website does not lend itself easily for comparison shopping. Too much information in a format that is not easy to understand. How do you expect a person of low to medium intelligence to use this website?	2013-11-14 21:03:09
3205	It took me hours to get to where I could enter information, THEN as I am looking at the choices for health care, I can not get back to a main page, I get dumped out, then can not even enter info to log back on line... Just tonight 3 hrs and no where. REALLY	2013-11-14 21:05:45
3206	its not working! this is horrible!	2013-11-14 21:39:01
3207	Fourth or fifth time trying to just create account. Could not complete because of no ID confirmation software. Also, why is the dropdown state menu "below the fold" on main page? MD page much better looking but would be even better if it worked.	2013-11-14 22:25:56
3208	Can you please post something on the homepage indicating the status of the website. I could not log in most of the day and I think it was a problem with the website. It is very annoying and time consuming to be flipping between three browsers and constantly deleting histories and cookies. Just a banner on the front that says something like: "Website providing general information only. Completion of applications and user-specific functions are not operating." or "Website is operating near or beyond its capacity. New logins are disabled at this time."	2013-11-14 23:01:47
3209	Unable to proceed past the initial web page--- individual or small business (let's get started). Selected "individual" but constantly re-routed to the "let's get started" page. Website maintenance between 11pm and 5am? Really???? typing this feedback at 11/15/2013 5:57 am.	2013-11-15 05:57:10
3210		2013-11-15 06:48:34
3211	trying every day and identity proofing is always not available????? What happens if not signed up and good to go by Jan 1 and old policy reset is huge out of pocket??? I am a supporter and I am frustrated	2013-11-15 08:59:37
3212	I understand the growing pains of building such a site in such a short amount of time. That being said; I made it through the process and finding and comparing plans, however, when I clicked on the 'see if I qualify' button, I was kicked out and sent to my dashboard or whatever you wanna call it. There was no pop up telling me "Congratulations! you might qualify for this plan! Would you like to go back and see if you qualify for others?" The most important thing that DID NOT HAPPEN, was there were no plans listed on the dashboard. So the hour I spent going through everything was for naught. I also did not receive an email with the plans I chose to compare and send. One thing to consider, if one is at the process of comparing plans, keep those plans selected and put them on the dashboard. Because, maybe they were looking at this stuff at work and didn't have any more time to look, or maybe they have kids going crazy somewhere and need to come back later... there are a ton of reasons. So when someone comes back, they don't have to go through all of that stuff again, the plans they selected to compare and look at later will be right there. Thus making it easier for people to buy insurance. I'm a UX guy, if you guys are hiring, I need a job btw. Thanks.	2013-11-15 09:06:45
3213	Just kidding about the satisfaction point, I'm just hoping for someone to PLEASE READ THIS!!! I want to sign in. It is not obvious where to do so, if at all. Why should I have to go through the whole process again, THIS IS A HUGE BARRIER TO SOMEONE THAT WANTS TO GET INSURANCE. I don't mean to yell, but it's such an obvious oversight, maybe that's why no one saw it?	2013-11-15 09:10:49
3214	Why is this site not working? Its down more than its up. Websites is suppose to make things casier not harder. I can not get into this site to fill out application, and why do you not have the posted basic rates for each plan not the discount rate?	2013-11-15 09:20:48
3215	This site is terrible - let me view prices before having to create an account, give my social security number and sign a privacy disclosure. What a waste of money.	2013-11-15 09:26:18
3216		2013-11-15 09:30:48
3217	I have a pre-existing condition and I'm a big supporter of ACA. I have tried for over a month to obtain a plan without financial assistance through the Maryland Health Connection and have never been able to make it through the entire process without an error that prevented me from purchasing a plan. I ultimately ordered a plan directly through Blue Cross Blue Shield. I'd like to give the Maryland Health Connection feedback about the numerous problems I encountered in order to help make the site work because I absolutely want the ACA to succeed. Please contact me at _____ for _____ thank you. _____	2013-11-15 09:38:53
3218	Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. Why even bother having me fill out the form if this message is going to continue to appear. Please do your jobs and fix this web site and stop wasting money.	2013-11-15 10:14:09

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3219	Why is there no "forgot your password" link when trying to log in? There is only a "forgot username" link, yet the directions on here say there is a "forgot your password link." Also, why is there no e-mail for customer support?	2013-11-15 10:17:22
3220	More than six weeks after startup, the login process is still badly broken!! WTF? Tried with Chrome, Firefox, and IE 6, 7, and 8. Got my system hacked because bloody Microsoft isn't updating older browsers anymore. Had to reformat my hard drive and reinstall the OS (Win XP). Thanks to your incompetence, I lost almost 2 weeks of work on my desktop. Yes, I do backups. No, I don't do backups of everything every day. Do you? On your home system? Worse than a worthless piece of excrement, your web site is actively causing severe harm to people, because of your stubborn insistence on relying on obsolete and insecure browsers from Microsoft. Get with the program: Chrome has a larger market share, and designing for Chrome compatibility is the correct default. Shame on you, and shame on every single stupid SOB who drove this abortion into the deep ditch where it now lies, upside down and spinning its wheels!	2013-11-15 10:27:34
3221	I have a mac computer After I log in, I am unable to view the health plans. I attempt yesterday, a month ago, and today	2013-11-15 10:29:14
3222	I filled out an application for a family of 4 making \$57,000. The only choice I was given was Medicaid. I went to see a navigator at the Northwest DSS to ask whether this family is eligible for Medicaid and she said absolutely NOT. A family of 4 cannot get Medicaid unless they make \$32,000 or LESS. WHAT THE HECK AM I SUPPOSED TO DO FOR THIS FAMILY? THIS SITUATION NEEDS TO BE EXPEDITED TO THE VERY TOP PEOPLE CONTROLLING THIS APPLICATION. THIS IS NOT JUST MY PROBLEM, IT IS MARYLAND'S PROBLEM. YOU CAN REACH ME AT _____) DISCUSS THIS CRUCIAL, POSSIBLY CATASTROPHIC MARYLAND situation.	2013-11-15 10:32:21
3223	Why do you discourage people from applying for health insurance? For 3 weeks I keep getting this useless error message when I try to complete my application, "There was a problem processing your application. We could not determine your Tax Credit due to system outage." Several times I've used your feedback form to report this problem and to ask you in the Consumer Information Update section of your website to explain what this error message means and when the problem will be fixed. Two of my friends also have the same problem. But you leave all of us in the dark about why we can't even complete our applications. Maryland is acting like a Republican state that wants to kill the Affordable Care Act.	2013-11-15 11:05:31
3224	You guys suck. I cannot login to my account. Look what you did. You screwed it up really bad. This was supposed to be the big accomplishment of this administration. All you IT people should get fired for your poor job performance.	2013-11-15 11:26:00
3225	When trying to open account the following message came up: online identity proofing service is currently unavailable". I then called the number given for assistance and was on hold too long. I have other things that need to get done.	2013-11-15 12:12:01
3226	I've been trying to create an account every day since October 2, 2013. It's now November 15, 2013. That's 45 days, and I still get the same error message, "Online Identity Proofing service is currently not available. Please try back at a later time." My insurance with MHP expires in December. When the hell is this site going to be working?!	2013-11-15 13:01:02
3227	Cannot create an account after trying multiple days, different times of day. Customer support not very helpful. Did create a ticket, but was told to check the site in future to try to create account, and to call the support number back if no luck. Not a very good experience, especially since my current policy has been canceled!	2013-11-15 13:13:47
3228	People need this site to work. Even our county navigator could not supply us with pertinent info. For all I know this may not even be sent as I could not email myself information from the web site in order to print it. No one answers the phone to get assistance either.	2013-11-15 13:27:34
3229	I was continuously signed out and taken to pages which deadended and then was unable to go back again forcing me to sign back in. My first application was lost and I had to re-enter all my information a second time. Apparently among all the signing in and out I enrolled myself in medicaid 3 times. I cannot search for or select a pcp when I try to and that results in me signing out as well.	2013-11-15 14:33:52
3230	Can't create an account after dozens of attempts over a month long period using different browsers and trying at different times of day.	2013-11-15 15:03:36
3231	I can't remember my user id. I attempted to recover it by filling in the info, however, when I click 'next' the screen freezes a bit and then returns the cursor to the top box (first name). I've called the help line. I've been escalated up. But 6 hours later there's been no response. This is a simple technical glitch, not a complex health coverage issue. Someone should be able to help me asap.	2013-11-15 15:14:19
3232	Unable to prove my information. When will this be available? Time is getting short.	2013-11-15 15:33:27
3233	I do not like giving all my information first. I should, being a Maryland resident, able to look over the plans first. It has taken 3 different days and I'm still not able to get answers, and I do not have a very good feeling about the security of my information. So much so, I've contacted all my credit cards, banks and contacted our lawyer. The questions I was asked on the phone and the lack of answers given by the person I spoke to did not set well.	2013-11-15 16:03:11
3234	The tech wizards eliminated the link to allow me to retrieve my password, and after 3 attempts I was--naturally--locked out. Way to go tech wizards!	2013-11-15 16:03:45
3235	The Consumer Update Page is not evident and you need to put it in the search box to find it which also was not working properly. I have yet to receive the verification of my account and therefore I cannot log in yet to sign up for a plan.	2013-11-15 16:34:00
3236	My account was "temporarily" locked out because of invalid password attempts. I waited a few hours and still locked. Don't know what "temporarily" means to you. I decided to try to reset my password. Problem is the link does NOT appear on the login page. I was able to find the link in the .html source and successfully reset my password. One would think resetting the password would "unlock" the account. NOPE! Instead of calling with this problem, I was going to send an e-mail. Problem is, there's no place to send an e-mail for support. Please consider the above when making the next round of changes to this site.	2013-11-15 16:38:27
3237	Was unable to set up an account to view plans. Called the 855 number for assistance and the operator/agent Cynthia was super helpful and very nice. She set up the account via her portal. Unfortunately, there was 5 or 6 I wanted to compare, but only allowed to do 3 at a time. So selected 3 and printed it out. When I went back to try to compare and print the others, I was unable to get in. Will try another day.	2013-11-15 17:15:31
3238	I am case number _____ /ill continue daily attempts to get in.	2013-11-15 17:23:13
3239	Successfully activated an account but couldn't log in. Called help line and did not get any help. We did however receive a incident report number which was given to tech support. Was told to try again at another time. Asked how long it would take and she did not know. This is a complete mess!	2013-11-15 19:23:38

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3268	Although I created an account I can't log in. I have tried logging in using Firefox, Chrome and the Safari browsers. Nothing works, not even at past 11 PM on a Saturday. From a software design viewpoint, the design of the site is wrong. First there is entirely too much stress on the glitz of the site, which is unimportant as you have a captive audience. Way too little focus on basic functionality. Also one shouldn't even need to create an account to compare health care vendors. An account should be needed to verify discount eligibility and for final commitment to a plan, but one should be able to explore without it. So now I have an account, but can't do anything with it.	2013-11-16 23:16:51
3269	It is 8am and your message says the system will be down until 5am. No one has a problem with maintenance but there is an issue when you do not update messages to keep people informed. This is just sloppy administration of a web site. Get your act together.	2013-11-17 08:01:10
3270	I've tried forty+ times since October 1st to enroll and I've never been able to establish an account. It always says "Online Identity Proofing currently not Available", but I hear that other people are able to establish an account. Is this about me, my computer, browser, or the website???? Please provide more information about this specific error in your published facts!!!!	2013-11-17 09:40:09
3271	Day three of trying to access login for application. Still no luck. Spoke with two representatives. Given an incident report number _____ with no time line to be fixed. This is nothing but a complete pain.	2013-11-17 10:24:05
3272	Please Help!!!?? The customer service rep I spoke to today tried hard to help me, but I am dismayed. I created an account October 4th. My name was misspelled so I tried to correct it and could not. So I started all over again, and made a new account. I guess that is the problem. Now, one account has been deleted, but the original account, with the misspelled name will not let me submit my application. It always ends with error code 0005-L2. When I call for help, I am told that error code means I have two accounts and one must be deleted. I have called 3 times in 3 weeks. But I do NOT have two accounts any more. My insurance with MHIP runs out Dec 31st. I first applied to the marketplace Oct 4. I am beginning to panic!!!! Please help me get registered!!!!	2013-11-17 10:34:59
3273	Got to the point where it said I'm qualified for assistance, painfully, and then tried to continue to purchase/choose a plan and nothing happens, it just seizes up!!!!!!!	2013-11-17 10:44:47
3274	I have been attempting to enroll online for five days. Each day I have received messages after completing my initial information, and creating a username and password that the request was not processed. I called the call center twice, and they could not help me. This is very frustrating. Please either email me at _____ or call me at _____ as I want to set up a username / password so I can view individual plans online.	2013-11-17 11:35:45
3275	Can't log in. Have tried many times and it is hit or miss. Today is all miss.	2013-11-17 12:43:25
3276	1. Main issue I have with the website is a total inability to determine if my data is protected by encryption. Nowhere do I find any representation of this and I'm always very leery when a site asks me for my SS#. Why not provide confidence that I am protected from identity theft by verifying encryption? 2. In attempting to log into to an already established account I was locked out due to incorrect login name or password. When clicking on 'forget your username' link I was instantly taken to a screen to restart my entire login process. All I wanted was a reminder about what my username was. 3. When I completed my application on Friday and hit 'submit' my screen went completely white. I have no idea if data was submitted, if I need to start over, if the insurance company will contact me, or whatever. A crash like this not only fails to adequately communicate what happens next but actually leaves me doubting that anything worked at all. BTW - this was my second application. The first failed as well, and your customer support suggested I simply start over by creating a new account from scratch. Hmmm..... 4. Hope the website works well enough that you actually receive my feedback.	2013-11-17 13:01:54
3277	I cannot sign up. It says my signature does not match my name. (It does) Today (I try everyday to enroll), it only enrolls my husband, and not me. Sigh. Is it ever going to work???	2013-11-17 14:41:45
3278	The site would not allow me to register. And by phone I was informed that a representative would be calling back. It was quite discouraging.	2013-11-17 15:53:43
3279	I accidentally selected Yes to my son being a native american. When I tried to go back to change it I can't get back there. When trying to skip to his name from my daughters name it tells me to enter a phone number but there is no box to enter a phone number. This site is busted.	2013-11-17 15:54:36
3280	I just registered, and although I registered as a female, the site has me listed as a male. I'm not a male. Other bugs are present as well - submitting a form and the form is then empty, no fields to select from on a question, things of that nature.	2013-11-17 17:50:56
3281	I am horrified. I am trying to provide information to the site in order to shop for a plan. When I provide information to the four questions in the "Getting Started" area [Birth Date; Do you use Tobacco?; Enter zip code; and Do you want anyone else on your plan?], the profile comes up that I "use tobacco"! DO NOT USE TOBACCO! Even when I go back and REPEATEDLY TRY by answering "NO", it still comes up "uses tobacco". Again, I am HORRIFIED by the site somehow "saying" that I "use tobacco" when I don't. This information is wrong and incorrect. There is no way for me to correct this in order to move forward on this website. I will not supply false information to this website and there is no provision to correct this very important information. I am supplying this comment with the expectation that someone will contact me back so that I can move forward. It is Sunday and when I started working on the site it stated that I could call 855-642-8572 if I had questions. Of course I had questions because I will not supply false information nor can I move forward with that same false information supplied.. No where was it listed ALONG with that Customer Service number that the offices are closed on Sunday after 2pm. After calling the number I discovered I was out of luck for today (as it is now after 6pm. I started working on this around 4:55pm today. Only after digging around on the website did I discover that the hours are posted. The hours of Customer Service should be IMMEDIATELY made available on the website and if Customer Service hours are "closed" it should be IMMEDIATELY AND READILY apparent on the front page of the site. Please contact me at my email address. _____ - I want to make sure that a human being has receive this email and understands it. Provide a contact number and name for yourself. I am not sending this message merely because I am dismayed. I am certain other individuals have encountered this same situation and it MUST be addressed. I want to know who I talk to in order to make sure my information is correct. I am very irritated by this and it is not a minor inconvenience. Everyone's circumstances are different. Thank you for reading my message. Please forward this to someone who will do something about this and be accountable.	2013-11-17 18:15:51

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3282	This website is a disaster and whoever designed should be fired. I have been trying for over an hour and a half to simply get rate quotes. I am registered and the website tells me I qualify yet everytime I get to the screen about "my health" it freezes. All I want to know is what my options are and how much it will cost so I can sign up and buy insurance. I DO NOT need a over load of information about the exchange. It is obvious there were no focus groups used to test the layout of the information. I want the simplest most basic information and after 90 minutes can't get it. This is an absolute joke and whomever designed it and approved its release should be ashamed of themselves for allowing such a poor work product to go live.	2013-11-17 18:17:04
3283	Could not log into my account because when clicking log on would not show up the login page. tried using both internet explorer and google chrome for the same thing and still could not log in. I have been trying for 3 weeks to get through.	2013-11-17 18:57:23
3284		2013-11-17 19:08:41
3285	with zero dependents and given my birthday in the 20th century, why did all the plans shown me have pediatric dental care? How do I say I don't want that? What about other pediatric stuff I will never need and pregnancy issues I will never face, not at my age. How do I get those eliminated? Thanks	2013-11-17 19:40:51
3286	I am still unable to create an account, and keep getting the message that online identity verification is unavailable when I try. When will this be fixed?	2013-11-17 20:09:19
3287	I finally got on line and filled out my application for insurance with the Maryland Health Connection. I have been going on line since the start of October, 2013, but couldn't get on line to fill out an application, until today. The form I filled out on line is the same hard copy form that I submitted to Social Services in Hyattsville, Maryland on November 4, 2013. The Navigator said that she would take my form and submit it to the right people at your firm. They said I was to receive a packet in the mail for further completion and documentation. I am in anticipation that my spouse and myself now qualify for Medicaid once more, since our income is \$18,000.00 a year for the two of us. My husband's insurance will be expiring in December, 2013, as MHIP plus is closing their doors. Because my husband is in remission of colon cancer, his need for health insurance is so important to me and our family. I thank you in advance that whatever insurance is chosen for us, it will be truly in our best interests. Sincerely,	2013-11-18 00:22:34
3288	The website does not give you the option to email customer service. It would make it easier if that option was available. That way, it might be quicker to get a locked account unlocked. I have been trying to do that by phone for over a week now.	2013-11-18 07:49:49
3289	I feel very fortunate to have access to employer-provided healthcare after this site has tormented my husband and me for over 2 weeks (as we tried to comparison shop before the employer's open enrollment ends). There are glitches at every turn, if you can even get the site to load at all. I'm grateful a phone rep was finally able to get an account started for us, but then it took several days of attempts online to continue the process to get to point where we could comparison shop, and I highly doubt that info is accurate since the system won't let us adjust the profile to have us as the correct sex, provide the correct financial info, etc. I know this is a work in process, and I hope things improve soon! This is very discouraging (and we support the AHCA!). I also found our options to be anything but affordable, but I'm hoping that is due to our inability to provide accurate profile info!	2013-11-18 09:22:02
3290	I forgot my password and your website does not have password reset mechanism. Almost all high security websites like banks, hospitals etc. have it. This is very basic to have and I don't know why the IT team has not built this in the website. Also, I called to see if you have any phone support to help reset my password and I was surprised as to how much of bureaucratic steps that they have to escalate the call after collecting personal information for contact #, email, MD health connection ID etc which took more than 10 minutes just to find out that they could not reset my password and I should await for an e-mail or phone call, what a waste! Whose idea is it not to allow password reset? You should build as high security measure (verification if the right identity) before resetting but this seems a wall is built even for the right individual not to access his data when he needed it. Please correct this. I also called Friday and put my call back number since it was suggested due to high volume of calls but no one contacted me back. Please verify if your call back feature works properly. Thanks,	2013-11-18 09:49:29
3291	I have tried to create a username every day since October 1. What is wrong with this site? I do not want to call anyone or stand in line at some government building. I want to use this website to shop for better insurance.	2013-11-18 10:21:23
3292	Why is the Medicaid Fact Sheet only available in Spanish?	2013-11-18 11:07:41
3293	it wont let me make an account	2013-11-18 12:06:13
3294	I have tried to apply for several weeks via online, fax, and over the phone. All of my attempts have been without success. Today, I was able to create a log in and password. I was in the process of the application and it stopped working and and started to error out. I began the application process a second time and was able to get it completed. However, when I called to ask questions I was told that I have to wait a few days. This has been a very time consuming process with no feeling of accomplishment to date.	2013-11-18 12:11:29
3295	I have left my number with you twice and no one calls back. Things I would like to know - Is there any advantage for a couple to sign up as a family rather than two individuals? - What are the consequences of estimating 2014 income too low and then later finding you do not qualify for a subsidy? - If you estimate too high and your income later qualifies for a subsidy can you still get a tax credit? Why don't you put some more detailed information somewhere in the site so people can figure things out, especially since no one answers the help line	2013-11-18 12:16:14
3296		2013-11-18 12:27:20
3297	I have registered an ID and password. They are valid but the system rejects them at logon everytime with the following message: HPDIA0200W Authentication failed. You have used an invalid user name, password or client. IBM says HPDIA0200W The IBM website has an explanation for this error: As the user name and password should be correct, the certificate must be invalid. Resolving the problem Replace the certificate in the application server's keystore file (PdPerm.k) using the following command: java com.tivoli.pd.jcfig.SvrSslCfg -action replicert -admin_id admin_user_ID -admin_pwd admin_password -appsvr_id application_server_name -cfg_file path_to_PdPerm.properties Restart the Websphere Portal application server to take effect. Can you do this? My logon ID is _____, My telephone number _____	2013-11-18 12:33:59
3298	I can't register - I read the password requirements and no combination let's me successfully enter. I've tried several browsers, several password types, and cannot register. Also, your survey above should include options for N/A - not all of them apply.	2013-11-18 13:27:59
3299	Should post a message that site is not functioning so that consumers don't keep attempting to do something over and over.	2013-11-18 17:52:28

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3300	There is no reason that a person can not shop plans and rates with out enrolling. Does retail websites ask for your information before you make a purchase? So why should this site?	2013-11-18 18:11:12
3301	What plans are offered by the state?	2013-11-18 19:51:14
3302	I have signed up twice and was "verified" but when I went to log in to resume and review plans I was unable to sign up so I created another account and now its says its "unable to verify" me. I didn't forget my username I forgot my password however there was NO option to retrieve your password only the username. This is VERY frustrating. Also for working individuals your times to contact a "live" individual is not convenient.	2013-11-18 20:04:20
3303	In twenty years of using the Internet, I have never seen such a horrible website! What was the state doing the last few years to prepare for this?! The answer, apparently, is that nobody did anything. This website is worse than ones I used in 1994! If I could move out of this state today, I would. Six weeks I've been attempting to work through this website. I even mailed in an application. Have I gotten any response back? No. This state government is shameful!	2013-11-18 20:45:20
3304	Went through the process easily. However, the lowest priced plan offered to me was \$244/month. Way too much for me to afford. Thus will still have to go without health insurance and take the penalty. Thanks!	2013-11-19 02:32:54
3305	I had technical issue and keep calling for 3rd week now and no help.	2013-11-19 07:51:54
3306	I AM NOT AN ILLEGAL ALIEN. I AM A AMERICAN CITIZEN AND I NEED SOME FREAKING INSURANCE YOU JERKS. STOP TELLING ME MY SSN IS INVALID!!!!	2013-11-19 08:32:39
3307		2013-11-19 08:59:31
3308	Register bug - Form does not indicate that an email address is mandatory for registration. The web page allows for a blank entry, and when user navigates through all the rest of the registration screens, the a web page then states that the user should check his/her email for information to complete the process (but the user had left the email address blank in the intial questions) Since user was able to not provide an email address, the user is unable to further use the system or does not know what to do	2013-11-19 09:43:32
3309	I have an account but can't log in because the sight freezes. I applied 3 weeks ago, but have no idea what the status of my application is. I have not been able to see any of the plans offered, so I can not even begin the decision process.	2013-11-19 09:44:47
3310	Please provide ability for user to update: email address, or change password	2013-11-19 09:47:44
3311	I've been trying for weeks to complete my application, BUT I CAN'T. In the household income section of the application, I always get this message: "There was a problem processing your application. We could not determine your Tax Credit due to system outage." I'm applying only for my wife and myself so your website should be able to easily compute our tax credit. Why doesn't your website explain what this error message means, why people are getting it, and when your website will finally fix it? By not answering these questions in the Consumer Information Update section of your website, you are suppressing applications for health insurance. I've reported this problem to you before, and your answer is always the same: silence. Today I noticed you added in the Consumer Information Update section the message, "For coverage effective by January 1, 2014, individuals are encouraged to enroll before December 10 to allow time for premium invoicing and payment processing with their insurance carrier." So just like the Republican states, you are making it more difficult to buy insurance by giving people less time to buy insurance even though your website won't permit us to complete our applications.	2013-11-19 09:47:53
3312	I have been trying for 2 weeks to get passed the first page of information.	2013-11-19 10:58:14
3313	I very simply want to finish my application by signing and submitting and it froze. The navigator cleaned cookies, logged out, and shut down the computer entirely and it still do not take us to the spot where we had completed and ready for signature. It kept taking us to the page that says view enrolled plan????? Ridiculous. This program and application submission is not USER FRIENDLY, OR CONSUMER FRIENDLY at all!!!!!!!	2013-11-19 11:01:09
3314	Still no luck getting through to application {day 6}. Running out of time to get insurance by Jan. 01 sign up.	2013-11-19 11:33:26
3315	Why does resizing my browser window (Chrome) log me out of the site? Why is it so hard to log back in. Using the log in tab does not bring me to a log in window? Why is there no email link for help? Why is there no online support?	2013-11-19 12:45:12
3316	Hi, Why do I need to call in to get my account opened again? Can't I just go through the "answer your secret questions and complete this info" to get access again? Otherwise, why bother entering secret question/answers?	2013-11-19 12:52:08
3317	This concerns the section on Medicaid. The option to "Find a primary care provider" never list any providers.	2013-11-19 13:09:17
3318	For more than one and a half month, I have been unable to get past the identity verification page in order to create an account. Every time the verification fails, I have to retype all the information. I called the help desk a few times and they ran into the same error. This is frustrating beyond belief and I am about to give up on this. Please fix this website ASAP!!!	2013-11-19 13:10:27
3319	I have tried to complete the application since the website has opened and have yet to able to do so.	2013-11-19 13:40:55
3320	Again and again and again. I have tried for days to access the site and see what my insurance premium would be and am still unsuccessful. It's a shame as I am in open enrollment time until next week.	2013-11-19 13:48:19
3321	The website is down whenever applying...I just don't know how to fill the online application any more. I just also asked two of the assistance but the only thing they said, "Keep trying...". It is pretty frustrating. I want to fill and get covered by affordable care.	2013-11-19 13:55:08

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3322	I am a broker, I am on MHIP, I have been educated on this site. I have been on now for well over 5 hours, it has locked up my entire computer so far, it has errored me out multiple times. I have now taken screen shots to give to the media of all the errors. Its horrendous. Page One, tell us about yourself, PAGE 2, first line... "BECAUSE YOU ARENT TAKING INSURANCE..." well who the hell is?? I just told you about myself, you knew my vehicle and mortgage company but Im not the person applying for the coverage? who is? So, I do it, maybe its just to double check my answers, then I turn into TWO PEOPLE. Whats the relationship between the two you ask?? ... "SELF" IS NOT AN OPTION, but oddly your GREAT GRAND FATHER could be helping you? REALLY? Wow, I can only imagine my great grand father being more tech savvy then myself, or anyone for that matter. Your site states under contact information for the primary applicant that oddly then turns into two people on next page. The date of your last LOG IN on your website is the year January, 1, 0001, hmmm, thats not going to look good to people when it does not even look like you are updating the website. Much less its not even a year. No biggy on that one. The site refers to MEN, HE, HIM, not "them" what HIM are you going to contact about my insurance when I am a woman, at least call me an IT, not a MAN. YOU KNOW MY DAMN CAR AND MORTGAGE COMPANY BUT YOU CANT CONFIRM IM LEGAL OR A HUMAN BEING OR A TAX FILER, OR A HOME OWNER?? really? Im not a homeowner but you know my damn mortgage company? REALLY?? How the hell can you know my car and my mortgage company and not know my ssn, my income, or my entire existence?? Why would you even list my car? what does my car have to do with my health insurance?? Well, jeeze, thats all I got thru today for five hours. Im about to go kill myself!!! Thanks. CANT WAIT TO SIGN UP MY CLIENTS!!! Oh thats right, I cant even get myself into the system that I was "trained" at. lolol Jokes on me!!! Good luck IT peeps, I really feel sorry for you. I thought I had a bad job!!! haha.	2013-11-19 14:03:23
3323	after six weeks I still have not been able to shop for insurance plans totally unexeptable _____ reference number _____ home phone - _____ cell phone - _____	2013-11-19 15:21:14
3324	I was able to register few weeks ago. Now cannot log in. I input user name and password but log in failed anyway. Cannot even reset password (cannot find how and where). Cannot retrieve user name. During identification it goes in continues loop and will not let me go to next step.	2013-11-19 15:22:48
3325	Can't get it to show the login screen.	2013-11-19 15:26:14
3326	This website is a joke. I have been trying since OCTOBER 9 to get on. I finally got a username and password and it won't accept it. When I try to use the forgot username feature it just sits there. So thanks to this awful website I cannot see if I can get insurance cheaper than I can at work as I can no longer put of signing up there.	2013-11-19 15:46:24
3327	The website continues to not allow me to select no for an answer to the question if anybody has past medical bills.	2013-11-19 16:05:04
3328	Two days already and I can't sign up! Please, fix this site, I need my insurance right away.	2013-11-19 16:09:19
3329	Nov 19, 2013 My MHC ID is _____ My name is _____ Please contact me at _____ have not been able to complete my enrollment due to errors and application problems. My errors/Tech Help/numbers are: _____ Please contact me immediately to resolve these problems so I can enroll in CareFirst Platinum PPO for my wife and myself. Thank you.	2013-11-19 16:14:22
3330	Was finally able to log on (our app. was recently "accepted"), selected a plan to look at, got a weird assortment of things which didn't make sense, tried to go back, lost everything can't login now.	2013-11-19 17:01:43
3331	VERY dissatisfied. One week later and no one has called or emailed me and I am still unable to get into my account (created on Oct. 15th). This is AWFUL! What is the tech problem? I just want to navigate the various plans and enroll and I CAN'T!!! So angry, so frustrated.	2013-11-19 17:05:03
3332	I go through the entire enrollment process for myself and my family and then on the signature screen I get: Error: An un-handled server exception occurred. Please contact your administrator. I've done this 5 times today! Fix this already!	2013-11-19 17:21:08
3333	Hello, it took me over 15 tries to get past the identity verification area. Once again website security password MUST be different then the other 30 online passwords (which requires a special character). This is the second time I have tried to log on but not sure of three digits in password. Didnt write the password down as that would defeat the purpose of having a password at all. Can my password be reset and email to me a temp password? I called in last Friday after taking thursday night and friday morning to get an ID number. Logged out then back in and would not accept my password. It is one that I use on most of my accounts except for the (special character which is last and only one digit). Username and connection ID# is below. Thanks _____ Your User Name is _____ four Maryland Health Connection ID is: _____	2013-11-19 18:52:45
3334	We were not able to navigate past the registration process. We are eligible for a subsidy yet the only way we can view the plans available is to shop for them without a subsidy.	2013-11-19 18:55:04
3335	I have tried to register 10 times. I called the help center and walked through the process with a helper only to be told the website, which would not allow me to log in, was unable to reset my password. The helper indicated that she would call me back when the problem was fixed. TEN days later, still NOTHING. I tried again today. It still doesn't work. Come on! Get your heads out of your asses!!!!	2013-11-19 20:05:29
3336	I tried to create an account and couldn't. It kept telling me that my Social Security number was invalid. I assure you, it is both valid and was correctly entered - five times using two different browsers (Firefox 25.01 and Chrome 31.0.1650.57 m). Given that, I am completely unable to use your site, since I can't make an account. FIX IT PLEASE.	2013-11-19 20:13:45
3337	I have created a login but forgot my login info and when I input the identifying info in the website it returns the message that it is unable to identify me. There is no way for the system to email login info or request to reset the info. Calling the phone # to reset the login info is useless as well since they can't reset the info. I tried creating a new login through my husband and son but the system insists that an account already exists and won't allow me to create a login. I have tried to remember my login info and tried to log in several times and the system has now locked my account to "protect me" from myself. This system is a total failure since it does not allow one to reset the login info. Nowadays, people are forced to create logins for practically everything and its difficult to remember so many passwords. Most websites actually use the security questions to establish identity but this website doesn't. My question is, What is the purpose of creating these security questions if they are ultimately useless in identifying the user? Time is of the essence for me because I have only through the end of the week (11/22/13) to compare plans since both my and my husband's employer open enrollment ends but I due to the deficiency in the system, I'm unable to compare the plans and will have to make a decision that may be detrimental to my family. The people who created and manage this website are morons.	2013-11-19 20:21:55

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3338	Entered my information nine times and the space would not go to the next section so I could find out if I could get assistance and what type of insurance is out there. I will be using the phone the next time, it would be easier if I could get my information online. Thank You	2013-11-19 23:30:15
3339	I want to delete my application but couldn't.	2013-11-20 08:45:25
3340	please make an "access full site" link available, I have a full size tablet bu am stuck in your mobile sitte unable to access my plan options.	2013-11-20 09:09:39
3341	can't even create an account!!!!Pitiful	2013-11-20 09:26:24
3342	I've been trying to create an account online for days now with no success. The following error message is the stopper: "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." I called the 855 number (above) and was given a reference number but that's about it. Can somebody technical take a serious look at the issue and resolve it?	2013-11-20 09:54:17
3343	No password recovery facility? Are you kidding or what?	2013-11-20 10:01:18
3344	This is the most frustrating online experience I have ever had. I logged in and tried to look at my application, but was somehow logged out and now when I click on 'Log In,' I don't get a login page, the site just reloads the page I'm on. I filled in the application on October 10th and was told that I needed to submit certain documents for verification, but was never told where to submit them or in what form. I've been waiting for an email or any communication, but haven't gotten anything. I really need to enroll soon, since my current Aetna plan is being discontinued. I guess I'm going to have to search out some in-person assistance, but I'm not entirely confident that any of this will help.	2013-11-20 10:11:11
3345	This whole sight needs to be shut down and scrapped. Start over again with people who know what the hell their doing!!!!!!!!!!!!	2013-11-20 11:54:24
3346	There's a generic daily message that says the website may not be working. It's there everyday whether the site is working or not. Make this message to only days where the site is not working. It would be more helpful to consumers	2013-11-20 12:16:28
3347	So I can't remember password to use site on laptop. I know my username and MHC ID #.	2013-11-20 13:09:51
3348		2013-11-20 13:13:47
3349	Why do I need to provide household info. I am shopping for individual policy since you forced my insurer to cancel me. Why do you need all the personal information just so I can shop plans. This is the worst site I have ever used. Frankly I am appalled at the object racism that this site requires. What difference does my race make if it is not being used to determine premiums. Shame on you. Some one needs to be fired.	2013-11-20 13:18:20
3350	How about Fonts that the middle aged can read on a computer screen!	2013-11-20 13:22:02
3351	I am going to need the mental health option after trying to navigate this monstrosity of a web site. Slow, hard to read and understand.	2013-11-20 13:36:55
3352	i have been trying to get through since october. terrible. terrible. terrible.	2013-11-20 14:48:22
3353	still can't shop for healthcare #hs #Reference number	2013-11-20 14:51:24
3354	is this website HIPAA compliant with information that you gather and share with insurance companies or gov't agencies?	2013-11-20 14:58:15
3355	I thought I knew my password, but the site doesn't accept it. I know my username but I can't find how to reset a password.	2013-11-20 15:20:11
3356	this is the most beauracratic, ridiculous process i have ever experienced. the whole govt should be penalized for such a bogus law and repeal it asap. screw obamacare.	2013-11-20 15:35:05
3357		2013-11-20 15:36:44
3358	My daughter has been trying to get a problem resolved...not getting any feedback. Case number _____ Can you help please	2013-11-20 15:43:36
3359	I was finally able to log in!! I wanted to see plan prices - input the info - date of birth, not a tobacco user, zip code, only for self, hit enter, verified info and hit submit --- all I got any time I tried was a BLANK screen!!!	2013-11-20 16:02:20
3360	I was filling out the application pretty easily until I got to a section where it was necessary for a check of claiming dependent status for my daughter. The computer said "logging on" for over an hour. I then tried to close down & come back into the website. When I went into "login" after that I was stuck in a loop & could not log in.	2013-11-20 16:04:37
3361	the last question to rate my ability is stupid. my ability is excellent but your website would not let me create an account.	2013-11-20 16:42:31
3362	I am a huge supporter of the President and what he wants to do with healthcare. But, this is the most inane and ridiculous process. I called the help line and they could not have been less help. I really don't know how this could be done worse.	2013-11-20 17:25:27
3363	The website did not recognize me. I gave my Social Security Number, Name, Address, Phone. What more do you need? I am frustrated. I called your help line 4 times, one of which the girl told me her system went down, would call me back in 5 minutes and never did follow up with me. I then called Customer Service again and waited on line for over 30 minutes. This is horrible.	2013-11-20 19:08:44
3364	Made it all the way through the enrollment process and then on the signature screen: "Error: An un-handled server exception occurred. Please contact your administrator." This is hopelessly pathetic!	2013-11-20 19:09:52
3365	cannot even log on.	2013-11-20 19:16:53
3366	When will this website be ready to actually be used? I would like to get some health insurance for my wife and I!!!	2013-11-20 20:47:14
3367	I couldn't continue with the sign up until I answered the security questions but one of answers that let me through was not true! I never lived on a certain street but I knew what city it was in so I selected that option and was allowed to proceed. I was unable to check off that I was a full-time student or go back and input my rent in one of the sections. Very rarely does the login tab actually allow me to login even if it isn't during the scheduled maintenance time frame. The insurance options aren't affordable enough. I might just end up paying the penalty because I can't afford the Affordable Care Act options.	2013-11-20 21:27:00

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3368	I keep getting this message when I try to resume application, been this way for over a week: "Problem with your application There was a problem processing your application. We could not determine your Tax Credit due to system outage."	2013-11-21 06:18:38
3369	You must have used the same contractors as Healthcare.gov. All I wanted to find out is what plans were available, what they cost and what they covered. Unable to find this basic information.	2013-11-21 08:40:15
3370	I log in..it tells me I'm not logged in. I choose Individual and Family it just keeps sending me back to the main page. In fact ALL LINKS are sending me back to the main page. PLEASE FIX THIS	2013-11-21 09:10:11
3371	First, I submitted an application Nov. 8 and it's still pending. Second, to browse plans, I have to fill out my family info every single time (birthdates, smoking, etc.), and then it usually freezes at some point and I have to start all over again. I can't tell you how infuriating this website is.	2013-11-21 09:41:26
3372	I have been trying to create an account since October 23rd. I cannot log-in into my account and the customer support team keeps pushing me onto the website support team for help each time I call which is useless! This is a horrible way to help someone who is desperately trying to follow your system. Does anyone have the courage and willingness to help me? 1st Reference: _____ d Reference: _____ Reference: _____	2013-11-21 09:44:21
3373	Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572. This is the message I get every time I try to apply. Very frustrating. Any Ideas?	2013-11-21 10:02:40
3374	Why is the website still up when it's not letting me enroll 'cu'z it's annoying and wasting our time. Why not just put 'Under Construction' so we don't waste time. Thank You	2013-11-21 10:07:47
3375	All I want to do is reset my password because I was locked out after 3 unsuccessful attempts. I am trying to continue and finish my application so I can hopefully see what plans are available to me there was no link to reset my password so I went to "forgot login" hoping it would lead to the reset password link. I filled out all the fields, hit next and it does nothing.	2013-11-21 10:11:39
3376	When enrolling, "choose a provider" screen takes you no where- other than to say "no results found". Also- what is the next step after enrolling on line?? When do I pay the first premium? _____	2013-11-21 10:35:23
3377	I can not log on using my user name and password I need some one to contact me. so I can buy a health plan .	2013-11-21 10:56:23
3378	I want someone to contact me. I logged in and did an application. I was told that I was qualified for Medicaid. When I got to the part about choosing a plan I was trying to choose United Health and it threw me off the website. I tried logging back in dozens of times and I kept being sent to the main page. I tried the next day to log in and the same thing happened. I tried just now and it said "account locked". I called for help the 2nd day. the woman didn't know anything and kept asking me for an application number. I was never given an application number. I called again today and the call center didn't know anything, couldn't find anything, and could not help or offer a solution. There is no one to contact for technical help. Please have someone contact me to finish my application, hopefully someone with a GED who knows what they are talking about.	2013-11-21 11:01:32
3379	1. Email validation to send plan information will not allow other characters such as a dash, which is perfectly allowable and is in fact, in many domain names. Because my office domain uses a dash to show our location in Maryland, "-.md.com", you consider that an invalid email address. 2. Most of the plans would not generate a summary of benefits in pdf format. 3. Printing from the site creates numerous blank pages at the printer, and then a blank screen, so the only option is to start all over again. 4. It is quite simple to make a button invisible. The non-working provider search could easily be made invisible so we don't waste time waiting for a non functioning feature. 5. I will refer you to "HTML for Dummies," easily found online at any functioning website.	2013-11-21 11:23:05
3380		2013-11-21 11:26:33
3381	could not get past verify identity page - had to try to call and due to high call volume never got to talk to anyone	2013-11-21 11:59:02
3382	WORST WEBSITE EVER!!! three tries, I am done. and to think that the federal Government has the gall to fine people for not having insurance... systems boots you for making the window smaller to compare plans and prices, the cache needs to be cleared to get back in, does not save information after you get booted, does not allow you to search doctors on your application, and does not recognize ANY doctors within 100 miles of Bethesda MD. Total BS. hire a web developer, or purchase this book: http://www.amazon.com/Building-Websites-All---One-Dummies/dp/1118270037/ref=sr_1_2?ie=UTF8&qid=1385055141&sr=8-2&keywords=web+development+for+dummies . I have never been so let down. EVER.	2013-11-21 12:34:43
3383	There is only an option to retrieve a user name and not a password. I locked myself out of my account (I know this was my fault because I couldn't remember the password I set up a few months ago) and I have no way of getting back in. I am unable to get to a phone at the moment. There should be a way of emailing a reset page to the user or something similar so things can be retrieved without making phone calls!	2013-11-21 13:24:28
3384	On two days this week 11/19 and 11/21, I am unable to log into the portal to connect. 11/19 Created login but, can not login to the site upon exit. 11/21 Can not login to site to obtain password. 11/21 Called Customer service but, they can not help. 11/21 Can not login to site to obtain password. UNACCEPTABLE!!! These are my tax dollars and they are not being used effectively.	2013-11-21 13:29:14
3385		2013-11-21 14:00:57
3386	I have forgotten my password and now I am locked out. It was supposed to be a temporary lockout but it has exceeded 24 hours at this point. There is no option to reset/retrieve my password either. Truly a waste of my time.	2013-11-21 14:02:16
3387	Critical: Frustrated that there is not a plan cost comparison without creating an account as I'm assisting my brother who does not have a computer. Am very disappointed that there is not a Connector office in Prince George's county. I would think there are many of individuals in PG that need individual assistance but do not have resources to travel to the outlying Connector offices. Bewildered: under Plan Comparison without an account all that is provided is the several hundred page plan descriptions. Do you really expect the average person to do through those thousands of pages? Cosmetic: Would find it helpful if the Maryland Health Connection graphic didn't swoop down into the page that I'm reading as I have to scroll up and down to see whatever text it covers up.	2013-11-21 14:07:20
3388	I have tried to create an account for the last 4 days now, trying to do this at different times of the day but still the message about online verification is not working. HELP!!! The ladies at the support center gives me the same response each time, "you have to create an account online"... but how am I suppose to do, when I can get further than completing the first page?!	2013-11-21 14:23:53
3389	Can you please post a notice on your website when it actually works? I'm tired of trying to create an account just to get error messages.	2013-11-21 14:30:26

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3390	as soon as i try to start, i get to log in screen and page freezes. oct 1, 2013-nov, 21, 2013	2013-11-21 14:36:27
3391	Still no approval on application and still can't shop for insurance terrible	2013-11-21 14:36:57
3392	I currently have private insurance and need to decide if I am going to continue my plan. It makes my decision very easy if there is no way to apply or view costs of the health plans on the maryland health exchange. The web page keeps crashing after I enter my DOB!!!	2013-11-21 16:36:28
3393	I had previously signed up with no difficulty. I got as far as my subsidy, and then when I got to the "choose plan" the site froze, so I thought I would wait and try again today. My application information has disappeared and when I tried to fill it out again, I was asked a lot of finance questions that I was unable to answer. I am self employed and work part time at a community college. My income does not fit any of the choices. I tried to fill out information and kept getting error messages for my phone number, and other bits of info. I also have no way to change or amend information that I have put in. It has me listed as two separate people and I can't get rid of that and try starting over. When I try to go back to correct information, the page is unavailable. I support ACA, but this is very frustrating. If you have my Social Security Number and my adjusted gross income from my 2012 tax forms, why do I need to answer questions about my deductions, how often I pay them, etc. You have that information in my tax records already. Is there a way to apply offline? I do not want to lack health insurance come January 1 when my insurance plan is discontinued. I will call tomorrow and try to get answers to my questions.	2013-11-21 16:49:15
3394	I have tried to create an account 4 times in the last 2 weeks - it always says it cannot verify identity at this time - what good is this website??	2013-11-21 16:52:57
3395	Using Internet Explorer, I can not see or find the button to log in. Using Chrome I can see the button and enter my user name and password, but then it puts me back to the original screen, not logged in.	2013-11-21 17:17:43
3396	it wont let me make an account	2013-11-21 17:32:05
3397	Why do I have to create and account to window shop? If not it should be clearly evident on the landing page	2013-11-21 19:16:59
3398	I was unable to complete registration for an account because the website would not allow me to select gender. I could find no way to access plan options without encountering that dead-end page.	2013-11-21 20:10:25
3399	it is the worse experience ever have on any web site, you guy should close this web site and open when, works at least good.	2013-11-21 20:45:12
3400		2013-11-21 22:14:28
3401	I was able to set up an account, but when I tried to shop for plans, I received an error message saying that the third party server wasn't responding. Please help and contact me at steve.rubenstein@gmail.com	2013-11-21 23:12:12
3402	SHAME ON YOU!	2013-11-22 07:01:57
3403	I want to find a provider and sign up for a plan but the website continues to crash and won't progress. This is stupid as the website does not work.	2013-11-22 07:22:02
3404	Website crashed at the end and froze and will not let me choose my plan	2013-11-22 07:54:40
3405	You guys need to come up with a way for the consumer to: 1) Alter the content of an application prior to submission. I started one using MAGI from our 2012 return, which would allowed us to qualify for a subsidy, but our income projection for 2013 is quite different, and now I have no way to alter my application to account for that and judge how to proceed. 2) Make insurance companies provide a method for potential enrollees to get estimated coinsurance prices for prescription drugs. Their plan documents state is as being a percentage of the "Allowed Benefit" but they cannot tell you what the "Allowed Benefit" amount is. I've been trying to get that information for a week, from the insurance company member services, their sales staff, their mail order pharmacy and a retail pharmacy. None of them can tell me. The retail pharmacists told me that I'd have to enter into the contract blindly. THAT IS NOT ACCEPTABLE! I know this is tough, and I do appreciate your giving the consumer an avenue to provide input.	2013-11-22 08:30:51
3406	I am just trying to figure out how to apply for Medicaid and there is literally nowhere on the site that makes it clear how to do that. There should be a button immediately on the first page that just says "Click here to apply for Medicaid." It shouldn't be this hard. I have a master's degree and a high level of online proficiency, and it's unreasonable that someone like me shouldn't be able to figure out, let alone folks who are not as educated or proficient with technology. Sure, the site looks pretty, but it's impossible to actually get anything done.	2013-11-22 09:44:03
3407	I was on today trying to find how to reset my password on the site so I call in put on hold forever so I hung up two things I want to know when can I get insurance and how to reset my password	2013-11-22 09:29:23
3408	I cannot log in, I have given all my information, I have a user name and password, but when I try to log in I get a screen saying logging in, but nothing happens.	2013-11-22 09:46:30
3409	Finally, after filling out forms no less than 10 times, I got to the final signature screen, I assume it is the final, it's the second signature .. and the website crashes with a message that an unhandled exception was caught and to contact the administrator. I can't find ANY reference to hours when the call center is open. This website has some nifty shiny functionality.. but would have been much better if more attention were given to the functionality. I don't CARE about pretty graphics.. they don't serve ANY purpose. I am a software engineer and this website makes me CRINGE it's so bad.	2013-11-22 10:55:12
3410	The income calculations are incorrect for weekly and biweekly. If you are not paying attention, you could easily miss this and submit incorrect information.	2013-11-22 10:59:26
3411	said it could not verify me.....???????	2013-11-22 11:18:38
3412	I have been trying to get enrolled since October 11. It is now November 22. I got as far as the part where it lets me know if I am eligible for assistance. It said that I was NOT. My income is well within the guidelines for assistance. I called several times and I was told each time that my application was pending and to call back in a few days, then a week, then, 2-3 weeks because there was a glitch. I called yesterday and was told the same thing and that there was nothing more that I can do to continue until I get a message from Mdhealthconnection.gov. I am very anxious and worried that I will not be enrolled before the deadline in order to be covered by Jan. 1, 2014.	2013-11-22 11:34:17
3413	today makes 5 weeks since I applied for healthcare and I still can't shop unbelievable	2013-11-22 11:38:12

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3414	I am in a catch 22. While filling out "Additional Information" I entered that I have a private health insurance plan. I provide the name of the plan and my provider and point out additional info that it is COBRA. I click the box that I am not receiving more benefits. I click "next" and get an error "My Name is already indicated to be enrolled on the selected program." Please correct before proceeding. I select "back" and start over. This time, I leave the boxes blank. I click "next". This time the error is "Please indicate if My Name is currently enrolled on any of these programs/plans must be entered." Rinse and repeat. Because there is an active error, the system does not allow me to "Save and Exit". This bad design has existed since the beginning. 7 weeks and counting.	2013-11-22 11:59:07
3415	I was using Google Chrome as my browser and was unable to enter a second source of income, the field I needed to change from "No" to "Yes" was not enterable. Tech Support told me to try with Internet Explorer but when I login with it, I cannot get back to the Income Screens to try to add a second source of income. The support person opened a ticket but said it could take a week for someone to call me back.	2013-11-22 12:26:13
3416	after adding my daughter, I am unable to proceed after the question is she an alaskan native. system keeps freezing after that point	2013-11-22 13:10:12
3417	Your site would not create a summary of benefits for several plans. Your site would not allow me to print a summary of benefits for those it did create. I then asked it to email the summary for several plans and I have yet to receive them after 24 hours.	2013-11-22 13:33:01
3418	sent in application 5 weeks ago today. Still no approval. Still can't shop for insurance. I'm ready to go. Pitiful!	2013-11-22 14:06:46
3419	still can't shop for insurance. unbelievable!	2013-11-22 14:18:01
3420	I want to buy health insurance!	2013-11-22 14:19:00
3421	Main complaint, among many: Attempted to create an account. After having answered all questions and entered my user name and password, I could not progress to continue the enrollment process. The last screen, notifying me that I had successfully completed process to create an account, did not have a "next" button or other link by which I could continue enrollment process.	2013-11-22 14:36:01
3422	When shopping for plans, it looks like the premium tax credits can be applied to the Gold and Platinum plans. For someone that does not know the rules, this can cause huge problems.	2013-11-22 15:31:09
3423	I had previously browsed plans and knew which plan I wanted to enroll in. I tried to log into the website and began the process and the website went down for over an hour. I tried again later and I got to a second signature paid when an error occurred and the page froze. I logged in a 3rd time and started the enrollment process over again. I got to a signature page and clicked submit and was brought back to the Maryland Health Connection home page. I got no verification that enrollment was successful. I tried to log out and back in again to see if I could determine whether enrollment was successful, but now when I click log in, the pop up window appears and when I click continue and would normally get a screen to enter my username and password, the pop up window simply disappears and I return to the home page with no opportunity to log in. I'm not applying for any payment assistance or subsidy and just want to enroll and pay full price for a plan and that seems to be difficult if not impossible.	2013-11-22 16:49:25
3424	I'm just looking to see what options might exist without going through the full signup process, like I can for states served by healthcare.gov (such as Virginia). I shouldn't need to register just to view health plans.	2013-11-22 16:52:46
3425	I've been trying to enroll for the passed three weeks and I keep getting the same error on the last electronic signature page: https://twitter.com/COVERAGEBEGINNINGONJANUARY1 . Any response at all would be appreciated, as all calls to support seem to go into a black hole. I would appreciate it if you would get this working soon. Given the lack of any apparent progress I am beginning to worry about making the December 15 deadline. I'm a diabetic and I MUST HAVE COVERAGE BEGINNING ON JANUARY 1.	2013-11-22 18:05:39
3426	I have been trying to enroll but I keep getting this message! "Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." It is very frustrating as of November 22, 2013 at 6:30 pm.	2013-11-22 18:32:39
3427	I'm applying for my wife and me, we were both born in the US, and are in our 60's. After entering information about our private health insurance, your website says it can't verify our identity (but it did verify it earlier in the application), whether we're US citizens, our social security #s, and our benefits. We are running out of time to get insurance effective 1/1/14. In the Consumer Information Update let us know when this problem will be fixed.	2013-11-22 19:29:56
3428	Can't find the answer to this question: what is considered "income": Gross Income, Net Income, Adjusted gross Income, Earned Income?	2013-11-22 19:45:10
3429	Positively the worst web-site I think I have EVER encountered. You should be ashamed of yourselves. The simplest problems are not addressed Site keeps not accepting my first name - why????? doesn't like the spelling?? Maryland should be ASHAMED of itself! I am.	2013-11-22 20:02:47
3430	"Online Identity Proofing service is currently not available. Please try back at a later time. If you prefer, you can contact the consumer support center at (855)-642-8572." Seriously, still this same error message? My gosh, just give up already and piggy back on another state's web site already. You all couldn't secure velcro shoes properly.	2013-11-22 20:32:37
3431	http://www.marylandhealthconnection.gov/health-coverage-resources/prepare-for-enrollment/page.html ...COME ON!	2013-11-22 20:33:53
3432	New CareFirst silver plan does not have plan details when you click on to get new info. Have tried to submit application and enroll at least a dozen time. Get error messages to contact system administrator. Very poor navigation and slow responses. No indication of what it is doing. Hope my information is secure. I called the phone number for support and waited nearly 25 minutes and was told needed to refer my issue to technical support. I will have to try to enroll by paper application. Most people are not going the bother trying to enroll unless really need insurance. You have wasted my time, caused unnecessary frustration, and more worry! It is an id 10 T error!	2013 11 22 20:40:55
3433	Oops. Page Not Found. We apologize for any inconvenience and appreciate your patience.	2013-11-22 20:43:31
3434	Error Messages: Multiple distinct Content-Disposition headers received. This is disallowed to protect against HTTP response splitting attacks. The page at https://prod.marylandhealthconnection.gov says: Error: A runtime exception occurred: org.apache.axis2.AxisFault:O Need to fix: Last logged in on Saturday, January 1, 0001	2013-11-22 20:59:21
3435	Trying to see the Summary of Benefits for BlueCross Blueshield Preferred 500, A Multi-State Plan and get a message that says the site is preparing SBC, but nothing ever comes up. Tried requesting an email with plan benefits, and email is empty	2013-11-22 21:07:34
3436	Error: An un-handled server exception occurred. Please contact your administrator.	2013-11-22 21:08:48

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3437	I wished you would make it clear from the beginning, that if income is over or under reported in connection with a tax credit, there will be a final adjustment when filing 2014 income taxes. I could not find this as I was filling out my application and was misinformed by your staffer, who told me that there would be no adjustment possible retroactively. Only after doing research on the IRS website did I find the correct information. I know you show it at the end of the process, but it would have been much easier, had I known before. Also the page asking for Green Card info is confusing - I had to make another phone call to find out, that when you ask for card number I had to put the Alien number again, after having just supplied it. Also the information on what qualifies for deductions from income seems to be very sketchy and incomplete. Also I would have liked to print a copy of my completed application. Thanks for your attention	2013-11-22 21:28:48
3438	I accidentally selected "Male" as my gender when setting up my initial username and password (the account that is linked to my SSN). When I called the health exchange, I was told to just create a new account under my husband's name and use that to set up our insurance. Apparently there is no way to change something simple like the gender associated with an account. I requested that my account be deleted and was told it would take 15 business days. I've worked with databases before and don't see any reason why it should take so long to delete an account. Thank you for listening to my feedback, I hope the system can be improved because I am actually a supporter of this legislation.	2013-11-22 22:49:11
3439	My Maryland Health Connection ID is: _____ My application has been pending for more than one month. No any response.	2013-11-22 23:36:27
3440	Even tho I'm on the MHIP program, and I've already sent in my form, and you have called me to tell me it's being processed, I still cannot access the site. If I try to register to log in, it tells me you cannot verify me. This should not be that difficult. The # of people who have signed up is a TINY FRACTION of the population. That is not an accomplishment one can brag about like you do. There is no excuse for this failure other than incompetence and a lack of planning. I can't get thru to ask what I need to do to qualify for a new state subsidy, as I'm about to lose the MHIP subsidy and I have no income.	2013-11-23 08:01:32
3441	can not get to resume application trying for 4 weeks	2013-11-23 08:13:43
3442	I have been on the site multiple times. I can see cost to consumer is zero, but I cannot see if a subsidy applies and how to apply it to a plan as all are unaffordable otherwise. When I hit the assistance button, or help button, it freezes. I have also tried on the phone, but no one ever picks up or calls back	2013-11-23 09:07:43
3443	This website needs help! I'm trying to teach my 20 something son how to look for essential information so he can choose a plan wisely. I have a phd and have walked employees through similar choices for years. Here are only a few of the frustrations on this site: 1. The table that allows you to compare/contrast plans doesn't have all the available plans on it. 2. You need some kind of overview/glossary of plan types. It's mind bogging to go through the hundreds of pages on the site, with different types of gold, silver plans...even within the same insurance company. 3. Trying to find which providers are in network for plans...this function is so poorly designed that it's shocking. And unforgivable because it looks like people get really screwed going out of network. So it's absolutely essential to know who is in network when you choose a plan. Selected awfulness of this function? A. Provider specialty terminology is not user friendly. Examples? You have to know that an ENT is an otolaryngologist. Lots of families need this specialty for their kids and they'll be confused. What's with the different hospital types? Who will know what to look for! Why not just let people search on "hospital." And, BTW there is no hospital at all listed for Anne Arundel County under any plan. B. Browse physician (so you can see who your dr. Choices would be under various plans). This part of the website left me speechless it was so poorly designed. WHY would anyone list drs in alpha order by FIRST NAME!!! I'm betting most people don't even know the first name of most drs. There are only a few physicians listed on each page and you have to select "next page" over and over again. Why isn't there some option to list 50 per page or something like that? And to add insult to injury? There's no way to get easily back to the top of the list again--most sites have a button you can click to get back to the top of the page.	2013-11-23 09:51:33
3444	I am confused if I am enrolled in a medical insurance or not.	2013-11-23 10:43:18
3445		2013-11-23 11:49:49
3446	The site does not address the following question: I was recently laid off and I am continuing my previous coverage through COBRA. (It's \$1,500 for a family of four). Do my family and I qualify for insurance under Maryland Health Connection? Also, I was viewing the site on an iPad and it was confusing. Finally, I could not easily which plans are offered.	2013-11-23 12:16:03
3447		2013-11-23 12:51:41
3448	I have since October 1, 2013 been trying to create an account without success. I contacted your customer assistance center and the staff persons were not able to create the account other. I was told that they would get back to me. Its been over a week without a call back. I tried at least four times today to create an account again without success. Time is running out for me to either attempt to renew my existing coverage or establish a new one. Someone please get back to ASAP! Thank You,	2013-11-23 12:56:54
3449	I've been locked out of my account and I can't just make a new one. I do not want to wait for 5 hours on the phone. Please make your online service better for making an account.	2013-11-23 15:32:27
3450	There is too much "white space" on this website. By putting little bits of text in wide expanses of webpages, people have to scroll, scroll, scroll and click, click, click. It is very frustrating. I am not an eight year old who needs "cute" visuals to keep me interested. It is still very hard to find information, I want to look at the plans w/out logging in. That is apparently impossible. Why? Why don't you just have a link to all the plans so people can figure out which one are best for them, which ones include their doctors, or near by hospitals. Why don't you trust people with information? STOP TREATING US LIKE CHILDREN.	2013-11-23 15:44:24
3451	You can't verify me as a person in Maryland, so your site has not worked for months, because I have tried. When will the site be ready. I need health insurance.	2013-11-23 16:44:11
3452	I was told I filled out the "wrong" application but is unable to make any changes to my application even though I have set up an online account. I filed single instead of family because I pay for my son's insurance. Every plan on the site is higher than the plans I look at on other web sites, so I don't understand how this site is beneficial to me as a MD tax payer.	2013-11-23 17:23:11
3453	Signed up but site would not allow me to log on	2013-11-23 18:02:19
3454	I have tried everyday for two weeks to create an account and sign up for medical care but the system won't process the request and tells me to call support center, which I have done and can't get anyone to answer to phone. I have been on hold for two hours and left call back number, neither effort was successful. This is extremely frustrating. How can I sign up for health insurance?	2013-11-23 18:02:39
3455	Where is the glossary? I do not understand the abbreviations used. This site is not for lay people. Too much gov speak.	2013-11-23 19:06:01

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3456	WE ARE THE PRICES FOR PREMIUMS? Would this have been so difficult to provide? I have never, ever been given the opportunity to 'shop' for health insurance without ANY IDEA!!!! of what the premiums will be. Yes, I know that subsidies will be given to some, but couldn't we see the unsubsidized price of a health plan? You have treated the public as too stupid to compute an estimate of how much their premiums will be after they receive a subsidy. I fully supported this legislation, but this rollout has been ridiculous. _____ na Park	2013-11-24 00:30:03
3457	When will the site become operational for me to sign in?? I have registered ~1.5 months ago, but cannot sign in. First, sign in info disappears when submit button is clicked, not there is no start button for me to even get to the log in. ??????????????????	2013-11-24 08:48:08
3458	Very bad system	2013-11-24 13:06:07
3459	I have been on this site for 30 min and all I have accomplished was running around in circles. I have more questions then when I started. The questions I had were answered with Ifs Ands and Maybes. I would like to know exactly what I would be paying for family coverage before I submit an application. If I am better off somewhere else there is no need for this site to obtain all my information for harassment purposes in the future.	2013-11-24 13:24:25
3460	I cannot find a "get started" button and for an answer to my email I was directed to this page	2013-11-24 18:16:33
3461	I received a pop-up message that read "The online marketplace is currently unavailable from 9p.m. on November 23 through 8a.m. on November 25 for planned maintenance. Please visit the Consumer Information Update page for more details." However, the link to the "Consumer Information Update page" is broken.	2013-11-25 06:51:04
3462		2013-11-25 07:20:26
3463	I am attempting to designate a doctor for Medicaid before enrolling in this plan. I am unable to choose one? Please look into this issue with the system. I have had several problems logging into the site after 5:30 am? Can you also look into the logging in process for individuals and families. Thank you.	2013-11-25 09:19:52
3464	Day ten still can't login!!!!!! Incident	2013-11-25 09:26:08
3465	Today I cannot even log in. I keep getting taken back to the first page. Previously I had trouble because the user does not know in advance what information will be needed to complete the application. For example, I needed the I-94 of the applicant's wife. We had the date of entrance to the U.S. and the serial number, but there was additional information from the form needed that we did not know. I am helping an applicant who lives several miles from the computer, so if he does not have something with him, we have to stop for the day. Each day, we can only enter a few questions before encountering some question we cannot answer until he had additional documentation with him. You cannot skip ahead and fill in the blanks later. You have to answer each question before going on to the next.	2013-11-25 11:55:21
3466	The site would not allow me to select a PCP. It also had my birth year as 2013 and would not allow me to correct this. I visited the site five times and was still not able to complete the process.	2013-11-25 12:48:06
3467	I am unable to complete my enrollment in Medicaid because the system requires that I select a Primary Care Physician to select a MCO and the system search for physicians is not operational and there is no way to input physicians names. this has been an ongoing problem that I have discussed several times with your telephone assistance staff without resolution or a suggestion for a work-around.	2013-11-25 12:48:10
3468	I was being assisted by a caseworker and they had trouble getting into the system. She called the help line and was place on hold for hour. Finally, I got a hole of Seedco and their navigator also had trouble but she got her laptop and was able to take the application by phone. Thank goodness!	2013-11-25 13:01:34
3469	Trying to check prices for plans. Keeps kicking me out bouncing me back to home page. Also, each time I need to enter the information for my dependents.	2013-11-25 13:17:10
3470	All I want to do is compare various plans. I am not ready to sign up or login or anything. Just show me the information that I need to compare costs and benefits, please. It is definitely not obvious to me.	2013-11-25 14:54:40
3471	I have tried to apply at least 30 times over the past few weeks. The website has stalled every single time. It is really frustrating. When am I going to be able to apply?	2013-11-25 15:06:46
3472	I have been trying to register since midnite 12:01 AM 10/01/13. Daily for a couple of weeks, a couple of times a week rest of Oct, weekly in November. That Makes me about 8 of your unique visitors, I guess. I keep running into a brick wall at inability to verify ID and don't believe I have even successfully established an account as yet. I fear someone else is using my SSN, the same guy that used it to register at Montgomery College. This is something I worry about, but no way to know. I had hoped the PR about fixing the system was more than a delay tactic / lie. Today's message at least had a phone # and a reference code. I spoke with _____. She was as nice as she could be, but not very helpful. I have been "escalated" to tech support and told to expect email in a few days. We are running out of days here, people. My insurance carrier is one of those that sent a cancellation notice effective 12/31. My experience with the website has been less than helpful and not altogether a confidence builder that y'all can pull this thing off. The way it's going at the moment I expect I'll be uninsured Jan 1 and get hit by some drunk on my way home. Being advised to go get in line and do it in person is SO 19th century. What a cluster mess. So disappointed. I believe I'll qualify for some relief, but if I believe what I saw on Kaiser's website, my monthly premium is going to skyrocket along with my exposure/deductible. Looks as if I'll be better off un-insured. Because if those numbers were right, I'm priced out of the market anyway. How unfortunate that I am unable to confirm or deny that supposition.	2013-11-25 15:17:33
3473	The very basic of the system such as creating an account. I am sitting with a certified navigator and we were unable to get successfully complete this basic step in the process - seemed the system did not like my first name which _____ (the system only highlighted my first name and would not process the information at all. All of the blanks were completed with all of my information as the consumer and I provided my identification to the navigator. The Certified Navigator that was attempting to assist me was _____ at Charles Street	2013-11-25 15:28:34
3474	In my attempt to assist a consumer in completing their enrollment online I believe I signed in too soon as the Consumer Assistance Worker helping consumer as it retained my information for signing on behalf of consumer as the client's ?????, and the system never gave the consumer the opportunity to sign off on their own application. Ref: _____ ID _____	2013-11-25 15:43:30
3475	Stating my social security number is invalid. This is absurd.	2013-11-25 16:46:36
3476	Awfull Service from Website and Attendants Fore Sure the Website is being sabotaged. When I login the Home Page pops up A Complete Failer	2013-11-25 18:10:35
3477	Disaster No Help Online System NOT FUNCTIONAL	2013-11-25 20:10:12

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3478	None of the plans were very readable on the computer screen. When I tried to go back to login after completing all the questions and forms etc. the login and enroll options took me back to the same screen. I got lost in the maze you call a website.	2013-11-25 20:42:30
3479	I spoke with one of your reps on the phone. Her name was . She did EVERYTHING she could possibly do to help me today and had a WONDERFUL attitude too. She truly was fantastic. I could not resolve my problem today and my sign up was not complete however it certainly was not because didn't try. I will try again in December after the holiday hopefully my sign up will be complete at that time. I have a paperwork problem that I have to resolve. Seriously the woman was VERY HELPFUL and patient. I think that it is important to give positive feedback when it is warranted considering all the negative things being said in the Media regarding the current Healthcare sign up. Thank You	2013-11-25 20:57:50
3480	Why is this site down each weekend and after 10 PM? This is insanity	2013-11-26 00:04:33
3481	I tried to go back and continue my application several times to no avail yesterday. I'm actually going to call someone today because I still can't get in. It asks for my login but when I login it goes back to the home page again and won't even let you try to log in again.	2013-11-26 07:12:55
3482	This is the worst website I have ever tried to get through on, been trying for 2 weeks and nothing. How are you to renew insurance for January when there is nothing out there to help you. Customer service is a joke	2013-11-26 09:18:35
3483	The website promises information on premiums but I could not find it. How can you compare plans without this critical piece of information?	2013-11-26 09:21:07
3484		2013-11-26 09:35:25
3485	I created an account and now you won't let me log in. Some security questions were not the same ones asked in the application process. connection # rname - You don't need to make it this hard!	2013-11-26 09:43:53
3486	I got through for a minute today. But I was assigned to have a tech. work on my case many weeks ago. Still a daily effort which usually fails. Today I actually saw the plans, looked at one and then it was gone when I e-mailed it. Can't get back on site.	2013-11-26 09:48:41
3487	I have a complaint I am unable to open Carefirst BlueCrossBlueshields Summary of Benefits since day one. The PDF link shows a java script Void (0) and if you try to open link it stops working. I did report the problem on 11/20 and followed up on 11/26 work orders have been placed. This problem has not been fixed. The plans I am looking at are the Carefirst BlueCrossBlueshields Preferred 1500 and 500 Multi State Plans. I sure I'm not the only person with this complaint. The site is very slow. The customer service people are very nice and understanding	2013-11-26 10:58:16
3488	I had numerous error messages and problems. Phone help was not successful. This is my current issue: I have tried repeatedly to resume my application and I keep getting this error message, so I am unable to complete the application. "The value entered in the field " is too long (10)- maximum allowed is 4	2013-11-26 11:04:49
3489	Long hold time 25 min. Cannot access completed eligibility application. We need to view the health plans and the subsidy available.	2013-11-26 11:35:26
3490	I have filled out the application 2 times and both times was told that I did not qualify for subsidies which is incorrect according to Kaiser and Blue Cross estimators and your phone assistants. This is because I noted that I have insurance now, which is one of your online questions. I have insurance now - it is being cancelled. You need to clarify that page of the application for millions of others do not go through the application and do the same thing. It took 2 application attempts and phone assistants to know what the problem was and there is no way to correct the application, you just need to have it cancelled and start over. . . weeks later. . . still trying to sign up. Please cancel my application dated 1125 so I can FINALLY sign up. o Have somebody call me when my application has been erased and I can try adn sign up again PLEASE!!!	2013-11-26 11:38:05
3491	I am having a terrible time trying to sign up for insurance. I called the help line and they were unable to help me also.	2013-11-26 13:19:39
3492	Website doesn't work. It keeps taking me back to the login/home page. Now it won't even let me log on.	2013-11-26 14:31:37
3493	For many days, web site will not let me get past the Personal Income page. I receive an error message and the process will not continue. Can you assist? Thanks,	2013-11-26 14:34:55
3494	sign up page is very faint. Cannot click on it.	2013-11-26 14:37:34
3495	Why do you not let people make a user account and then ID them, I cant make an account and find out why it tells me you cant ID me??? Call you on the phone is just stupid. If I gave you my email now you could write back but your site is set up so we cant even talk because I need to be identified before I can have a user account, you don't see that this a problem?	2013-11-26 15:35:12
3496	This may actually be the worst online experience of my life. I could not get through this and... I have a Masters degree from Harvard I used to work for a health insurance company I used to work for a IT company I am a loyal Democrat and support the ACA if I can't get through this, it is a MIRACLE that you have enrolled ANYONE. This is horrible!	2013-11-26 15:58:30
3497	I misunderstood an application question about whether or not I needed assistance paying for coverage. I know I'm not living anywhere near poverty level, so I assumed I had to answer that question "no." I didn't realize anyone applying for their own coverage had to answer "yes." Because I said "no," the application then had me fill out information as if I was applying for someone else. The system was asking for my relationship to myself. When I went back to correct the error, a message pops up that says I have to contact the network administrator. I get the same message when I try to delete the application and start over. When I call customer service, I'm told I have to wait for a call back. I would like to send an email, but there's no customer service email address. This is a mess.	2013-11-26 16:31:15
3498	It does not make sense I have been trying since October 1 and still cannot find out what health cover is available. Now I cannot get pass change password or forgot password every time it says I am not following the rules. Families really need health cover please fix this. I was also waiting on line for someone to help me and that took an hour and still now one came. WE NEED TO FIX THIS SO WE CAN GET THE HELP WE NEED. WE STILL THINK ITS POSSIBLE!!!!	2013-11-26 19:07:35
3499	I submit the application there is no any answer about my application	2013-11-26 19:10:38

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3500	I have been trying to create an account since October 1st. I receive the same error. User ID exist. I have tried numerous times with a different USER ID. I have called about this tech problem to 855-642-8572. A lot of the reps don't really know what they are doing. It seems like they either don't have sufficient training or the website has so many problems that they really can't help. The reps that tried to create an account for me had no luck either. I have numerous incident numbers for this problem. The last incident number was on 10-28-13 #* was suppose to be fixed by this past Friday 11/22/13. A tech person actually called me on 11/21/13 and wanted to know what exactly was my problem. She thought I already had an account created. I don't understand where the miscommunication is. It is not on my part. The tech person said she would call me back that day, no call and I'm still waiting on that call. Good thing I'm not holding my breathe. My application was taken over the phone on 10/28/13 and was pending for proof of my current insurance. Which was sent the next day and I received confirmation the fax was sent successfully. I called the next day and get the run around, it takes up to five days to upload into our system if you received a confirmation we got it. I called back in fives day and no one could tell me anything, they couldn't even find proof an application was filled out even with the application number given. Then after 20 minutes or so they found where the application was taken, I guess in their notes, but no one could view it. I even had a particular rep call me to help, a I, and she was helpful. She is the one who sent it over to the tech people again and she said it should only take a couple of days for them to fix my issue. Guess what, it will be a month on the 28th and my issue is still not fixed. My application was approved on 11/11/13, but I was not notified I was approved. I had to call in on 11/21/13 to check on my problem and was notified by the rep, oh you are approved. That was nice to know, but my issue was not resolved. A lady from out Health Dept called me. She knew I was approved and wanted to help me go over the plans available to me and my family. I set up an appointment and go up. Guess what, she can't review the plans with me because I have to set up an account on my end the consumer. That was a waste of time for the both of us. This was on 11/25/13. She tried to create an account for me that day. I told her the problem I was having and that it probably wouldn't work, but the problem was to be corrected by last Friday 11/22/13. She received the same error USER ID EXISTS. She tried to call, but the lines were really busy. Deadlines are approaching to enroll in one of these plans very soon. How am I suppose to do that when the website never works. And from what I am hearing from other people, they have created accounts but they are having trouble on enrolling. Can't see exactly what the plans are or the costs. I would really love for a manager or someone who knows what they are doing to call me and resolve my issue. My last incident number is I would like an explanation as to why it has been two months since I have my calling repeatedly to Consumer Assistance and I have received very little if no help. Half the time the reps don't speak into the phone. They sound like they are a million miles away. I actually had one pick up the phone and continue a private conversation. How unprofessional. They say their names so fast and muted that you don't understand. Probably so you can't report who they are. I have been keeping notes on the conversations I've had. I have spent more time trying to get set up for this insurance then I have at my job. Taking time away from my small child and being stress out over the whole situation not wanting to pay a penalty to the government for something that is out of my control.	2013-11-26 19:36:31
3501	After I attempt to log in, I am taken back to the introduction page. In other words, I can't log in to the application. I have already logged in successfully many times, but this happen 50% of the time.	2013-11-26 20:06:53
3502	I think this might be the worst website I have ever visited! Firstly when I signed up, which is ridiculous that I even have to sign up before I am able to price plans.. although I get that it could be because plans are tailored to my income, I should have a choice (you could put a disclaimer at the bottom stating that)... It locked me out and I was unable to do anything. So my domestic partner decided we could look at plans through her account, that was a failure too. She could not remember if she had previous had the chance to actually sign up or if she was only able to attempt to. So I typed in all of her information, which it did not recognize was a registered account until I had to enter a page worth of information, only to find out she was already register (granted I will put partial blame on her. Next we finally logged in and I proceeded to price plans- but instead of bringing me to that section- the home page just repeatedly refreshed and brought me nowhere. Now I again attempted to price plans because I received a letter from my current health insurance company, which I pay for on my own, stating that I have to make a plan decision by Nov. 30th. I work nights, as it is 02:51am, and I am still unable to do anything because not the site is inaccessible period- and the notification did not even state that it was due to site maintenance- nope just because. I even just copied this entire sentence because I am preparing myself for the submit button to fail- just because- and all this might be lost.	2013-11-27 02:54:57
3503	Florida and Indiana where my children live both provide up front prices (monthly premiums) for each plan offered. MD gives a 128 page description of each policy with mostly redundant information and if there is a monthly premium in any of them it's not in and obvious location. There is benefit in knowing deductibles and copays and expense limits but it's not useful information when the price is not listed. with only five plans it would be nice to see essentials witch includes premiums in a 1 page table.	2013-11-27 08:11:51
3504	Your customer service representatives do not know what they are doing. My account has been disabled and I waited 26 mins. on hold. When I finally got to speak to someone about my issue, she said my account would automatically unlock after 3 hours. When this never happened I called back and was told by another representative that she never put in an order to get this resolved. The lady I spoke to this morning said she would be glad to put in the order, but it will take 24 to 48 before I will receive a call back. This is ridiculous! I imagine since tomorrow is a holiday, I will not hear anything until next week. I am working with a service to help me sign up for healthcare and needless to say I will have to make another appointment and make another trip to try and take care of this. I am very dissatisfied with your website and your customer service representatives.	2013-11-27 09:14:12
3505	It would be helpful if you actually provided printed style materials regarding the plans available to both individuals and families and the employers. It's a lot to take in and everyone takes in information differently. I prefer to have something more tangible that I can sit down and read through. If do like the printed materials you currently have on hand for download but it would be much easier to also have the plan offerings as well.	2013-11-27 10:02:21
3506	The overview is ok. Try and sign up? where? no navigation, no click here to continue what a farce. If one wants to see the plan ok click say, bronze, ok you get an overview. Want to go further? nope that's as far as the page goes. Sign up? or compare prices? no links! My 8 year old makes better pages.	2013-11-27 11:59:04
3507	wouldn't let me create an account Your website is crap.	2013-11-27 13:44:21
3508	I am trying to reset my password, but every time it says "Password does not meet password guidelines" when I press Submit. I've tried it in 2 different version of Internet Explorer and Firefox (Firefox doesn't work at all - won't even take me to the password reset screen). My username is: can be reached at	2013-11-27 14:04:47
3509		2013-11-27 14:51:49

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3510	we have been trying for 6 weeks and still cannot get verified. also sent in a paper form and still no success. need health insurance for jan 2014. this is very frustrating	2013-11-27 15:57:50
3511	Why dont you put this line up front on the Small Business page instead of burying it deep into the Search option in the website. So employers will know immediately when the coverage can start. Thanks. ----- In Maryland, the SHOP opens on April 1, 2014. The health coverage you purchase for your employees can begin any time after June 1, 2014. SHOP has no specific open enrollment period, so you can sign up at any time after April 1, 2014. -----	2013-11-27 16:20:13
3512	There is no where to sign into my account. What is the deal? No notices on this. No messages. I was trying to sign in during the proper hours. POST A NOTICE AT LEAST.	2013-11-27 16:55:47
3513	Why can't we compare plans WITHOUT HAVING TO CREATE AN ACCOUNT ????	2013-11-27 17:00:14
3514	Tried to create an account today. Entered my information on "Identity information" page today twice. Both times I entered info correctly, clicked 'next' at the bottom of the page only to be sent to the top of the page with no error message being displayed.	2013-11-27 17:24:53
3515	This was my second try to log on and search for healthcare information. The first time, after I'd input all of my information, they system responded it was not operating. This time, I had to retrieve my username after inputting all of my information. Although I answered the confirmation questions (at least four times), it kept stating the user name could not be obtained (or something to that effect). This is not user friendly at all, to say the least and it's very frustrating and time consuming.	2013-11-27 18:01:10
3516	Have spent way to many hours trying to enroll. Have not been able to even see a plan!!!!	2013-11-27 19:08:48
3517	ISEND MY APPLICATION BY MAIL. AT MONTH EGO, STILL WAIT, FOR ANSWER.	2013-11-27 19:15:49
3518	site is not working, filled out first page of registration form but it does not progress, keeps taking me back to that page and all answers were filled in	2013-11-27 21:59:35
3519	Pathetic!!!!	2013-11-28 00:17:42
3520	I work 2 jobs and take care of my family. I think it's a little ridiculous when I actually do find the time to try and fill out anything other than this "feedback" I cant because the page is under construction. The only time I have to do anything for myself because I'm doing for everyone else is after 11:30 at night and the page is always "under construction". I'm a little ticked off about this entire B.S obama care propiaganda. Its not going to work and it will never work and quit frankly I hope it all back fires in his face. Thanks "this is why I have never voted in my life and im 30 and I will never vote". The state of maryland cant even provide its residents with a working website and my hard earned tax money is paid for something that dont work.	2013-11-28 01:08:34
3521	the website will not allow me to pass this page https://prod.marylandhealthconnection.gov/selfservice/identityproofing/identityinformation/index.xhtmlml	2013-11-28 08:32:12
3522	I could not create an account. I entered all information exactly as specified, but in the end no account was created, with no explanation of what information was wrong. This is the worst website for creating a new account I have ever seen.	2013-11-28 10:35:42
3523	I put in wrong password a few times. I have now fix and have a good password. But system lock me out. Message said as follows: HPDIA0306W This account has been temporarily locked out due to too many failed login attempts. No info on how to correct this or who to contact or when to contact to have corrected or how long a temporarily locked out will be. This info should be available to help me understand when it be fix or get it corrected.	2013-11-28 11:10:08
3524	I lost a feedback page I was completing when I wanted to check one more resource on this website. I have been hearing different dates for final submission of application if coverage is desired by January, 2014. The Connector Entity in Montgomery County was informed that applications for a qualified health plan must be submitted by December 5 or 6 and NOT just before December 10 as this website with premium paid by December 18 if coverage is desired in January 2014. I checked the consumer update ending November 27 which states the "before December 10" info. Which is accurate for the submission date, this website or the Connector Entity navigators? Are the navigators receiving the latest and correct information in the weekly calls? Does the earlier date only apply to paper applications?	2013-11-28 14:48:59
3525	I WAS UNABLE TO CHOOSE MY DOCTOR THAT I ALREADY SEE FOR MY PCP. SITE WAS NOT WORKING.	2013-11-28 16:27:36
3526	I have been trying to sign up for 3 weeks and I even went to the center. Tonight again I tried to sign on and to no ... I Need to go to the doctor.	2013-11-28 18:48:36
3527	No back button, when I try to compare plans, everything is wiped out. Just now, I was somehow logged out, and am unable to log back in.	2013-11-28 21:21:31
3528	Comparing health plans only worked half the time - half the time the system hangs. When using the back and refresh button it clears all the settings and takes you to the first page which really bites because I haven't selected a plan, I am trying to gather information, but now I have to start over.	2013-11-29 08:46:39
3529	I very much wanted to use the State web site to make my purchase in order to show support for the ACA and Maryland's active role. Unfortunately, the web site was so buggy, I could not accomplish my goal. I had two dependents to include. Even though it showed the dependents with colored figures, it priced the plans for me and one dependent rather than two. I tried three times and it did not work.	2013-11-29 09:34:34
3530	I forgot my password and can't even remember where I wrote it down. As you know in order to get a new password I have to answer 3 security questions, which I also do not remember answering previously. I did not answer the questions correctly and now I am locked out of my account and it will take 48 hours for IT to unlock it. May I suggest emailing a new password to the person with the ability to change it once logged into the site instead of the 3 security questions. If a person can not remember their password do you really think they will remember the answers to three questions about things that happened years, and years ago?	2013-11-29 10:29:13
3531	I attempted to enroll in a health insurance plan at 4PM Fri. 11-29. After I entered my electronic signature, the next screen I got said "application error" and gave a phone number to call. I called the number, and the representative suggested that I try clearing the browser cache and repeat the application. I tried that, but I got the same "application error" message after entering my electronic signature. I am using Windows 7 and IE 10.	2013-11-29 16:38:14
3532	Useful help text when you click the ? icon next to fields is a must. The help text next to "Do you participate in other health programs or plans" should explain what those programs / plans are, not "This question asks if you participate in other programs or plans"...	2013-11-29 19:59:43
3533	Close site and start over.	2013-11-29 20:16:26

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3534	simply logging on 95% unsuccessful... keeps going back to previous screen... I need to change info in my application but can't get to it.....called navigator who was pleasant but not able to give enough help...	2013-11-29 21:59:19
3535	Once you get to the page to create an account, the page will no longer navigate to the next step. This site obviously is not reliable, and as a citizen I am responsible for what is required by law. But the tool I need (the website) is not functional.	2013-11-29 22:21:53
3536	how can u force a deadline to acquire insurance, when the state of Maryland is too incompetent as to not have a working website. shame on you. I have also called in three times, with an average waiting time of 30 minutes, only to reach incompetent representatives that cannot help answer any questions or resolve any issues. Why don't you just call this a tax so the state can steal more of my money. Just stop wasting my time.	2013-11-29 22:44:21
3537	I have tried to create an account 11 times. Twice the system was unable to "verify" my identity through teh background questions. Seven times, I got all the way through verification and entered my basic demographic info, then got the message that it failed to create an account. The 10th time I recieved the message that the account already existed, so I tried to log in. After my first attempt, I cleved the message "this account has been locked due to too many login attempts. I called the 800 number given and talked to someone who said tech support would call me back. That was a week and a half ago, and no call so far. spring, MI"	2013-11-29 23:02:05
3538	I have been waiting three weeks -six calls to get my account unlocked. The standard response is we are busy and the tech department is doing the best they can	2013-11-30 03:06:29
3539	on the written application form it says "its easy to apply online" and there's no apply online feature on the site. I even checked the site map. very poor!	2013-11-30 08:38:04
3540	I am planning on retiring soon but do not qualify for medicare yet. As part of the retirement planning process I need approximate premium cost information to make an informed decision. There's no way someone will intelligently select a plan without knowing approximately what the premiums will be. I DO NOT want to give my personal information before I decide on a plan as I may be able to find something more affordable outside of the state plan. This website is basically useless without some information on cost. It doesn't need to be accurate - will it cost me \$500/mo.? 1500/mo.? Will I need to put off retirement because I can't afford the premiums?	2013-11-30 11:10:28
3541	Well, eight weeks in and I still can not complete an application due to "please correct the following errors before proceeding. An un-handled server exception occurred. Please contact your administrator." I am totally frustrated with the website. I guess I'll give up on the site and just call in - hopefully that works better. I want health insurance!! Please fix the site so that others can be successful.	2013-11-30 11:23:41
3542	I enrolled in a Platinum plan after correcting the Electronic Signature three times. When I viewed the Enrollments page there were four entries; three were blank when expanded and the fourth was the actual insurance plan that I enrolled in. This last entry showed the expected name of the plan, but it was listed as a Bronze plan when it should identify it as a Platinum plan.	2013-11-30 11:44:25
3543	I created an account, but the site seems to think I am male (I am female). I don't know if it was my mistake or not, but can't figure out how to correct it. I can't locate where my profile might be. I am having trouble logging off (it just freezes). So I shut the browser and tried to log back on. Mostly nothing happens when I hit "Log In." Occasionally, I actually get the window for my username and password, but when I enter that info (I have checked a thousand times to make sure I am entering the correct info), nothing happens--it just takes me back to the opening, non-logged in page. I am a Democrat, very much in favor of the attempt to provide universal health coverage, but this is REALLY FRUSTRATING.	2013-11-30 12:42:15
3544	I needed to change the gender on my initial application and I can't do this. I keep getting a frozen screen and no answer to the help line.	2013-11-30 13:31:14
3545	Since October 1st, I have been trying to determine the price & coverage for my family under the ACA requirements. I have not been successful. I tried again today. I set up an account, entered my identity information, hit the enter button, & it just sits there. I waited for 15 minutes. My time is more valuable than waiting for a website to respond. You all had 3&1/2 years to get it right.	2013-11-30 14:16:08
3546	Why no prices?!!?	2013-11-30 14:19:17
3547	I wasn't able to find the insurance rates.	2013-11-30 15:13:27
3548		2013-11-30 17:05:26
3549	keeps telling me social security number is invalid	2013-11-30 17:50:12
3550	No apparent improvement in 8 weeks. Sluggish when not totally unresponsive. Still can't get to any plan even if I could afford them. What the hell is going on with this site?	2013-11-30 19:07:11
3551	When signing up with the name address, that was ok. I received error message for DOB which corrected itself. I again received an message error for my SSI #, which did not correct itself. I was unable to setup an account.	2013-11-30 19:58:08
3552	This is the most useless piece of garbage that's ever been designed. Every penny of Maryland Tax Dollars spent on this website was Wasted. You should have purchased space on eBay or Amazon and saved the taxpayers of Maryland time, money, and most of all Agony and Aggravation. What a joke.	2013-11-30 19:59:48
3553	Tried using the page to find my doctor. Could not find him nor any other doctor I entered. Tried using the "do not know doctor's name". Results were there are no doctor's in Hagerstown, MD.	2013-11-30 20:25:20
3554	This whole entire website is just awful. I was able to sign myself up as my children already are enrolled through the Childrens health program through Maryland and I was told they didn't need to be included for insurance as they would still be insured and thats not what I am now reading! Now worried my children who have had insurance for 21 years will now loose their damn coverage ridiculous!! Obama sucks	2013-11-30 20:28:11
3555	Seems like it's not Mac friendly. Way too many Java scripts and unnecessary animations to slow down or cause errors. I have received error messages way too many times during the application process and finally it stopped proceeding to next page when I was searching for the PCP for the Medicaid plan and cannot even log back in.	2013-11-30 20:35:51

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3556	I have been in the computer business developing critical government (some man-rated) systems for more than 30 years. While the web is not quite that old, I've seen a few websites in my day. This system is horrendous at best. Pretty it is, but the user navigation design and experience is pathetic! I've worked with CMS and know how hard it can be to convince them to do things "right", but I didn't think MD was as bad until I tried out this web site. I've been in a few meetings with the DHR in MD and knew you were having trouble early on, but whomever is in charge of requirements and user interface should be summarily fired. In addition to the poor navigation design of this site, the information available from insurers is also poor at best. Even with a comprehensive plan for myself in this process, I can see I'm not going to be able to estimate anything fully without talking on the phone with each and every provider. Better and more standard information from insurers would be very helpful to anyone in this process. I feel very sorry for the less computer savvy having to navigate this process with the complex and obscure insurance information. I'd say you need a new PM for this project (I'd be happy to oblige), but I'm afraid you are too far gone at this point. You need to shore up the technical aspects of what you have, and hope to develop a better set of requirements for the future with a strong leader who can focus on your users more than your back-end systems. I (still) am a big supporter of Obamacare, but I'm embarrassed when I have to show support for a system that was botched as badly as this one (and that's to say nothing of the federal system that's getting most of the press coverage). Maryland is a blue state and had all the time and resources necessary to get this right. Shame on you.	2013-11-30 21:19:18
3557	I have signed in and selected a plan and it says i am enrolled in medicaid as of Jan 1, 2014. Will i get information on this or receive anything mailed to me?? The concept is very confusing and i cant get through to the number on the web site. I waited for a half hour and got discouraged. Can someone mail me an answer or contact me at _____ thank you	2013-11-30 21:28:12
3558	Unfortunately. I was not able to choose a PCP and got some glitches o the way.	2013-11-30 22:09:09
3559	Your website is not working. When I finally get to the purchase a health plan screen, it logs me out.	2013-11-30 22:37:09
3560	I can't seem to please the "password" screen. I gave up after 20 minutes. I seem to be able to create a password that satisfies every site but this one. This is my fifth attempt to see if this even a viable option. At this point I would rather pay the fine.	2013-11-30 22:42:57
3561	I tried to make an account in order to use the services on the website, and repeatedly received an error stating that my social security number was "invalid." I can assure you that it was typed correctly in both fields and is my correct and active social security number. It is your verification algorithm that is invalid. Please FIX this error so that I can use the site!	2013-12-01 05:50:10
3562	I have two small businesses. I began with healthcare.gov to determine what options I had to begin to offer health coverage to my employees. Healthcare.gov linked me to marylandhealthconnection.gov through which I can't seem to find any substantive information on what health plan options and costs I will be able to offer my employees. Healthcare.gov had a matrix of a number of plans by state and county. Maryland was not included, hence the referral to marylandhealthconnections. What am I missing?	2013-12-01 06:08:42
3563	After clicking of "find a plan" your page came up with a "finding your plans" message and twirling ball showing it was searching, but it just kept twirling for what is now about 20 minutes.	2013-12-01 07:33:29
3564	I tried enrolling earlier but couldn't, called and you said you would reset account and I could go to market place. I still cant get to the market place. Tried to reset password but couldn't, just really frustrated with this whole thing, its not user friendly and you cant get help. What now! Im a supporter of this program but you have done an awful job in implementing. Please help!	2013-12-01 08:02:14
3565	I was working on my application BY THE LAW on Saturday evening. And when I was searching for the provider it was keep showing me No results found when it didn't even give me a chance to search for anybody. I've tried on 3 different computer in my house and saw the customer support phone is opening on Sunday at 8am so on Sunday morning I gave a last try, and still not working. So finally called the customer support and guess what I found out. State health website is down for PLANNED maintenance from Saturday 9pm to Monday morning. But no where on the website mentions about this so called Planned maintenance. It will be very beneficial it we can see when the available times are and when the down times are since they are Planned schedule, so we can properly work around it, out time is important too like yours.	2013-12-01 08:58:22
3566	I was interested in getting an overview of what is available to my daughter and family. I could not find the monthly rates for insurance in table form anywhere. It seems a simple table, like a tax rate table, could be referenced. This would be for basic rates for each available plan, before any tax credits. Why make it so complicated to find the basic information on the price of what is being offered by these private insurance companies?	2013-12-01 09:18:58
3567	Unable to complete account enrollment. Filled out personal info but after I clicked 'next' it did not proceed and "Wait..." indicator never updated/changed.	2013-12-01 10:41:06
3568	Can Not create account	2013-12-01 11:25:07
3569	Website seems to be working fine except that I submitted my application back on October 30, 2013 and submitted my verifying docs asked for but nobody can tell me why my application is still pending until now(December 1, 2013). At least to get an idea of when this issue will be resolved. Thank you.	2013-12-01 11:37:18
3570	I had initially made it to the plans offered and started comparing them. During which the back button of my browser took me to the home page. After 15 minutes of trying to navigate back, I only got the home page. Not being able to tell if I was logged in, I tried to log in again by pressing the "Log in" button. Which only took me back to the home page. I restarted my browser and machine. Again tried to log in, but only go the home page. I came back a few hours later and was able to log in, but am still unable to get the site to show me plans. It either goes back to the home page or to one of the info pages to learn more. Very frustrating not being able to do something I am required to do by law, and I seriously doubt they will take "I have been trying to do it." as an excuse.	2013-12-01 13:40:53
3571	WHY CANT I STILL GET LOGGED ON???	2013-12-01 14:00:56
3572	Please give recommendations for the people who are not eligible for subsidies go directly to insurance company. I am the simplest case: single and do not eligible for subsidy was not able to finish the application. I already purchase my plan directly from CareFirst. Give us at least the opportunity to delete applications.	2013-12-01 15:24:17
3573	There is no way to sign up for anything with this web site. You cant even find out how much insurance will cost. What a bad joke!!!!	2013-12-01 16:03:08
3574	Rebecca Pearce needs to be replaced with someone more competent.	2013-12-01 16:10:19
3575	Somehow you have saved my family information as a married couple, both male. This is incorrect. Not that there's anything wrong with it. But I don't find a way to fix it. Shouldn't there be a way to revise family info without starting over with a new login identity?	2013-12-01 16:14:05
3576		2013-12-01 17:11:09

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3577	UNBelievable....this is outrageously poor government. I cannot believe that you are putting this out as an option for people to obtain health insurance. It is hard to articulate the frustration, anger, and outrage that I feel about this website. GET YOUR ACT TOGETHER!!!!	2013-12-01 17:23:15
3578	This is my third time since October 10th trying to purchase insurance without success. The site has me twice in my household even though I am the lone person trying to purchase a plan. The site also says the last time I logged in was January 1, 0001. It is 5:40 pm on Sunday December 1 and the help line is only staffed until 2 pm?? Are you folks serious about getting people signed up? May I suggest staffing the help line for longer hours until the March 31 enrollment deadline. The website is lovely but worthless. And to think I am a full-throated supporter of the ACA ... where's the leadership in Maryland?	2013-12-01 17:43:16
3579	I want to shop for my insurance first before I put down all my personal information. I should be able to plug my salary and family members ages and see my costs.	2013-12-01 18:22:26
3580	I spent more than one hour waiting for the next page after clicking submit on the information collection page. A complete waste of time. Still not ready for prime time.	2013-12-01 18:26:59
3581	I was able only to get in one time today and look at 1 of several plans to evaluate. After that, despite repeated attempts, I was unable to login again. This site still needs a lot of work (December 1, 2013).	2013-12-01 19:34:51
3582		2013-12-01 19:38:22
3583	I created one account, use the correct login and password (I keep impeccable records), Told not valid log in or pw, create a new account and am told I already exist. I cannot get any help anywhere. Why, why why did you design your own website? that is what university is for. Come on, just say only one person can be on the site at a time.....	2013-12-01 20:14:23
3584		2013-12-01 20:33:44
3585	It's completely broken. WTF? I can't get in and there's no support email.	2013-12-01 21:10:11
3586	I logged in with my user name and password but nothing happened. The home page keeps coming up. I can't log out and I cannot resume application process. Meanwhile who knows who can see my personal information.	2013-12-01 21:19:59
3587	I completed the sign-in process two times, right up to the point where I e-sign. Then the website stalls and says you're having technical difficulties. Of course, somehow the site hasn't managed to save any of the data up to that point regarding my plan choice, so I have to start all over. Between these two failures I tried to print when I got to the page that showed the plan I had chosen - but hitting ctrl+P sent me back to the home page and signed me out of the site, not allowing me to get back in! Fortunately, I was able to access the site using another browser - but still got same error message in the end. You're really reading this, right? I can't imagine this is a fun job for you, as I suspect others are disgruntled, too. It will be great when this is all sorted and everyone is happy.	2013-12-01 21:31:19
3588	I click on Log in and it takes me back to the homepage. Please clarify why the 'log in' does not proceed to the screen where I put in my log in ID	2013-12-01 22:01:53
3589	said it could not confirm my identity W T F?	2013-12-01 22:39:12
3590	I can not get pass the introduction. After I pressed the first next button, it said, it can not identify me, and please call the 1-855-642-8572. Spoke with the customer service representative and the lady said the tech person will be calling me....which I still have not heard from. The 855-642-8572 is not much of a help, I asked her when the tech person will call me back and she said she doesn't know.	2013-12-01 23:40:08
3591		2013-12-02 05:32:00
3592	System keeps prompting me to change my password. Still unable to get into this site.	2013-12-02 06:16:11
3593	Dear Sir/Madam; Below is the email that is sent to the media site, and then was provided the link to this site. I have imbedded screen shots of the problems that I was having, but they do not come out in this format. At any rate, would appreciate any help you can provide regarding the expired password/new password conundrum (I had a message when I tried to log in that my password had expired, that I need to set a new password, but when I do this still always get the old message - need to reset my password because my old one has expired). See below for more details Yours is the only email address on the web site that I can find. There is no other email address on the contact page of the website that I can find (see below). At any rate, since 1 October I have been trying to find out my options and enroll with limited luck. The latest problem is today when I try to log in I get the message that I need that my password has expired and I need to reset my password. I compliantly do this and the change is confirmed (see email message below). But then the next screen, or logging in and logging out take me back to the "need to reset password" screen, even though I have just reset my password.. Appreciate your fixing this glitch (and sending this message to the relevant party). Also surprised that you don't have an option on the site to report problems. Having consumers report problems would probably help you fix the problems faster (even though it takes time to work through the messages, in the end you would save time). Perhaps you already have such an option and I could not find it. Bottom line is that I would really like to sign up but am getting frustrated in trying to do so. Sincerely,	2013-12-02 07:01:37
3594	I have made several attempts to log on with my valid user name and password and the system keeps kicking me out or does not let me log on. I have tried since Saturday night and this Monday morning at 7am was my last attempt. How can I finish my enrollment? I	2013-12-02 07:04:10
3595	Site won't let me in?	2013-12-02 08:14:09
3596	This has been happening since before the Thanksgiving holiday: I get up to the electronic signature page, sign, wait and then get this same message every time. No error code, no explanation, no change. I have spoken with a Navigator and have asked that this be addressed, but no change, no reply. I have a December 15 deadline to continue my old insurance policy and can't wait forever for this to be fixed. Here is the error message: Application Error. We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572.	2013-12-02 08:23:11
3597	The entire process, both the website and the customer service, appears to be broken. I've spent many hours on the website and have had 5 phone calls and have not yet been able to sign up for coverage. Today was additionally frustrating. The website told me that my password had expired. It then asked me security questions that I never provided answers for initially. I got a message that my answers were wrong and my account was disabled and I am not able to get through to support on the phone. Please fix this!!!!	2013-12-02 08:23:39

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3598	Logged on to apply 11/2/13 but could not select primary care provider and could not complete application. After call for help I was told by Autumn there was an error that would be corrected. Call back on 11/22/13 and was told the a correction was made but was not the needed correction or was not completed. I was given an incident number told to check again on 11/25/13 when the issue should be corrected. I logged on 11/25, 11/27 and again today 12/2 and the issue is still not corrected. I called and waited on hold for 15 minutes and was then disconnected. I called back and waited another 30 minutes before speaking to " " who stated the matter has not been resolved and has been expedited (which the prior rep also said.) I am now told to wait 2 more weeks and then check to see if resolved. I NOW NEED TO SEE A DOCTOR FOR MY RUPTURED EAR DRUM FROM THE EXTREME VOLUME OF THE MUSIC ON YOUR PHONE SYSTEM HOLD.	2013-12-02 09:04:04
3599	I was unable to use the toll free number to get help. It has to be revamped. It should be possible to hit 1 at any time to leave a call back number. That is not possible. The audio loop will not accept input to cut to that feature. What's worse, the feature does not allow enough time for the consumer to react and input a telephone number. I was not able to accomplish that in 10 tries. That is completely unsatisfactory. Then I called the regional person for my area. The way the website is worded, I was under the impression that I could get questions answered there. That wording has to change to say that the regional people can help you find a more local facilitator. Finally, the local facilitators don't have phone numbers at all. This is not a workable system.	2013-12-02 09:29:21
3600	The damn website keeps saying that my SSN is invalid, I know my own SSN, how do you expect me to sign up when you have to many bugs on this site. Of been using my Social Security number all my life and all of a sudden it is invalid, I am not dead I'm still breathing. Fix this issue.	2013-12-02 09:31:10
3601	On one browser, I can no longer log in (I was able to do that in the past). For two days, I have been trying to get information about the subsidy and keep getting a message when I get to that part of the application that there's a "system outage." I called about this and was on hold for a very long time. I tried the Capitol region phone number. All they could do is advise me to go to an in-person site. Additionally, about two weeks ago the application was FINAL, noting a subsidy and all. When I logged in two days ago, all of the application information was gone.	2013-12-02 09:41:35
3602	Every single time I try and log in to finish my application (that STILL times out when I try and pick a doctor), all the site is doing now is making me change my password. That's it. Every time I try and log in, I get a "password expired" and it makes me change it and answer security questions. Stop it. Fix it. This is ridiculous.	2013-12-02 09:46:59
3603		2013-12-02 09:55:52
3604	Cannot log in. Keep getting sent back to home page. Quick busy on help line. Very frustrating. Repeated problem.	2013-12-02 11:25:13
3605	Upon completion of a page, the buttons for "Next", "Back" and "Save & Exit" became dead (no "on click" code attached). This began on the household summary page and continued through the household income and eligibility pages. I would hit the question mark icon on the top right hand of the screen (further assistance link) in order to activate the buttons. It didn't appear to reload the page but it worked in order for me to move on to the next page. Good luck figuring out the glitch!	2013-12-02 11:28:10
3606	Can't find any sample rates close enough to my age and familial status to help me understand whether I might be better off buying a plan inside the exchange or outside the exchange. Seems like a kind of simple thing not to be able to see so late in the game....	2013-12-02 11:31:21
3607	Two weeks and I can not register on line or get through by phone after many, many attempts	2013-12-02 11:33:03
3608	The Identity Information page required for creating an account would not submit information. Tried for over an hour on Explorer and Firefox (and initially on Chrome).	2013-12-02 11:34:30
3609	I do not wish to provide my SS# until I am ready to purchase. Why do you require this information? I will not create an account until I can do so without this private info requirement.	2013-12-02 11:55:35
3610	I tried to enroll today but I was informed that they could not verify my identity.	2013-12-02 11:58:19
3611	I signed up for a login today but could not get onto the website to check out plans. How disappointing.	2013-12-02 12:23:10
3612	Phone numbers are not working again!!! Still don't understand how this is acceptable.	2013-12-02 12:23:50
3613	I was unable to log back into the website after being logged out of the website after browsing different health insurance plans.	2013-12-02 12:41:40
3614	I get to the web site and then when I want to begin by either signing on or starting, the screen is dimmed and DOES NOT WORK.	2013-12-02 12:57:41
3615	Hi, I have been trying to enroll for a plan and these were the issues that I had: 1. Many times, I am not able to get to the "Identity information page". On days I could get through, clicking the NEXT button would take me back to the "FIRST NAME" field without any indication of what's wrong. I checked multiple times and it wasn't any error on my part. 2. The days I could go through the "Identity information" page, the website wasn't able to verify me, because the message indicated that the web service was down. Thanks.	2013-12-02 13:08:46
3616	This is getting really ridiculous!	2013-12-02 13:08:57
3617	you are down for six hours for maintenance? The rates are toooo high, I feel like I am being punished for working, it seems that those of us that try to support ourselves will have sticker shock, so I guess I will be "fined" for NOT buying something.	2013-12-02 13:11:27
3618	I was able to provide my information but the website hung up and never was able to show me the alternative plans for me. This better get better or the ACA will all be for naught.	2013-12-02 13:50:09
3619	My account has been disabled so the website is useless to me. I called 2 weeks ago and got a Ref # but no call back to date about what's going on. I have called several times since then to reach a person to tell me what the status is. No luck. My latest attempt is still in process and I am currently at 36 minutes on hold. I'm at work btw so this is not an ideal side project for me to be working on. I know what I want to buy, I'm ready to buy, I need to buy by Dec. 23 so that I will be covered Jan. 1 and not have to pay Cobra which is WAY more than I can buy in the exchange. I would like my account reset or deleted so that I can just start over or I want someone to call me back so I can take care of all of this over the phone. Thank you. , Ref#	2013-12-02 13:59:13
3620	You password policy is to difficult and not elderly friendly. No eCommerce site requires this type of policy. It is over kill and need to be changed. My bank doesn't even require this and the handle money. This site just gives info.	2013-12-02 14:13:46
3621	I have been trying to apply for health insurance for the past two weeks. I cannot even navigate the website. Once I was able to start the application but had to abandon since I was told that the process to check my ID is not yet in place. This is the pits.	2013-12-02 14:16:25

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3622	I have been frozen out of my account for 4 weeks. I cannot log in to complete my application and receive a message that the account is disabled. I have called 3 times to get help unfreezing my account. I have been promised that my phone calls would be returned but they never were. I have spoken with a supervisor named . They were not able to help me. It was suggested that I go to a regional help center to apply because it doesn't seem that the tech people can "fix" my account. This is not possible and I cannot go in person. I need and want to complete the process online. Please help me access my account or let me start the registration process anew. I can't even do that. Thank you,	2013-12-02 14:17:32
3623	I would like to know why there is not place to click to reset the password. what should a customer does if he forgets his password?	2013-12-02 14:29:15
3624	Logins time out. I'm seeing configuration details I don't need to see. My application is stale, I've sent in documentation and have heard nothing. I call the help lines and have talked to 6 people and left message on one and have been put on hold, transferred without warning and run around. There are too many numbers to call. Too many agencies. Too much work. This makes the DMV look easy.	2013-12-02 14:30:41
3625	Site is a joke. All I wanted to do was log in and it won't let me. Believe me I know how to use computers, etc..	2013-12-02 14:35:15
3626	I have been trying to log into the account I created over a month or two ago. I have contacted the Customer Service team on 3 separate occasions - at least - but they are not able to reset my login information or assist me with my issue. I was advised that they would be logging a trouble ticket with Tech Support on my behalf. I have not received a resolution to my issue or a call back to this day. The deadline is rapidly approaching and I'm not in a position to signup because there is an issue with my log in and account access. Can someone please assist me with this issue before I am penalized for something that is beyond my control.	2013-12-02 14:42:21
3627	er Name is: Maryland Health Connection ID is:	2013-12-02 14:43:52
3628	I have set up an account but have had to change my password three times today and still cannot access any information!	2013-12-02 14:50:15
3629	Can't login today -- Dec. 2. Can't get through by phone. Trying to determine status of application filed early Oct. Last spoke by phone on Oct. 16. Latest update online was Nov. 6 showing application approved. Since then, I have had no info online or by phone or mail about subsidies. No options available online for this info. Anything I do on page showing "approved" will delete my application and throw me back to the beginning to start a new application. What needs to be done to get past this page? Where can I get the info I am looking for regarding subsidies? Point, MD 20645	2013-12-02 14:50:47
3630	The pages and pdfs took longer to load than I'm willing to wait (>10 sec). This site stinks, and I'm extremely frustrated by it.	2013-12-02 14:59:40
3631	Still waiting since Nov. 15, and still no luck. Contacted Congressman Sarbanes and Lt. Gov. Anthony Brown to see if they can do anything. Which highly doubt. Incident # 1	2013-12-02 15:12:36
3632	The "resume application" button HAS DISAPPEARED!	2013-12-02 15:14:27
3633	I can not get past go ... still your website ids a disaster	2013-12-02 15:22:38
3634	Can't even get a sign-on screen now. Regards,	2013-12-02 15:50:21
3635	After trying to establish and account for 45 minutes with client on phone viewing my screen, we were not successful. We called the number, but busy. Retried and finally were able to leave a message that was 5 1/2 hours ago. Still no return call.	2013-12-02 15:54:28
3636	Trying to continue my application but could not log in.	2013-12-02 16:04:20
3637	have repeatedly tried to setup an account. won't accept my information. called in and that person could not help after confusing technical explanations. will keep trying	2013-12-02 16:21:54
3638	I keep trying to log in and it keeps telling me I need to reset my password which I have done twice and it still goes to the your password has expired page instead of a log in. If I close the internet and get back on the site and try to log in same page comes up with my username and states to reset password which is a security issue because anyone can click it and change my password/info on me. Very unsafe and extremely frustrating !!!!!!!!!!!!!!!	2013-12-02 16:37:28
3639	First of all, it took me at least 30 min to be able to log in so I could resume my application. Secondly, I keep getting stuck at the same point that would not let me continue: Additional Information for Medicaid/CHIP Applicants Please answer these additional questions about the household. I click NO but keep getting the same message and CANNOT go on!! : "Please correct the following errors before proceeding. No such data item." please fix this or provide help	2013-12-02 16:40:38
3640	Your website is not allowing me to change my password. Please fix this.	2013-12-02 16:52:04
3641	the coding is flawed.. text overlaps and the "contact us" box cover half of the important info i need to read. please fix asap!!	2013-12-02 17:07:33
3642		2013-12-02 17:09:03
3643	Tried to see if I qualify for help and website stated above federal wage line and my wages were 22880.00 This website needs major help. Site slow to respond. Will not log out properly half the time. Will not show all plans in a timely manner ever. Cannot sign up on any plans due to inaccurate information provided.	2013-12-02 17:36:00
3644	I have tried and tried and tried again with no help.what a bunch of bologna.take back maryland 2014!!!	2013-12-02 18:30:00
3645	I am extremely frustrated with your website and none of people in your call center have been able to help me. I have made numerous calls for assistance since October 1, 2013 the system still cannot create an account for me. It tells me there is already an account for me but I cannot gain access to your plans, etc. I have tried creating a "new" password but that does not work. I need someone to create an account for me - the system does not know what it is doing.	2013-12-02 18:31:34
3646	I was able to login after numerous attempt and when I couldn't select any of the health care provider because it says there are no results found, I just proceeded without selecting and at the last page of pressing a submit button it gave me an error and stopped working. So I was forced to log out and log back in. But now for 15 mins when I press log in button it shows me the same log in button. I cannot even log back in now and the customer service line is impossible. I was on hold for so long I gave up.	2013-12-02 18:52:07

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3647		2013-12-02 19:39:24
3648	I HAVE TRY TO GET INSURANCE FOR 3 DAYS IN ROLL NOT LUCK YET, SO THANK YOU FOR SO BAD SERVICES, I CAN T EVEN GE T SOMEONE ON THE PHONE	2013-12-02 19:40:11
3649	If you make any kind of mistake there's no way to undo it. For example, the system for some reason assumes that my husband and I are both men. We are not--I'm a woman. I can't find a way to fix it. Then, when I got confused on the actual application, it wouldn't let me change back to a two-person household after I accidentally said there was someone else in our family. My husband was on hold for more than an hour on Saturday, trying to sort some of this out. Now today, when I tried to login so that I could have the information at hand to try the customer service line again, it tells me that my password is expired and that my responses to my security questions are incorrect (I guarantee you they are not). All we want to do is buy insurance. We're already done our research and we know what we want. We don't qualify for any kind of discount or tax break, and that's fine. But it's really hard to use this site to just buy insurance. It shouldn't be that way. If anyone is available to help us with these problems, we can be reached any evening between 7 and 10 pm at	2013-12-02 20:00:04
3650	We successfully set up an account in early November. Since that time, we have not been able to get back into the account and choose the appropriate coverage for our family. We log in each time and it takes us back to the "Get Started" page. We are extremely frustrated and annoyed by the lack of 'functionality' with this program. Additionally, your help line closes at 5:00 daily. We work during that time and are unable to work on our application until the evening hours. This entire situation is causing mayhem. There does not seem to be a solution and that is very unfortunate. Thank you.	2013-12-02 20:15:41
3651	I have been attempting to enroll in a health plan for almost 2 months. Again, the process is abysmal at best. Every time I try figure out what the problem is with my application I am told it isn't me it's the website. I have taken my lunch hour on occasion to call and still I am in almost the same place I was back in October. Honestly, you would think that by now Maryland would have it correct. Considering the amount of taxes I pay the State of Maryland should be the leader in this arena. Very sad....	2013-12-02 20:19:38
3652	could not get any further than trying to create an account. All fields filled in correctly however, could get no further than 1st page. this is my second try. #1 try in Oct. #2 try now. Help. Will try again in AM 12/03 thanks	2013-12-02 20:30:40
3653	I have been trying for 4 days to create an account but the website will not go to the next step after I enter my name and email address.	2013-12-02 20:53:29
3654	Information was lost several times, had to start from the beginning all over more than once. Inability to go back and make corrections. Not sure what was finally input because there is no way to look at my information summary. No explanations of documents needed or why, abbreviations used which is baffling. Taken to the last page with no way back. System hung at almost every step. Logged out of system at random times. In general very confusing for applicant with the inputs contrary to what the law seems to provide for. User interface terrible. Redundant or unimportant information required. Verification information is ridiculous, everything should be verifiable from the social security and tax returns. This is by far the worst experience ever in submitting an on-line application.	2013-12-02 21:20:58
3655	it's better than last week when I could not even log in, but why am I being asked questions about me and then the same questions about 'primary applicant'? The end result is the site wants to know what the relationship between me and primary applicant. We are one and the same. I answered the earlier question about who I was applying for as for myself. Also, entering birth date is extremely awkward if your are older than 10! I would assume that there aren't too may applicants younger than 18, so perhaps 1995 would be a better starting place...and why am I being asked what state I live in - don't we have to live in MD to qualify for the Maryland healthcare exchange? Just wondering and venting...hope this is really up and running by January 1, 2014 when my current health plan expires.	2013-12-02 22:08:09
3656	Where is the plan and cost comparison???	2013-12-02 22:37:58
3657	Still not able to create account. Even with phone assistance was not able to create account. Was instructed to keep trying and call back in a few days. email does not come back with any instructions. Feeling very frustrated. Wondering what to do now. Current plan is ending and has a very high deductible. Will be eligible for medicaid if ever able to connect. Concerned about health care needs if policy ends before system allows us to apply. Wondering where in Garrett County to get in person assistance?	2013-12-02 22:41:55
3658	I am / My wife, nb, and I have been trying to enroll in CareFirst Platinum PPO since Oct 23. I have logged in almost daily since then and cannot make it work. I can never complete the enrollment. I get error messages or I get stuck and cannot proceed. I have called many times and error reports have been filed by the phone helpers. No one ever calls me back with error corrections. Please look at my record and advise me. Thanks.	2013-12-02 22:48:45
3659	Everything was going fine, then 3/4 of the way through the application it kicked me out. When I tried to log back in, I click on "get started and it takes me back to the introductory screen. It doesn't even let me enter in my user ID or password. It took from about 9 or 10am till after 1pm, then I gave up. I just tried again and it's doing the same thing (11:20pm) I'd love to finish my application before 12/23 so I can be covered by January 1st 2014. Please advise.	2013-12-02 23:21:06
3660	My account is disabled. I have been trying to complete my app for some time now. My account was supposed to be restored so I could finish on friday. Its Monday and its still disabled. reference number : call me.	2013-12-02 23:30:36
3661	I am not giving you any information on the inter net. To look at the prices of different levels should be at our finger with out given info. I want to know how much before giving info!!!!!!!	2013-12-03 07:05:13
3662	I have been getting the same error for TWO MONTHS. When I click on "view plan details" more often than not I receive this error: "Multiple distinct Content-Disposition headers received. This is disallowed to protect against HTTP response splitting attacks." I have reported this problem twice before. Yet with the deadline drawing near this software glitch has NOT BEEN ADDRESSED. Citizens cannot "COMPARE" plans if the system won't give us the details. It is unreasonable that we have to choose a plan based on almost no substantive details. PLEASE fix this!!	2013-12-03 07:54:23
3663	3 December 2013 WHAT ARE YOU DOING TO KEEP THE PROMISE TO ALL AMERICANS that ... "no matter how we reform health care, we will keep this promise: If you like your doctor, you will be able to keep your doctor. Period. If you like your health care plan, you will be able to keep your health care plan. Period. No one will take it away. No matter what."? Sincerely,	2013-12-03 09:38:39

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3664	Have tried to register since 1 oct. Sent in (by mail) application over 6 weeks ago, was contacted by MHC 2 to 3 weeks ago, and answered their question about wife's SSAN, have still not heard if I am enrolled or not. Can't get thru by phone. Have tried to navigate website & register to view options, always told the verification cannot proceed, and I can't save info, thereby forcing me to re-input info each time I try to register. That inability to save my info is simply inexcusable. I find the website as a whole to be "Pretty", both in visual design, and in the ability to help me solve problems, but in the latter, it's "Pretty Awful". I.E., the website is all fluff, no substance. It's worthless, except as a waste of time.	2013-12-03 09:39:46
3665	I entered my information to get an account, to apply for insurance for my daughter and it tells me that they can not verify my identity.	2013-12-03 09:43:46
3666	Really this is most likely as bad as the federal site. Also when I have called in I dont get answers just people giving me a reference number and then saying have a nice day i would really like to know if I have been approved and if i will get any kind of tax credit or financial assistants. There was something there on the site for my husband and I that said we would get 624.00 dollar amount towards help for health insurance not its gone from the site. What the heck cant you all get anything right !!! Really Im tired of dealing with the carefree way you people are doing your jobs and I feel all of you from the top down should lose your jobs!!!!	2013-12-03 09:51:16
3667	I am very frustrated. I registered a while ago but whenever I try to log on to look at the insurance I cannot get in as my password is not recognized. I called the "customer" service and they promised to call me back three days ago no one has. Please help me .	2013-12-03 09:53:14
3668	I have been trying to complete the application process for 3 weeks now. First, it took me 3 days to get registered. Once registered, I was able to complete the entire application, but could not submit it. I called the support line and was told that my issue would be escalated and worked on ASAP. A week went by with no return phone call. I called back to be told that tech support was still working on the issue. I called back, this time with a new issue, now the website indicated that I needed to start the application over. I was told that the issue still was not resolved and still being worked on, do not start the application again. More time passed, and no updates on my issue. I called back today to be told that my application was deleted and I needed to start over. I started AGAIN! Now I'm getting a "Problem with your application: We could not determine your Tax Credit due to system outage." error. I called yet again to be told that this is a known issue and is being worked on. I asked to speak with someone else and was told that I would get a call back. Forgive my doubtfulness given the fact that it has been 3 weeks and I still have not received a call about my initial issue. I expressed concern about not being able to complete the application by the deadline to receive benefits by January 1. The response... As long as you pay your premium by December 31, you will be covered. WOW! I cannot even submit the application, how can I pay a premium? This is outrageous! We are being told that we MUST have health insurance, but the means to obtain affordable insurance is flawed! I am extremely frustrated with the fact that it has been 3 weeks and I cannot even submit an application. Also, I would just like to mention that I am on hold at least 20 minutes before my called is answered each time I call...	2013-12-03 10:13:08
3669	This web site is awful	2013-12-03 10:13:53
3670	I made it through everything. I am unable to "Sign & Submit" my application because it says, "Error: First Name must match the client's first name." Great and thank you very little.	2013-12-03 10:17:15
3671	I created an online account months ago, but due to technical difficulty I had to call. So I did the application over the phone. The rep told me I can log on for the status, but while trying to log in with the password I created the system does not recognize it so I click on forgot my password and the system ask me to call the customer service number when I call the customer service number the line is busy. I have not received any feedback on my application and I cannot log in to view my account.	2013-12-03 10:19:46
3672	This is the 3rd or 4th time I have tried to get insurance. I am very unhappy as my current insurance is cancelled the day after Christmas. I currently work 7 days a week at 2 jobs in order to cover my bills and get out of debt. I don't have all the free time to spend on this site. Again today I have wasted about 30-45 minutes trying to find out about insurance. I just want something that will cover a my current doctor for when I get sick and my 2 prescriptions. I also want dental as I went over 15 years without any insurance. The 2 times I did get the insurance to pull up, I had different prices then the last time. Now the site has frozen again and I will have to start all over.	2013-12-03 10:19:58
3673	The system wouldn't even let register--says that it cannot find/verify me. I am a current Maryland Health Insurance Plan member for God's sake. Useless. Simply useless.	2013-12-03 10:22:51
3674	We do not want to buy, because the system is no help, and I can not get back to the account I set up. the system doesn't know who I am. many other errors.	2013-12-03 10:30:11
3675	I can't to do the application for an Medical card, because all its confuset so bla,bla, and no appear the paper work to fill it. how to do, I and my wife we need to fill the application, personally in office no ,the personal olwais saying to do for online, somebody please to explain this? thaks for you atention C/S	2013-12-03 10:31:48
3676		2013-12-03 10:37:33
3677	Account has been automatically LOCKED out and CANNOT reset password. All Secret questions useless and have never answered or saved on those questions before!	2013-12-03 10:37:48
3678	Pages were slow to load (I have FIOS, using Safari on a MacBook OS 10.8.4). Sometimes pages wouldn't load at all. The first time I reached the "Accept Web site rules" page, the was the tick box, but no 'accept' button. I hit the enter key, and that worked OK. Then, the first time I reached the personal information page, I tried using the Autofill function in the browser. It filled in most but were errors in placement and when I tried to correct it, it wouldn't allow me to, so I had to start over. In the end, I had to go through the process twice, the second time not using Autofill, before being told my identity couldn't be verified. Then both phone lines were busy.	2013-12-03 10:44:02
3679	I've been living in Maryland all my life except for about 8 years. I am now 64. I have been in the same house for 29 and 1/2 years. I have had the same social security number for about 50 years. I have never been married so I have always had the same name. I have been using computers for 40 years and I am totally competent. I went to the website to explore my options and after trying to create an account I got this message... "Based on the information provided, we have been unable to verify your identity. Please contact the consumer support center at (855)-642-8572." If you can't verify my identity, who can you identify?	2013-12-03 10:46:17
3680	My insurance has been cancelled as of Dec 16 2013. I have two weeks to get new insurance, I can't even look at the website to compare plans against einurance vs the exchange. The phone line is constantly busy for the Maryland Exchange.	2013-12-03 10:48:47
3681	I somehow ended up with two acct's tried repeatedly to call tech. support after being refered to that dept to have them delete both acct's, was unsuccessful was told I would get return call from tech. support to confirm they were deleted, that was over two wks ago now. have tried to call repeatedly I get busy signal's, or placed on hold for extended period of time. its crazy.	2013-12-03 10:50:51

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3682	Hi, I entered in all of the information and am pretty sure that I was able to enroll in Medicaid. I have not received a follow up email or a confirmation of any sort and at this time I am unable to Log In to the website to check if my application is complete or not, or just to check on its status. Can you help me and let me know if I have to do everything over again or if I did it right the first time? Thank you....	2013-12-03 10:58:00
3683	The website is easy to navigate, however it and the consumer support phone number and the in-person assistance have been perfectly useless to me. I have returned to this website week after week, entering my personal information over and over only to be told that the site wasn't working. So I went to receive in-person assistance and all they had access to was the web site, so they couldn't help me other than to print out the mail-in forms. Today I've returned to the site to try again and although I've entered all the information the site requests, I have received a message that I cannot be identified and therefore cannot create an account. I have called the phone number provided repeatedly and gotten a busy signal. This whole operation is being very poorly managed and it's a shame for those of us in need of its services.	2013-12-03 11:07:24
3684	Cannot create an account, and your contact phone number goes straight to a dial tone.	2013-12-03 11:07:37
3685	I only got through to putting in my information and the site gave a message that my identify could not be verified. But there was no attempt to verify. I site didn't bring me to next page to verify identify. My friend tried as well, same bad message. Worst of all, the phone number that we're directed to call is always busy. I work all day, so I do not have time to go to one of the centers. I am very capable of and comfortable with using a computer to complete this process. But, the website does not function properly.	2013-12-03 11:17:20
3686	I cannot get health insurance no matter what I do and now I am locked out of the site. Your phone is busy and there is no hope.	2013-12-03 11:17:54
3687	The phone support line is always BUSY!	2013-12-03 11:18:15
3688	Your website fucking SUCKS I have been trying to log back in after my account was locked once from 3 failed login attempts. So once it was active again I reset the password and WROTE IT DOWN so I know it was the correct password. When I tried to login it said the user authentication failed, it did not say the password was incorrect. So I tried using my email I registered with _____ and typed the password slowly, and then I my profile was locked AGAIN!!! I tried to call the phone number to enroll and they said I couldn't do it because I had created a profile, and they couldn't unlock my account. And this time I KNOW I used the correct password. I am going to have no insurance now because of you fucking IT idiots because my account won't be unlocked now until God only knows when, and the December 16th due date will probably pass by then I HATE YOU AND YOUR SCREWED UP SITE!!!!	2013-12-03 11:28:10
3689	Why the fuck can't I see rates and plans without enrolling!!!! I know I'm not eligible for subsidies. I just want to see costs without creating an account!!!!!!!!!!!!!!!!!!!!!! Fuck You!!!!	2013-12-03 11:34:42
3690	the password set up sucks because it doesn't tell you the parameters ie: must have upper case or minimum number of letters for password.	2013-12-03 11:42:36
3691	I am confused about what I should get, what I should get my family and what the heck I qualify for? I don't get assistance, I don't have full time work, My husband is suddenly unemployed and had surgery and I don't know how this all works out. I just don't even feel like bothering. My daughter won't do her share to see what she can get my son ditto. Basically we are screwed. Whoever you are thank you for listening, I'm just frustrated with my life.	2013-12-03 12:46:09
3692	Yesterday when I set up my account, several screens froze up on me. When I finally got through to begin answering my financial questions, there was no information on what to put in the "amount" field. I am self-employed and do not always receive dividends, do I assumed that I should put my annual amount I made last year, except the site does not tell me which number to use from my tax returns....Gross income or adjusted gross income. After leaving the site and discussing my concerns with a couple of my friends, I decided the system wanted my adjusted gross income. Today, I cannot even log into the site. the website keeps taking me back to the log in page....???	2013-12-03 12:58:01
3693	1) Your contact information is all by phone. What if the person doesn't have a phone? You treat such persons like they were second class citizens of Maryland. Two visits in person by me to centers in Maryland have still not given me the information I need to make decisions about applying for health insurance. A letter of complaint that I sent back in October to the P. O. Box in Lanham was never answered 2) I created an account on October 4 and have regularly checked in to see if I was qualified for subsidies. Today the website told me my password had expired. When I tried to change the password, it locked me out of the website altogether. When I tried to create another account, I was again blocked access to the website. 3) I'm not required by law to have a phone; indeed, I can't afford one on social security. However, the state is required by law, I believe, to give me access to information about the new Affordable Care Act on its exchange. What would my elected representatives say? Maybe they can penetrate the hermetic bubble in which you bureaucrats avoid contact with the people who need your services. I am _____ I live at _____ My email address is _____ a I don't have a phone, but I want answers and information about health care options.	2013-12-03 12:59:13
3694	I was unable to create a user account because the site hung up on the "getting started" button. When I called, I was on hold for 40 minutes and then gave up. Pretty awful!	2013-12-03 13:22:15
3695	I want to see rates without signing up for an account. The help topics provide no useful links. Not good!	2013-12-03 13:47:47
3696	During the first 2 weeks of launch, I made three telephone requests that an insurance application be mailed (via US Post) to me. Not one has been received. Today, the phone line has been busy for over 1/2 hour. The website has forgotten my financial information (previously provided 3 times). SO: as of 12/3/13, the website still isn't working; promises to mail me an application have not been honored; and you do not have enough phone lines.	2013-12-03 13:52:13
3697	Shame on you. Kentucky got things right a month ago; why can't Maryland? The website is really really annoying. Pressing 'back' takes you to the home page. then you have to give all your information again before checking health care plans. After a few times of doing this, the website just refuses to work - it is impossible to move from the home page. pressing 'get started' does nothing - it just takes you back to the home page where I already am. I tried to email the plans to me. it sends it out in the stupidest way possible. Instead of having the healthcare plans on the x axis and the details on the y axis, it reverses the order. so I get a table that is so wide it can't be printed or looked unless I scroll horizontally to see all 30 or more columns. Printing the plans directly from the website was great. it showed the insurance companies on the x axis and the details on the y axis. however, after printing that, the website takes me to the home page. this is really annoying!!!! this is basic website stuff and has nothing to do with insurance companies and how they get u the information. Please fix this as I am depending on enrolling through the marketplace.	2013-12-03 14:09:25
3698	I have tried to sign up for health coverage for 3 weeks and have not been able to.	2013-12-03 14:14:48

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3699	this is the third time I have tried to sign up and have been unable to due so . I can not even get pass the registration process, it just says wait for 20 to 25 minn at a time . but I bet know one wants to here this come tax time when I get fined ...	2013-12-03 14:34:31
3700	I have entered my info many many times and still get a blank screen when I submit. I went through the Carefirst web site to apply and it sent me back to this site and still a blank screen!!! This really sucks! I will be without insurance on January 1 if this doesn't get resolved! I am trying to apply and the brokers can't even help. What in hell is wrong with you folks in government!	2013-12-03 14:39:25
3701	After attempting for weeks to log on and apply for an insurance plan that I have already selected I have been totally unsuccessful. There seems to be no way to get beyond the Medicaid application once you indicate that you have no income. I am a full time student and have resources available to pay the premium but I cannot enroll. I am using the site because there is supposedly tax rebate assistance available that may defray the cost of the premiums, and would not be available if I enroll directly with the insurance carrier. However, there is insufficient information given to determine if they would even apply in my situation, as I have income in some years and losses in other. The poor design of the site is compounded by the fact that freezes up frequently and one has to exit the program and reenter with additional log-in and information dialog boxes.	2013-12-03 14:50:26
3702	What a lot of stupid choices have been made in designing this site! Maybe there are a couple hundred Marylanders who are really concerned about keeping their medical information secret, but for the vast majority of us, I think having to reset your stupid password, with all your stupid numbers, capital letters, special character requirements, every month is just stupid, stupid, stupid. Whoever decided that this site needs to be super encrypted hyper-secret should be immediately fired, and should find some other line of work beside web site design. Also, security questions are 99% a waste of my time. How about a single question? I might be better able to remember if I used capital letters, or last names, or hyphens in a phone number, with one damn question instead of your Stasi-esque foolishness. This site sucks! And I haven't even mentioned that I haven't been able to get through to the stupid "change your expired password" page! Awful, awful, horrible experience!	2013-12-03 14:54:12
3703	The website was not working... I was unable to log on to my account. The website kept returning to the homepage rather than proceeding to the sign in page.	2013-12-03 15:52:04
3704	I've been trying to enroll for the past few days (since Sunday) without any success. I've tried all the browsers available (Firefox, Chrome, Safari, IE) and I cannot go past the screen to create an account. I've also been getting the busy signal when I've attempted to contact via the phone.	2013-12-03 16:09:12
3705	I am very dissatisfied with the website and customer support. I have been trying to get an application approved and to login your site since 10/15 and have been told several conflicting stories by your customer support. Since my insurance is cancelled on 12/31/13, I am most upset that nothing has been done to correct my problem.	2013-12-03 16:18:35
3706	md. health connection a total waste!	2013-12-03 16:31:16
3707	IRS dependent definition states that a person can carry you as a dependent if they provide more than 1/2 of your care, not 100%. Therefore, if the person cannot provide health insurance why is it that I am denied coverage assistance due to their income status. This is not affordable health care for me.	2013-12-03 16:43:46
3708	I'm amazed this form works. Every time I try to log in, it just takes me to a blank screen. I've called the number and they just keep saying to try again later. How much longer???	2013-12-03 17:18:57
3709	I'm trying to reset my (expired) password and cannot do so.	2013-12-03 17:33:21
3710	my password has expired? WHO ever heard of that? passwords don't expire. Now I'm supposed to enter my personal info again to identify myself? this sounds plissy to me. Can any one say if this is for real?	2013-12-03 18:18:11
3711	Could not even create an account to get started. Site "could not verify my identity" after I provided all requested information.	2013-12-03 18:32:46
3712	I forgot my password and tried to log in. I answered the security questions and carefully read the password rules. I tried several different passwords, all of which followed the rules and they were all rejected for not following the rules.	2013-12-03 19:04:25
3713	I'VE BEEN HAVING A HARD TIME WITH GETTING INSURANCE FOR MY FAMILY. I HAVE TALKED TO MANY CUSTOMER REPS BUT NOYHING SUCEESFUL HAS ACCURED. CANT EVEN GET MY PASSWORD SO I CAN LOG IN TO THE ACCOUNT. I STARTING T REGRET, AND SHOULD HAVE WENT INTO A HELP CENTER. THIS WEBSITE IS NOT HELPFUL AT ALL.	2013-12-03 19:07:30
3714	I have been unable to log in at all!!!!	2013-12-03 19:11:15
3715	Every time I try to log in, it jumps back to the opening page. I cannot get back to the part where I was listing family members before comparing plans. I need to make a correction, because somehow it put both my husband and myself in as males. But I also don't see any box where it asks for gender. Nor can I find any way to get to the place where I can see what the premiums will be. This is the most horrendous experience on a website I have ever had.	2013-12-03 19:41:32
3716	I've been trying to reset my password for 2 weeks without success. Getting a response by phone is impossible. I registered with no trouble on October 28 but now my account is disabled and I don't seem to be able to do anything about it. I've invested HOURS in this. My patience has completely dissipated. There is nobody more computer literate than I am. If I can't work through this, nobody can. This level of incompetence is truly unforgiveable.	2013-12-03 19:45:33
3717	I tried to create an account, and I filled in the form, but when I clicked on "next", it just kept repeating the same page.	2013-12-03 19:51:50
3718		2013-12-03 20:04:03
3719	submitted all information but would not accept password that met all requirements and kicked me off	2013-12-03 20:34:08
3720	Once I sign in, it stays same for a while and just sign off by itself. I am looking to see if my paper application is been put in the system. I put in my paper application on 11/20/13 and haven't heard back from anyone yet today is 12/3/13.	2013-12-03 20:53:49
3721	I can't even manage to set up an account. The system asks me for verification information - everything is correct except my High School. But I decided to guess which HS the system preferred - and it accepted it. None of the options pertain to me. So what do I do now! I can't do this from my day job!!!	2013-12-03 21:54:23
3722	My login name is _____ and my account is disabled. I tried to reset my password but I was unsuccessful. Please reset my password or enable my account. My email account is _____ Thank you in advance for looking into this matter.	

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3739	I have been trying for the last month to obtain health coverage. I keep getting the message and error code below. I have called the number and was told a ticket has been sent to the technical team and I no one seems to know when this will be resolved. There was a problem processing your application. System had an issue processing your request (Error Code: 0005 - L2). Please contact the consumer support center at (855)-642-8572. Please Save & Exit. When you 'Save & Exit' you can resume your application and review your entries.	2013-12-04 10:11:26
3740	Trying to help my sister enroll. I have a Ref# 11/30. Got account setup but is now disabled. Was suppose to receive an answer back in 48 hrs. Now its well past time. My sister is very anxious with the dead line coming fast. She has MS and is on SSI. We have not even been able to look at choices. Please rush to resolve. Thanks	2013-12-04 10:20:38
3741	Could not log on. Does this happen every day? Web site just said Waiting for https://prod.marylandhealthconnection.gov/citizenportal/logon.jsp Get it together please	2013-12-04 10:56:36
3742		2013-12-04 10:57:43
3743	THE PAGE THAT IS SUPPOSE TO SHOW WHAT INS YOU CAN CHOOSE FROM IS STILL BLANK NOTHING HAS SHOWN UP YET. I HAVE CALLED I WAS SUPPOSE TO GET AN EMAIL OF THE LIST THAT HASN'T SHOWN UP IN 3 WEEKS. THIS IS NOTHING MORE THAN A JOKE SOMEONE NEEDS TO CALL ME OR EMAIL ME TODAY EMAIL	2013-12-04 11:00:22
3744	This buggy piece of crap is worthless for comparing and understanding our insurance options. The failure of the PDF function that would allow us to actually study the details of various plans offline is particularly annoying, as is the fact that I can't store my family's details even though I have an "account" in the system IS LUDICROUS! Why I have to reenter my birth date and that of the other four members of my family every time I try to use the system to shop for insurance is inexplicable!! This is what we get from one-party government!	2013-12-04 11:14:59
3745		2013-12-04 11:37:08
3746	This system is so discouraging to me as an adult trying to find healthcare. I can't even get an application on line or in the mail to see if I qualify for Medicaid. I am 50 years old. I make 9.75 an hour and now am only able to work no more than 24 hours at my job which use to be full time. I need help and I am not getting it. I have pre existing conditions of Arthritis and Anxiety disorder and no one can help me because of this. I had health coverage at my workplace for almost 5 years, now as a part time employee we are no longer able to get coverage. I am at the mercy of this website and not getting anywhere. I have medications due and an office visit due in January at which that time ..I HAVE NO COVERAGE. My name, If the government cares is I need an application sent to me at my home address if I qualify for medicare PLEASE	2013-12-04 11:37:09
3747	Please change name to affordable yet unattainable health care act	2013-12-04 11:55:28
3748	I am a tech professional—I've been at it for 30 years. My experience includes building websites. Why does the site suddenly erase my data when I'm in the middle of waiting to compare plans? After printing a plan comparison, I was left on a blank page with no way to go anywhere. Navigation is very unintuitive and unclear. You need ways to get back to where you were if you wish to make some kind of adjustment to your choices. I love Maryland, but I'm very unimpressed with this site. Sorry!	2013-12-04 11:59:23
3749	I'VE SPENT 4 HOURS ON YOUR SYSTEM ONLY FOR IT TO KEEP CRASHING IN THE MIDDLE OF MY APPLICATION!! I'VE TRIED TO LOG ON MULTIPLE TIMES AND IT GOES NOWHERE!! YOU SUCK!!!!!!	2013-12-04 12:45:07
3750	Fix it properly so I can enroll and stop wasting our time.	2013-12-04 13:09:40
3751	Is the website not compatible with Google Chrome? It doesn't let you log in.	2013-12-04 13:14:27
3752	This is very frustrating. Every time I try to login, I get a message that says my account is locked due to too many times trying to get in. When I try to call, I sit on hold, for up to 30 minutes listening to the same horrible "music" that makes my nerves raw. I just want to find out how to get into my account! Oh, and no one calls back in 24 hours!	2013-12-04 14:25:13
3753	This website NEVER works correctly! It's awful!	2013-12-04 15:10:02
3754	I waited over a month to try again to sign up and this site still not right. Fix it and then I might sign up. I rather pay the fine then spending a lot of time on the site and not getting any results. Maybe in a year or two you might have it working better.	2013-12-04 15:39:55
3755	I was given a listed of expensive health coverage plans which was to high in price wise. I need coverage I can afford. Thanks,	2013-12-04 15:45:14
3756	This should be a easy process. Every time I long on, the web page will not allow me to move on to the next step. I can not pick a primary care provider and can not pick an insurance plan. I am eligible for medical assistance, but I can not select insurance plan or doctor. I do not think this problem with this web site will not be fix by December 31, 2013. I am tired of all of these glitches in this health web site.	2013-12-04 16:01:00
3757	my wage was 20880.00 and website said it is above federal wage limit but that is not true according to the federal government list it at 40000.00 so what is up with this website and when will you ever fix it right???? You are taking way too long and I wanted to enroll in a health plan so it would kick in on the January 2014 time. I guess with all the mess on this website I might not even get enrolled at all and just take a penalty.	2013-12-04 16:09:53
3758	I am unable to log into my account to finish the process. It is now 4:10 pm on Wednesday 12/4 and I have been unable to log in since Monday 12/2 which was when I started having problems with the website hanging up. I have tried calling the help center, but the line is always busy when I call.	2013-12-04 16:11:27
3759	Have correct password, but have been locked out of account. (3) Trouble tickets have been issued since October 2013, but no one has reset account or called me back to verify. I have called dozens of times since October, but am told that I have to wait for customer service to fix issues. This is preventing your online reps from looking up my account. In November a rep manually submitted an application, but then told me the application is not showing in his system. He then issued another ticket, and advised I would get another email or call withing 48 hours. This has never happened. I am still not able to apply for coverage.	2013-12-04 16:30:49
3760	1. I was not able to login all day today, 12/4/13. 2. My application is still 'pending'. This is completely unacceptable!!! Get the connections fixed !!! so I can know exactly what my tax credits will be.	2013-12-04 16:45:25
3761	I have been having problems for 2 months now just trying to create an account!!! My account shows disabled. I have spent 7 hours in your Maryland office in Germantown, and I have spent 6 hours on the phone! I have left information with technical support twice, they have never gotten back to me. I have spoken to two managers, to no avail! My name is I am very dissatisfied with this program.	2013-12-04 16:53:52

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3762	As a huge supporter of these healthcare changes, it is very disappointing that you can't create a website. Imagine a business that has its site go down during the christmas buying season. I made it through some of the process and was booted several times. I qualified for medicaid but could not complete the application. Also, it asked for supporting immigration documentation but did not inform me what to send.	2013-12-04 17:05:25
3763	I can't even log in, this is sad.	2013-12-04 17:08:41
3764	Could not connect to website after logging in.	2013-12-04 17:55:11
3765	Still not able to enter VITAL information. We should get longer than Dec 23 to be enrolled because it is not our fault that this system is deeply, deeply flawed!!!	2013-12-04 18:15:23
3766	More than 2 months into this joke, and I still cant sign in. Good job, I love paying my taxes for this garbage.	2013-12-04 18:18:40
3767	I cannot even begin to fine out anything ,the site will not let me in!!!! THANKS FOR ALL YOUR HELP.	2013-12-04 18:20:05
3768	I am beginning to think that all the sites are really designed to discourage people from taking advantage of the Affordable Care Act.... This is the worst website I have ever encountered even going back to the dial up days. You should all be ashamed of wasting the taxpayers money!	2013-12-04 18:21:22
3769	I made an account for this because according to our supreme commander... I mean president, if I don't purchase unwanted and useless health insurance, I will be un-rightfully penalized and fined. I did successfully create an account to search for insurance, however I never received the email to fully activate my account. I attempted to log in anyway to see if it would work and I got a message saying that my account has been locked due to failed log in attempts. At this point, I don't even care about getting into this useless website, nor do I care enough to call your hotline to try to fix this issue. At this point, it would be cheaper to get fined at the end of the year rather than pay for a completely useless insurance policy	2013-12-04 18:26:27
3770	Dec.4th 2013 Tried all day to access the website and never got any farther then the login screen. Couldn't get through to the customer service at all. All I wanted to do is see where my application process stands. But couldn't even get that simple question answered	2013-12-04 18:29:41
3771	I have finished the application yesterday, but found some major errors (i.e. I have listed my wife and my son's current insurance which will be cancelled as of 12/31/2013) that I need to correct. The system does not allow me to go back and change, please inform how to do this. Tks,	2013-12-04 18:36:55
3772	Incident reference numbers: # 21/13 & - - - - - /13. Being trying since November 1st to get problem corrected. Each time I call I am told I will receive a response within 48 hours, but problem not solved. Customer service representative made typo entering my email address and never received confirming email to "click on link" to complete opening an account.	2013-12-04 18:52:24
3773	The internet is suppose to be faster and more helpful. NOT!!!! This website and system is terrible!! It is more than frustrating. So, I had to call. The hold time is extremely too long (1 hour and 44 minutes)?!?! I had to call twice!!!! Because the system could not identify my identity?!?!?! But the representative had just did it 2 hours before. While the representative attempted to be helpful, she was also very unsuccessful at assisting me. To finally get to a representative and still not be assisted is horrible.	2013-12-04 19:44:41
3774	Website would not work past first page of information for identity. Kept returning to top of page. Phone lines with long waits of 30 min. or more, no help available. No way to sign-up, waste of time!	2013-12-04 19:50:02
3775	This is truly troubling. The website functions arbitrarily and it has been nothing but a source of frustration. Please provide more information for individuals to sign up directly through the insurance companies.	2013-12-04 19:56:43
3776	can not look up any doctors tried to enroll in a insurance company got to the end and it is telling my name is wrong	2013-12-04 20:04:34
3777	I put my password in and you say it doesn't meet password rules but it does just put me in for the fine because I just don't care anymore Fixed my buffalo Butt	2013-12-04 20:15:58
3778		2013-12-04 20:16:06
3779	I got a white page with grayed out text and graphics on it. Is this your problem or my browser?	2013-12-04 20:42:10
3780	I followed all the steps when I first logged in, then when I got the e-mail telling me what to do next the site would not take my password. Changed password through the site and still could not get in.	2013-12-04 20:43:23
3781	Unable to log in. System will not bring up log in page. Cannot resume process. Can't do anything. "Log In" button does not bring forth the log in box.	2013-12-04 20:54:20
3782	This is the worst and most stupid thing in the world. The stupid idea is that government will be able to work out anything, FOR THE PEOPLE? I've been trying for 10 days and never get through 2-3 steps. Obama and the stupid idea should be punished, not the people who were forced to buy health care but could not because of the totally incapable obama talker...	2013-12-04 21:12:27
3783	It seems like everyday I make a few attempts at registering my account and filling out the forms and 100% of the time, it doesnt work out, whether its a technical problem with the website or another issue.	2013-12-04 21:19:48
3784	It's 9:00PM on December 4th and the create account is freezing up. This website is already a sack of shit, you should save face and put up a "Site Closed" when it is not functioning... allowing the image of it still working stay is only frustrating those of us trying to sign up and destroying any ounce of dignity you have left. Get this right...	2013-12-04 21:20:16
3785	Fucking sucks...21 straight dys//way to go brown/obama/Owe Malley	2013-12-04 21:57:40
3786		2013-12-04 22:01:20
3787		2013-12-04 22:01:52
3788	The page you have requested is not available. One possible cause for this is that you are not licensed for the necessary Cúram module. If that is the case, you can use the User Interface administration screens to remove these links. This is the message that I keep getting. I am trying to sign up for healthcare. It shouldn't be this hard. I can't even login.	2013-12-04 22:26:33
3789	3 days now and I still can't log in to your website. Early morning, various times during the day and now late at night. Feel like I live in a 3rd world country. Very disappointing after 2+ months and it still doesn't work correctly. This experiment is not working.	2013-12-04 22:38:32

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3790	Two main issues with the site: 1) I was able to complete the account, but I'm not sure as to what to do next. In trying to find out what to do next, I tried to access the online assistance, but it tells me that I can't get assistance until I'm enrolled in a plan. Hello, that's what I'm trying to do. 2) The site states the my family of 4 with a gross income of \$72k does NOT qualify for any financial assistance. Your website states the the threshold for family of 4 is \$94k. Shouldn't my family qualify? The Kaiser Family Frnd.'s calculator said the I at least get \$1400/yr in financial assistance (subsidy).	2013-12-04 22:55:00
3791	I took me a few hours just to register/create an account. Once that was done, the site response was extremely slow. After login on and completing a portion of the application, the site stopped responding, to the point where I had to kill my browser processes. When I logged on again later, I was prompted to logoff to end my previous session. After that, I logged on again, got some more of the application done and again, it seemed the site stopped responding because I waited for more than 5 minutes before clicking the 'logout' button, then I was asked to save and exit. Did that. A couple hours later, I logged on again and was able to complete the application up to the 'verification summary'. There I was greeted with this message: " Problem with Your Application There was a problem processing your application An error occurred while registering the HIX ID or with CIS Registration. (Read timed out) Please Save & Exit. When you 'Save & Exit' you can resume your application and review your entries. If we have been unable to verify certain components of your application, we may need more information to process and confirm your eligibility. The items listed below will require additional documentation to support the completion of the eligibility process. Copies of accepted documents should be faxed to the Maryland Health Connection Consumer Support Center at (855) 642-8574 within 90 calendar days. Additionally, if you would prefer to hand-deliver documentation, you can do so at a local health department or connector entity." I went back later, logged on, resumed the application, got the same message. But... this time I clicked next and the system seemed to have worked ok from there. However, since I am currently unemployed, I was advised that I was eligible for Medicaid. After selecting an MCO, I was unable to choose a PCP because the search keeps returning with 'no results found'. So I cannot select my primary care physician. The primary care physician I would like to select had been in every network on every plan I ever had and I'm sure he's in the MCO network as well. Bummer...	2013-12-05 00:01:58
3792	Cannot even log in...	2013-12-05 06:10:54
3793	stuck in a circle cannot get started	2013-12-05 07:12:49
3794		2013-12-05 08:22:16
3795		2013-12-05 08:22:24
3796		2013-12-05 08:22:33
3797	I would like to know if you could have a live chat like the federal exchange because if one needs help on the phone there is usually high call volume and a long hold time and live chat may get you assistance faster. The connector centers can be too far away unless we take a day off from work.	2013-12-05 08:42:58
3798	I am not able to login. The get started button only refreshes the page.	2013-12-05 09:10:07
3799	For several weeks the application that I submitted on 10-18-13 has been pending in your system however, Maryland Health Connection can't seem to find it in the internal system. I've tried to log back into the system however, now my password has been disabled. I've tried to reset the password and that process doesn't work! To say the least, I'm more than disappointed with this "crazy" system that Maryland has installed. I wonder how much the contractor received from the state in compensation for shotty work! I'm even more disappointed that after contacting the Tech support department, (which claimed that they would contact me in 48hrs) has yet to contact me, in the last three weeks once I FOUND OUT THAT THEIR WAS A PROBLEM WITH MY APPLICATION! Someone should be held accountable for launching a system with this many defects. Now that I think about it, this comment probably won't make it to the light of day either!	2013-12-05 09:23:52
3800	There is no "Resume Application" button on homepage. I am using Firefox. My log in is accepted but the log in button still appears. No resume button and also won't let me start a new application. One big circle to nowhere...	2013-12-05 10:02:58
3801	I THINK IT'S ABSOLUTELY APPALLING THAT I'M UNABLE TO OBTAIN A QUOTE WITHOUT ENTERING MY SSN. WHY SHOULD ANY WEBSITE HAVE THAT INFORMATION AT THE QUOTE STAGE? I UNDERSTAND THAT, ONCE I DECIDE ON MY PROVIDER, THEY WOULD REQUIRE ALL MY PERSONAL INFORMATION. HOWEVER, THERE CAN BE NO LOGICAL REASON WHY THE SYSTEM WOULD NEED IT INITIALLY! I'M THIS IS DETERRING MANY PEOPLE FORM USING THE WEBSITE!	2013-12-05 10:07:37
3802	I was able to enter in my information. However, I tried several times to view the healthcare plans, but nothing would show on the screen.	2013-12-05 10:13:02
3803	I have tried on several occasions to complete the application form. The navigation is frustrating as is having to enter the same information multiple times. I am only trying to purchase health care for myself without any financial assistance as my COBRA expires this month. There seems to be no way to indicate that and have my information from the "Information about you" and "primary applicant pages". There should be a check box or something to indicate whether you are applying for yourself and then the rest should be pre filled. Also, it is not clear that this site is secure especially where the SSN is asked for. It should be indicated whether it is otherwise identify theft could be a big issue. In one location the site refers to the applicant as him should be him or her. I tried to call the call center twice while working on my application and got a busy signal. I am very frustrated and disapnointed. your last login clock doesn't work either. It stated the last time I logged in was January 1, 0001.	2013-12-05 10:15:06
3804	I have created a user id and password, but the website won't let me log in.	2013-12-05 10:17:27
3805	I've been coming to the website for 3 days now trying to enroll so I can sign up for healthcare and everytime I get to the information and identity page it will not let me go any further. I keep clicking next and it just stays on that page. I'm very frustrated and as I type this now I've been sitting on the phone for 59 minutes waiting to get a representative.	2013-12-05 10:38:23
3806	CAN NOT CONNECT. BUSY SIGNAL ALL MOURNING AT 855-642-8572 HAV'NT BEEN INSURED FOR APPROX. ONE YEAR, NEED TO SEE A DOCTOR,NEED MEDICATION. PLEASE FIX IT.	2013-12-05 10:52:23
3807	I was trying to find an application flow, so I know what steps, and the things I need to do. ie. I viewed my application, it has a status of ' approved'. But I have not selected an insurance plan, but I have no idea which webpage to selected an insurance plan. in my mind, I know I 'missed' something, but where to continue the flow. I am looking for a simple 'flow' statement, such, application-->select insurance plan -->pay premium. I don't know what steps I am in now, with a status = 'approved', what is thisn been approved ?	2013-12-05 10:57:27

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3808	WOW! I cannot believe this. I have never had such a worst experience with any websites ever. Setting up an account went well. When tried to apply for the health plan, after putting all my personal information (name, ssn, address etc) and clicking "Next" button, it did NOTHING, absolutely NOTHING! So, I click "Home" button, again nothing. I tried to restart...again nothing. This is so frustrating and discouraging. Please fix this already.	2013-12-05 11:02:56
3809	The system STILL has not processed my eligibility for subsidy! I was told that the application was now complete- AFTER you had my birth date WRONG in your system- how can that be since I was the one who entered it on my end? It has taken 4 weeks before I spoke with someone yesterday who found the problem and corrected it! Now, I'm waiting for the system to reflect that approval. The system is full of bugs- seems as though every other screen is asking me to 'log-in' yet again!	2013-12-05 11:09:53
3810	Please add information about deadlines to enroll and pay for coverage by 1 January 2014.	2013-12-05 11:23:00
3811	I logged in but cannot see a "resume application" link. Then everything seemed to go in a loop and give me the same pages over and over, no matter what other links I clicked on.	2013-12-05 11:25:20
3812	I sent in an application. NOW WHAT? Do I have to wait to hear back before trying to enroll? WHAT DO I DO TO ENROLL? Can I do that online? WHERE IS THE STEP BY STEP INSTRUCTION TO GO FROM APPLICATION TO ENROLLMENT?	2013-12-05 12:06:25
3813	This website is supposed to be run by college educated individuals and it does not work. I was attempting to register and it has taken over 2 hours just to load one screen on my computer. If I have to sign up for healthcare then maybe the website should work!	2013-12-05 12:29:44
3814	There seems to be no way to check on an application already submitted and approved. While it went through without any difficulties with the Navigator, fully approved/verified for Medicaid, the insurance provider has no record or my application. The customer service agent then looked at the State site and said I was NOT eligible! What on earth is going on?	2013-12-05 12:52:15
3815	It's not going well. I tried this morning and again during the last hour without being able to log on. At some point, it logged me on, but when I clicked the link to compare plans, I got sent to something else. There was also a message saying I last logged on Saturday, January 1, 2001. Guess I'll keep trying. I really want this to be successful, but it's very discouraging. DR	2013-12-05 13:07:03
3816	I have been trying to log in for over an hour and cannot get past the prompt to enter my log in information. If I cannot log in, I cannot purchase health insurance.	2013-12-05 13:31:26
3817	a dozen attempts at log on completely unsuccessful.	2013-12-05 13:32:22
3818	I am furious with this website. It is the most awful website I have ever used. It doesn't load when I try to log in, I can't find the correct information, and then when I call for information I am told different things by different people. I can't get in to choose a plan I'm no told I must choose and I have been trying for two days. This is absolutely ridiculous. No other website I know operates this poorly.	2013-12-05 13:47:12
3819	Logins fail to load properly or I am redirected to the main page when I am trying to look at my applications - frequently. (I am using Firefox 25.0.1). Also, I have apparently been enrolled in full Medicaid even though my income is higher than listed to qualify in the information provided.	2013-12-05 14:04:49
3820	I have been experiencing problems from the inception and the customer support is not very helpful. They take information to solve the problem to call you back and never do. You can never get the same person to help you even if you leave a message.	2013-12-05 14:18:21
3821	I have been trying to access the site since October. I've been able to get a user account, but that's it. Can't browser, can't sign up, often (e.g. today) can't even log in.	2013-12-05 14:29:52
3822	I have visited the site at least 15 TIMES from different computers and different browsers and have NEVER been able to browse available plans. I was able to set up an account several weeks ago but have NEVER been able to get back into it. My MHIP runs out in 3 weeks and I would like to sign up for a new plan before then. Are there alternatives to this site?	2013-12-05 14:33:18
3823	I could not get a chat to come up that tells me the premium cost for the plans I am interested in. I give up.	2013-12-05 14:39:00
3824	Still have not been able to sign up. I log in with my password but won't take me to the page to sign up. Very frustrating.	2013-12-05 14:48:29
3825	I can't set up an online account from Maryland global home. It won't connect to the page to create account.	2013-12-05 14:54:31
3826	I have over 10 reference numbers from various phone calls to your office, have names of people I spoke to, and was promised calls back fro technical, media and persons I asked to speak to. NO SUCCESS!!!!!! have been keeping a log on times, dates, conversations, names etc. I am very dissatisfied with the amount of time that I have taken to accomplish getting new healthcare, as my and my husband policies have been canceled to no fault of our own. I keep getting the same message on the application section, have been told it is technical issue, they will call. I do not receive any call backs. Very disappointing!!!	2013-12-05 15:40:14
3827	thank you for this awesome website! Keep up the great work! LOL	2013-12-05 15:43:53
3828	I called and called and have tried to see if we can get insurance and what I need to do next and have gotten no help. I need to know what to do next please email me. I called and she said was approved but now what it won't let me do anything else online. please help me Thank you	2013-12-05 15:48:38
3829	This has been a total disaster. I have been trying to enroll for health coverage since the very first day it was available. I still am not able to get in past my username and password. I am a full supporter of the healthcare law and am anxiously waiting to sign up for a plan. I am very upset that problems are still occurring with this website which should have been taken care of long ago. It is impossible to get through and speak with someone and every time I press "1" for someone to call me back I never receive a phone call. This needs to be fixed immediately.	2013-12-05 15:49:11
3830	I can not connect to my account to know if I am accepting to any medical assistance, please let me know my Address is	2013-12-05 15:58:29
3831	I am unable to view my options. I have already filed an application. When I login, it starts a new application. Now my account is frozen because I have one accepted application and one that is started. All I want to do is view my options with any subsidies that may be offered. A tech support was supposed to call me by Wed. morning (with my login corrected), but I received no call and I am still unable to view my options.	2013-12-05 16:04:39

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3832	I am not able to obtain an account using your enrollment portion of this Web site. I have waited more than the stated five minutes required for complete enrollment for one page to resolve. Furthermore, the Web pages for my personal information are not presented on my screen (portions cut off - not viewable) or private information is viewable (back over the SSN and the X's disappear showing the numbers). Bad code and terrible programming. I've given up or decided to try again later but, later results in the same outcome. I would prefer to perform my own comparison and enrollment but, I don't think it will be possible. Site appears pretty, but to accomplish its purpose it is USELESS. Discouraged Maryland Resident	2013-12-05 16:15:59
3833	trying to connect to Maryland global home. started about 2:15pm reached introduction at 2:59pm. identity proofing wait.. several minutes(10). privacy policy and consent waited while loading... had to click on link button again to get it. finally managed to create account.	2013-12-05 16:53:00
3834	I created an account on Nov 14 and sent in some kind of application. I have gotten no response to it in 3 weeks. I have not been able to sign on to my account again since then. I would like to meet someone in person to discuss my situation -- I should be eligible for medicaid -- but I can't find where to go on this web site either.	2013-12-05 16:56:53
3835	Another hour of my life wasted trying to get passed the log in screen.	2013-12-05 17:27:46
3836	This WEB site is a piece of garbage. People should be held responsible. I cannot abide by the law and My Wife now does not have insurance.	2013-12-05 17:30:44
3837	When I tried to logon I had to verify information to change password. I changed the password. I tried the new password for login and got Error HPDIA0309W This account is disabled. I don't know what the reason(s) are that it might be disabled. I don't think it should be disabled. I would like to get enroll for health insurance coverage.	2013-12-05 17:46:43
3838	Trying to log in took 2:45 minutes after I entered my user name and password and led to a blank page. I mean blank: all white with nothing. FIX THIS ! ! !	2013-12-05 17:51:10
3839	I enrolled in a health insurance plan; however the site is malfunctioning and will not allow me to choose a PCP. Every time I tried to enter the information that I needed to enter to obtain a PCP, a message would appear that there were "no results." I entered my zipcode and a 20 mile radius and there were no PCPs. There must be an error with your system that needs to be addressed.	2013-12-05 18:21:32
3840	1. When I first signed up for an account I mistyped my first name. There seems to be no way to change profile information to correct such errors. 2. I was trying to browse plans for my wife and myself, there was no way to designate sex and despite several tries the system kept giving me information for two males, not male and female.	2013-12-05 18:41:00
3841	I started to use the website on 11/8/2013. I was able to register at that time but I have never been able to see any insurance plans. When I get to the page that says "Select Your Health Plan", the information starts downloading, then it stops downloading without displaying anything! This happens using two different computers, and changing to Internet Explorer 10 from IE 9 doesn't fix it. The only way to get the insurance plans to display was to visit an ACA Sign Up Location and use their computer. PLEASE GIVE YOUR WEB DESIGNER THE FOLLOWING INFORMATION. As of 12-05-2013 I am using Internet Explorer 10 and can login and browse around ok, but I cannot see any insurance plan information. When I get to the page that says "Select Your Health Plan", the information starts downloading, then it stops downloading without displaying anything! I think the reason insurance information is not being displayed to me from my home connection is that I am connected to the Internet through a low speed connection. There is probably some sort of timeout, on your site, that prevents the information from fully downloading. This happens from two different home computers both connected to the internet through low speed connections. (Note - I am able to login to the site and browse around with no problem using this low speed connection of 53.2 kbs.) Sincerely,	2013-12-05 18:42:27
3842	I started to use the website on 11/8/2013. I was able to register at that time but I have never been able to see any insurance plans. When I get to the page that says "Select Your Health Plan", the information starts downloading, then it stops downloading without displaying anything! This happens using two different computers, and changing to Internet Explorer 10 from IE 9 doesn't fix it. The only way to get the insurance plans to display was to visit an ACA Sign Up Location and use their computer. PLEASE GIVE YOUR WEB DESIGNER THE FOLLOWING INFORMATION. As of 12-05-2013 I am using Internet Explorer 10 and can login and browse around ok, but I cannot see any insurance plan information. When I get to the page that says "Select Your Health Plan", the information starts downloading, then it stops downloading without displaying anything! I think the reason insurance information is not being displayed to me from my home connection is that I am connected to the internet through a low speed connection. There is probably some sort of timeout, on your site, that prevents the information from fully downloading. This happens from two different home computers both connected to the internet through low speed connections. (Note - I am able to login to the site and browse around with no problem using this low speed connection of 53.2 kbs.) Sincerely,	2013-12-05 18:43:51
3843	I have been locked out of my account since mid November. Help desk ref# [redacted] had upward to 5 phone calls with hold times exceeding 30/40min. It's been over 24hrs since my last 30min hold and although I've opted to receive a call back, I have yet to be called in ref. to my account being locked. This has been a nightmare since October 1st. I can't even afford to get a flu shot and it's Dec 5.	2013-12-05 18:58:42
3844	When I found a plan I liked, I clicked "see if I qualify". NOTHING happened...I tried to log in later, but it wouldn't let me..	2013-12-05 19:00:17
3845	I have tried to open an account 4 times. I have not been able to. Called the call center and waited for over 30 minutes for someone to answer. I gave them the same info I entered into the site. She gave me some kind of pin number and then my phone went dead. I went and got another phone to call back to ask what to do with the pin number and the call center was closed for the day. Apparently, I can't even get an account in Md, let alone insurance. I have been defending the Affordable Care Act to all the right wing nuts who attack it, but it looks like it isn't worth defending!	2013-12-05 19:22:29
3846	Trying to create an account. I get the same error message after entering my information. "based on the information provided, we have been unable to verify your identity. please contact the consumer support center. use this reference. And I called the support center giving the reference and they still cannot assist me in setting up an account.	2013-12-05 19:46:30
3847	I could not get the site to allow me to print the plans for a hard copy so I could study them. I waited an hour and a half on the phone for assistance--until 8:00 and then was disconnected---after waiting for an hour and a half---with very loud music blaring in my ears. When I tried again to view the plans, the site would not allow me to return those pages.....what a mess....	2013-12-05 19:48:58
3848	After trying the site for several times still found defective and no improvements since my first log in October 2013. This is a really annoying and deeply disappointing experience; when will all the bugs will be fixed. I tried several browser and not success in any occasion ; I just could only enter my personal information which I hope is protected as well as other applicants . Very Frustrated beyond tolerance.	2013-12-05 19:55:09

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3849	I've been trying to get tied in to The medicaid system. I had to go to social services to get help from one of your contractors but she can't get into your system either. My insurance is no longer after the end of december. I qualify for medicaid but this system doesn't work and apparently it's my only option. This is Rediculous! I have friends that have been trying to get into an insurance plan and all the system says is that we are in the system but doesn't allow us to go any further and pick our plans. What the heck are we supposed to do?	2013-12-05 19:56:34
3850	My application is hosed - "Error occurred while registering the HIX ID or with CIS Registration (timed out)" Attempts to re-enter application cause "unhandled server error". My application asked for information on the person filing the application and the insured person - they are the same person, but the application process seems to have no way to recognize this, so I am listed twice in the application. This website's design needs work... & I need to complete my application. Very frustrating.	2013-12-05 19:58:50
3851		2013-12-05 20:18:42
3852	FIRST of ALL, the website FALSELY alleges that I am male versus female !!! THEN, I can't get back to plan browsing after I'm startled w/ one United Healthcare Gold plan that's 192.8% MORE than my current MHIP plan AND w/ a deductible that's \$1,800 more than my current MHIP plan. I can't afford the deductible at UHC's lowest offering — nor can I afford the premium that goes along with it. attaching 282-page .pdfs to the UHC offerings via a different link doesn't help matters; the .pdfs should be attached PER PLAN is ALL of this nonsense just one time-wasting, false promise after another about really just creating an ultimate & ongoing life crisis for everyone who's making a bona fide attempt to apply ? ? ?	2013-12-05 21:10:37
3853	the website doesn't ready my answer is asking me to put the same information over and over and doesn't ready . I was not able to proceed with the application, very frustrated	2013-12-05 21:28:04
3854	Got locked out of login for password errors but site didnt say how long the lock would be. Went back in to change password which worked but got locked out again with the same error message.	2013-12-05 22:15:00
3855	It won't let me log in! I get a crazy message about not being licensed for the necessary Curam module. What the heck is that???	2013-12-05 22:22:30
3856	My username is my email address, I am unable to set up my account online, after completion I went to sign in, used my username above, used my password that have commonly use and have used for the past 15 years with one exception, I capitalized the last letter that I normally use and chose a special character of !, account will not allow me to log on, username is correct as I was able to verify that just to make sure as I do not normally use my email address as a username, I am my correct user name, I clicked on forgot password link, answered the same questions that I have used on other websites for security for the past 15 years, enter in new password, nothing like my normal password and will not continue. After trying 4 times I get HPDIA0309W, account is disabled. I have called 1-855-642-8572 four times already, each time I am told to wait 24 hours then try to log back in using the same password that I set up. Each time I advise that I have done this three prior attempts and no luck. My user name is my email address, inside the account someone should be able to verify that my email address is also my username. I cannot reset my password for whatever reason but I am running out of time to get this activated and select healthcare. Please reset my password and email me the new temporary password to my email address. If you cannot perform the requested procedure please forward to your supervisor, if your supervisor cannot please forward to their supervisor, if no one can please forward to President Obama for his approval. I can be reached on my cell phone @ 410-333-1111 or my home phone 410-333-1111 I have been trying to get this straight since the first week of November. Now it is the first week of December. Thank you	2013-12-06 01:49:03
3857	This PDF is broken: a good deal of the text on the right-side of every page is clipped off and unreadable. This is NOT helpful because I cannot get the information I need. http://marylandhealthconnection.gov/assets/CareFirst-Blue-Cross-Blue-Shield.pdf I'm an Acrobat expert and can't understand how in the world someone was able to create a PDF in this condition. And how did the web team let it get posted to the website? Didn't anyone look at it and notice something was wrong? Certainly doesn't put affordable health care in a good light.	2013-12-06 07:29:27
3858	I have tried for five days in a row now... at day two, I created an account. Day three and four I had difficulty logging in but managed to do so and resume my application. Today, day five, I cannot log in. It keeps taking me back to the home page. It did that on the other days but I managed to get in somehow. Today, I cannot get in. I cannot get beyond the home page. I am on a Mac with Firefox.	2013-12-06 08:18:45
3859	Create log-in does not work. I've tried for a month. First couple of week, I would get an error saying online verification is not available at this time. Later, after hitting the "Next" button, the button would change to saying "Wait," but it would freeze there and do nothing for hours until I gave up or had to restart my computer for another reason. Recently, after changing to from "Next" to "Wait," all it does is refresh the page and highlights the "First Name" box as if I did not enter anything into that box. This site is useless and I am frustrated.	2013-12-06 08:21:22
3860	Get this site working please. It's a disgrace.	2013-12-06 08:52:29
3861	I keep going in a circle. I was finally able to get on and open an account after 4 days of trying. I did half the application and saved it. Now I cannot log back in. My user name and password is there but every time I go to log in I come back to the same screen over and over. This has gone on for 3 days now???	2013-12-06 08:56:26
3862	Where is the application in Spanish?	2013-12-06 09:11:30
3863	unable to create account due to "invalid SSN" message; the number is correct: I am using Firefox and have tried every version of my name	2013-12-06 09:28:48
3864	Your Provider search for the Medicare plans is terrible. I've been trying for weeks to determine which of my doctors are covered under Medicare and either nothing is found or the system kicks me back o the non medicare section. PLEASE FIX THIS!	2013-12-06 10:07:39
3865	Are you people really such idiots. With such high call-in volume, you can't send people to your website, when they're calling in because the website isn't working!!!!!!!!!!!!!!!!!!!!	2013-12-06 10:49:50
3866	This is terrible. I have been trying to sign up for 8 weeks and I still can't get a list of plans to pick from, let alone enroll. I got locked out of my account and now I'm on hold, for up to 30 minutes it says, just to reset my password.	2013-12-06 11:08:06
3867	A glitch in initial round of questions to establish identity this a.m. Question as posed said I'd lived in (Louisiana) but selection offered was from towns in Kansas--one of which I'd lived in, so I checked it.	2013-12-06 11:10:49
3868	WHY CANT I LOG BACK IN	2013-12-06 12:06:04
3869	I have tried for 3 days to access this site and have completely wasted my time. This experience is worse then poor, it is beyond words, and when I call your help number all I get is a busy signal. By the way, your logo at the top of the preceding page "We're in your corner...no matter what corner of the state you are in" is so untrue, the nearest office for Western Maryland counties is not even in Western Maryland. It's over 200 miles from residents in Garrett county.	

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3870	I am trying to sign myself and my two children up for medical assistance and I am not even able to log in. When I call the 800 "help" line I get "Oh well the website is having some technical difficulties". I received no help finishing my enrollment.	2013-12-06 12:16:24
3871	The site keeps bouncing me back to the "Enroll Online" page every time I enter in my username and password. EXTREMELY FRUSTRATING!!!	2013-12-06 12:22:25
3872		2013-12-06 12:49:21
3873	Have called the number several time last time the lady was very helpful...but had to be referred to a tech person who is to delete a second app I had started in error...few day later no reply and nothing done! Time is running out for us to sign up!	2013-12-06 12:49:40
3874	So, this is where my situation stands as of Dec,6 2013 1pm I have called the call center 4 times today. I was on hold for 35 mins the first time. phone went beeyz, called back after 4 or 5 times got through left a message for someone to call me back! sat next to the phone for about 2hrs somehow the call went right to my voice mail, called right back from voice mail got a tape message try to call local number voice mail!!! I have already filled out the application but was suppose to get an email, as to enter my pass word. the email never came! Now it is 1pm and I have been at this since 9am Very unhappy right now I need health care yesterday!	2013-12-06 13:12:47
3875	I previously contacted the assistance line provided and was told an account which I attempted to set up on oct 1st but failed would be deleted so I could try again (I lost login info, including email), this was weeks ago, the deadline for jan 1st insurance is approaching. I can't sign up, and the number provided for assistance has been busy for 4 days straight. How am I supposed to sign up? Like many others in this state, I'm desperate for insurance.	2013-12-06 13:33:05
3876	I have been on the phone for 1.5 hours today trying to get in touch with Maryland Health Connection Consumer Support Center. My number is I simply want to know: have you received the fax I sent regarding my health insurance card and benefits verification? Can someone help me select a plan on the phone? I could not do so with your website because it was super slow.	2013-12-06 14:03:53
3877	This is unacceptable.	2013-12-06 14:08:01
3878	BCBS summaries not detailed enough to choose among them. Est. cost of plan does not take into account tax-credit so I have no idea true cost. I qualify for max tax credit but do not know what that \$ amt / month will be.	2013-12-06 14:15:15
3879	I filled out the application for premium help. It tells me we are not eligible to receive assistance. I know that we are. What do I do now?	2013-12-06 14:21:05
3880	I tried to create an account but could not get past the profile page. I filled in every block but every time I hit the button to go to the next page I was returned to the profile page.	2013-12-06 14:38:08
3881	How can I change income information on my submitted application? Or delete and application and start over?	2013-12-06 14:52:15
3882	I think you should provide a paper application and let us mail it in. You should include a table so that we can estimate our subsidy or provide a simple online calculator where we can put in the parameters and get the subsidy number. The website is too buggy; I have been unable to complete enrollment after several attempts, and now the system seems to have lost my application completely.	2013-12-06 15:19:52
3883	Rude operator, she hung up on me.	2013-12-06 15:23:55
3884	Have yet to be able to create an account in order to compare insurance or see what I am qualified for much less make any decisions regarding health insurance. Over the phone is just as bad been on hold for over an hour on at least 5 occasions. Have yet to accomplish anything at all.	2013-12-06 15:31:46
3885	PROVIDER SEARCH for MCO in zip code 21601 NOT WORKING. I cannot select doctor. Keeps coming back with "No Results Found"	2013-12-06 15:49:49
3886	still tells me that 22880.00 is above 40000.00 federal limit not fixed nor has issue even been addressed. Very disappointed in this website and time it takes for some to respond to problems on this website. Worse than healthcare.gov You could at least update every other day to let users know you are working on the many problems with this site.	2013-12-06 15:50:37
3887	The website is very slow and hangs up without notice. It's impossible to change your address if you mis-entered part of it like the zip code, and it also accepts impossible addresses. It also thinks I'm a man when I entered female on the form.	2013-12-06 15:51:08
3888	It sucks	2013-12-06 15:53:54
3889	It took me weeks to even register for an account, because the site refused to verify my information, but also refused to tell me which specific information it disagreed with. (Initially, even the customer service rep I contacted by phone couldn't do it) Now that I have an account, it's rare that I can even log in, as usually the login button just reloads the home page without ever presenting a login screen.	2013-12-06 16:02:12
3890	Do you have a summary chart that shows the different plans and costs?	2013-12-06 16:17:41
3891	try to login- it takes my info and then goes back to first page and when I click anything it dumps me back to the landing page and that is it	2013-12-06 16:38:23
3892	I started this process Oct 20. I still have not been able to complete it. Either the contact people do not call back or are unable to help. I see that the deadline is going to pass with no resolution and no insurance.	2013-12-06 16:38:42
3893		2013-12-06 16:45:57
3894	It went well for about an hour, and then kicked me out when I clicked "Find Out if I Qualify" on the health plan I think I want, and then wouldn't let me log back in.... HmMMM.... Thanks for noting this.	2013-12-06 16:59:34
3895	We have been trying since October to find a plan. Each time there are "application errors". When calling we usually spend 1.5 to 2.5 hours on hold Today after 145 minutes on hold someone was on the line and placed us on hold again. After a total of 176 the call was disconnect and we did not receive any further call also it was promised. We are promised calls back that never occurred. We are completely frustrated as the deadline approaches. Please HELP HELP HELP HELP us. Tel: 1 - - - - -ference Number - - - - -	2013-12-06 17:04:20

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3896	As of today, the system still is not integrated with the consumer portal at all levels. While every help desk individual I have spoken to can 'see' on their end the financial subsidy I am eligible for, I still cannot. When I log in, resume application, I still see "unassisted insurance". No one seems to be able to make this work. Additionally, many in Maryland who received a discontinuation of policy notice from Blue Cross/Blue Shield received a second memo saying that they had until 12/16 to continue their current policy for 1 year- even if they are not ACA compliant. If we are supposed to migrate to policies that ARE ACA compliant thru the MD Health Connection, we have to be able to do that by the 12/16 deadline.	2013-12-06 17:46:02
3897	I want you to know that my family is experiencing tremendous stress and frustration over your website. In late October we began an application. Stage 2, which does not apparently carry over any relevant information, asks simple questions: Date of Birth, Use of Tobacco, Zip-code, Other Dependents. The question of gender does not appear there, yet it automatically makes us a family of all males. At this point in time the website froze and crashed. Every day we reached the same point in the process and the website would crash. In mid November we found out about a contact person in our area who was able to help us up to a point. We were able to determine whether or not we would qualify for a subsidy or not, but not able to complete the application. Why? Because the website crashed. We have called the Consumer Help Line telephone number, left a return call telephone number and did not receive a call back within the 24 hours as promised. In fact, we have not received a call back at all. We met again with the same contact person on Tuesday 12/3/2013. We were able to get as far as seeing some of the pricing of the different benefits. After 3 hours of waiting for the website to advance with our application, we had to leave because the website crashed. Three hours! I tried again several times since Tuesday and cannot sign in to the website. It keeps taking me back to the 'Let's Get Started' page. Tonight I called the consumer help line again. I waited on hold for over 45 minutes, which I was prepared to do, and then I was disconnected. I called your Press telephone line and left a calm message, even though I am not a journalist. Now, I am contacting you via e-mail. Time is running out on us. If we cannot complete an application, we will be left without insurance or have to pay for coverage costing 25+% of our income. The system is broken and it is affecting everyone's lives, including yours. Thank you for your time. Respectfully, MD	2013-12-06 18:02:20
3898	This link for additional help has never worked - https://prod.marylandhealthconnection.gov/CitizenPortal/application.do I have an account, am logged in but still receive this message: "This functionality is not available unless you have an account - please create or log into your account before choosing this option. Back" What are you doing to correct this? Thank you.	2013-12-06 18:10:56
3899	cant get past the first page that offers me a change password, or sign out option. that's all I get.	2013-12-06 18:23:30
3900	You need to begin discussing the process for working with the insurance provider in the newsletter. FAQ's to answer may include some of the following: 1. I am enrolled, have selected my providers plan and have an approved application. When and how will I receive confirmation of this from the provider? (I have an email that gets your newsletters but nothing else from MD Health Connection). NOTE: As of last Monday, I have been told by Consumer Support Center workers and supervisors that NO data from MD Health Connection has yet been forwarded to selected providers. 2. I am supposed to be receiving a subsidy to pay for a portion of costs. When a provider sends me a bill and contract (email or US mail?), will this reflect my portion of the payment due only? (I have checked the option for all payments to go to the provider directly as opposed to other options). Thanks for your assistance.	2013-12-06 18:25:26
3901	I have wasted another 3 hours on this today with no success.	2013-12-06 18:26:06
3902	I have attempted 5 times to log on. Once it stated that log on was successful. Then when I push the next button, it tells me password invalid and I am eventually locked because of many failed attempts! This is a definite waste of my time	2013-12-06 18:35:58
3903	I am a producer that has been trying to log onto the website to finish issuing a health policy for one of my clients for over two weeks. when i log into the client password and user name I recove an error that states we could not determine the tax credit because of a system outage. That was two weeks ago and the error is still on the system. I have left a message for someone to call me back without a call back. I am writing here in the hope that someone will call me back during working hours to resolve my problem.	2013-12-06 18:59:00
3904	I can not get the sign in screen to work. It has been weeks	2013-12-06 19:47:50
3905	I log in and wont allow me to enroll online. i click the button and it only refresh the page but wont proceed to the application page. very disappointing.	2013-12-06 20:42:38
3906		2013-12-07 06:33:11
3907	Your website does not work. This is a joke.	2013-12-07 06:51:39
3908	Why won't this poorly designed site let me move beyond the log in. When is it going to be fixed?	2013-12-07 07:37:16
3909	The visit was on 12/6 5:30-7:15. System still SLUGGISH!?! System is too sensitive and jumps around when you are in putting information. In the middle of in putting information I received a notice box text indicating the system does not recognize individual save and exit. Review carefully, and make corrections - however it did not allow me a certified navigator to correct the errors and this is all while I am still working in the application!!!! On behalf of a consumer and myself why is the actual application NOT LIVE so typos, errors, oversight are not easily corrected. This is what make a program system USER FRIENDLY where you can correct your own errors and have to invest addition time calling 800 #s before you can correct a SIMPLE error!?!?, especially while you are still in the application. It should not be this challenging the system needs to be more user friendly for both the consumer and the people assisting consumers. ALL aspects of the application should remain available to consumer or consumer assistance worker to corrections while they are still in the application to make their own corrections. If you are still working on the application why are you NOT allowed to correct you own errors while you are still in the application versus save and exit, review and correct which it still did not allow.?!!!!	2013-12-07 07:56:49
3910	I tried for several weeks to establish an account on line. Finally I called the help line and provided information over the phone to establish an account. I was told that an account had been established and that I would get an email right away. That didn't happen so she established a trouble call # _____ to ask the issue. I have since called three times over the past four weeks with no new updates. I am very concerned about my personal information that I provided to you to establish my account. As of yesterday, I was told by someone on the help line that this was a problem that they were working on and that I should hear from someone in the future. My email address is _____ and I'm still waiting.	2013-12-07 08:00:06
3911	It will rarely allow me to actually log in, and when it does I get no further information. I am scheduled for an ablation procedure in the beginning of January, but with how this system is completely failing me I do not know how I will be able to have the procedure done.	2013-12-07 08:24:00

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3912	Have been waiting for a week, since last Saturday, for a call back. Hasn't happened. Have now been on the phone waiting for 40 minutes, no response yet. Going to try again for a "call back in the order received" because I have other things to do besides sitting and waiting on the phone. RIDICULOUS!	2013-12-07 08:44:18
3913	I set up an account weeks ago with no problem. Have tried to enroll for days. After submitting my electronic signature, I get "Application Error We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572." When I call the number, I am told to just keep trying the website. Frustrating. I want to get enrolled and get confirmation so I can cancel COBRA as of Jan 1st. Right now, I have no confidence that will happen.	2013-12-07 09:21:55
3914	I have tried and tried but have been unsuccessful in actually enrolling in my health plan, due to technical problems. I get to the page in which I can choose a plan; I choose a plan; then the page turns and it is completely white. Eventually, I get a message to call a certain phone number. I tried that, waited over an hour on hold; eventually did get through to a live person. He put a message in to technical help; but he did not promise that I would get a response or help before the 23 December deadline. I have called my health insurance agent, and he has had the exact same problem with ALL of his clients. He has not been able to sign up ANY of his clients due to the same technical issue. (Meanwhile, some of them have lost their insurance while waiting for this technical issue to be resolved.)	2013-12-07 09:22:31
3915	When I ask, how much a plan will cost, before I sign up, I would like to see, "HOW MUCH IT WILL COST, NOT MORE SCREENS" leading me back where I started!!! Disgusted, not user friendly at all.	2013-12-07 09:36:59
3916		2013-12-07 09:46:57
3917	How can I ensure my submission is accepted or not? the home page show I should continue application, enrollment page say enrollment success, application page show one approved one pending one continue, can anyone answer to my email address	2013-12-07 10:26:22
3918	Have tried for two months to enroll online. Very confusing and bizarre website. Continually get a "Server Error" message after entering my demographics. Error Code 0x38cf04d3, whatever that means. PLEASE FIX THE WEBSITE !!!!!!!!	2013-12-07 10:58:23
3919	4th time today. Didn't keep track of how many in total (over the last week or so) Application Error We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572. Customer Support Center is not helpful. Told to just keep trying.	2013-12-07 11:09:38
3920	When this site get fixed? Freezes on account creation!!!!	2013-12-07 11:23:04
3921	Application Error We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572.	2013-12-07 11:56:06
3922	Spent an hour and 20 minutes on hold and still did not speak to anyone. When I create an account I get stuck and all I see is the wait screen. It is worse than last week where at least it would tell me that the identity proofing was down. This needs to be addressed and there is no reason to wait so long. Get your act together!	2013-12-07 11:56:24
3923	There are so many problems: 1. The "back" option to previous page is NOT always available. It may need to start a new application instead of resume application. 2. There is no option for entering "estimated" 2014 income option. 3. It appears the 2013 income is solely used for determining "assisted insurance" 4. A customer service representative has responded that the 2013 income was NOT used to estimate 2014 income if there is an "ending date". 5. Even the the income in 2013 has an "ending" date. That date was NOT used for estimating the 2014 income. Even when a person is out of job. 6. A few days ago (around Dec 2, 2013), there was an option for medical option when the income wasterminated in 2013. That option is no longer exist in the web site. 7. Why a person out of job in 2013 was notified for "Unassisted Insurance": "XXXXXX is not eligible for help in paying for their health insurance or health benefits because the household income is above the federal limit." 8. Trying to use "Consumer Support Center1-855-642-8572". Hold on the line for more than 2 hours without having a chance to talk to a representative. This problem has last at least 2 days 12/6/2013 and 12/7/2013.	2013-12-07 12:32:53
3924	I thought I had enrolled in October but never received a bill even though at the end of the process it said I would receive a bill directly from Carefirst. I called yesterday to check if I was enrolled and I wasn't. I was told to use Firefox browser. In 24 hours I was not able to get on the site at all. I then used Safari and went through the process no less than 5 times to enroll and never got confirmation that I had enrolled even though I seem to go through the whole process, so I assume I haven't. I have now been on the phone waiting for an hour trying to talk with someone to try to enroll on the phone. What scares me is if I thought I had enrolled in October but was not successful, what if I went to the hospital in January and found out I wasn't covered. Disaster!!!!	2013-12-07 12:40:38
3925	This website sucks. it shows error messages every other min	2013-12-07 12:53:17
3926	Web site ended at "Wait." after trying to register. Been on hold for over an hour at 8565 642 8572. This is further proof that we really need a simple single payer health system. Will anyone get back to me at _____	2013-12-07 12:53:57
3927	I have tried FOUR times over the past few weeks to complete my application. I always get an error message, or it freezes up. Today I got the message "there was a problem processing your application" and I was told to save and exit. Now that I am trying to get back in to maybe finally COMPLETE my application, I can't! This is extremely frustrating and I do not understand why you have made it so difficult to apply for health insurance.	2013-12-07 13:00:55
3928	This is a terrible website. I am an award-winning webmaster of 15 years, working in healthcare. It's not slowness that makes it bad, it's just that no matter what I do, I am not able to apply for insurance online. I always get to the step where I have just selected "Enroll" in a specific plan and then I am taken to a verification screen. I put my name in and when I click submit I am taken to a screen which says "Application Error." I tried also to apply for my wife, same situation. I'm sure you are working to make it the best site possible and I ask for no reply. I will continue to hold on the phone to talk to a person (as I write this I have been on hold for two and a half hours) - I am not inclined to leave my name and number for a call back, I did this once before and the callback came over a week later, a voicemail which I declined to return as this was mid-October and I decided to wait until the promised End-of-November improvements were in place.	2013-12-07 13:04:30
3929	I applied on 10/31/13. My R/E is _____. I have neither been contacted by you or been able to find out any further information about my application in the 3 subsequent calls I have made to you. Please help! I can be reached @ _____ thanks,	2013-12-07 13:13:27
3930	Where on this incompetent site is a button or tab that says ENROLL NOW. Or SIGN UP NOW? It just keeps kicking me back to the start page.	2013-12-07 13:40:26

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3931	I can't create an account and there are not instructions under the help section except to go to marylandhealthconnection.gov which is the website that I'm reading the FAQ on!!! Unbelievable! This website is a joke! This is what are hard earned tax dollars are going to?!!? I can't even email a real person! PITIFUL! I'm on hold with the 855 number which tells you to go to the website and "resources" for more information! All you can do is look at the different plans, hundreds of pages! Where are the comparison charts and the PRICES?!?!?!?	2013-12-07 13:56:22
3932	Application Error We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572. Again	2013-12-07 14:15:31
3933	Please provide an email address for questions instead of being told to call 1-855-642-8572	2013-12-07 14:20:30
3934	This really sucks and I don't get any calls back, not help and my account is still locked out	2013-12-07 14:45:53
3935	I called already stressed about this whole insurance thing and the music playing is obnoxious, and it keeps on repeating!!!! AAAAAAH! Please make it stop, I've already been on hold for 10 minutes, I cannot take much more of this!	2013-12-07 15:50:37
3936	This is real bull shit. 23 calls in nov and 5 in dec. 5 hours in calls in dec. Still no help. On hold now for 70 mins.	2013-12-07 15:53:05
3937	Neither the website or the customer service site are functioning well. I have had a request pending to reset my password for three weeks. I have contacted customer service for a callback and have been waiting for a return call since Tuesday. You should truly be ashamed of the site's performance.	2013-12-07 16:04:27
3938	I will be contacting the White House to tell them all the frustrations I had trying to sign up for health care.. The Phone line and the computer have been all been hopeless in signing up for health care	2013-12-07 16:07:37
3939	Can't even get logged into the site and have been trying for days. This is ridiculous!!	2013-12-07 16:11:56
3940	UGGH! I'm trying to simply compare plans without giving you all my personal information that you require to set up an account, like my SOCIAL SECURITY NUMBER. It is not at all clear how to do this, or even whether it can be done. It is simply insane to require all that personal information just so I can LOOK at plans!!!	2013-12-07 16:22:57
3941	Trying for weeks, but get no where. The resources sends me back to a phone that never answers. It offers to accept my number promising a call back. It never does. If there are local places to see a navigator, the information is not available anywhere. I PLEASE	2013-12-07 16:42:57
3942	I tried twice over the last three hours of my Saturday to apply for insurance only to be kicked off both times with some computer geek mumbo jumbo excuses for failure.	2013-12-07 16:47:50
3943	125 mins on hold and no answer. What kind of place is this??!!?? My account has been locked out for most of the past 6 weeks. It took me a month just to get in and set it up spending 2 to 3 hours a day trying to get in. This systems is so fucked up and you want me to pay if I don't get insurance. After 40 calls and 25 to 30 hours trying for 9 weeks what the hell can I do? Has anyone gotten insurance from this place at all? This sounds like its just snake oil made to get more taxes from the people.	2013-12-07 17:05:16
3944	Application Error We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572. Again, no success with this website.	2013-12-07 17:29:06
3945	every time I try to enroll in the plan I pick the message come back saying technical problems	2013-12-07 17:42:01
3946	I tried at least 10 times to log in and complete the form starting on Oct 1. Several times I got the message that the system was down. Other times it did nothing. But today I got a message saying you can not confirm my identity and to call. I called and so far I have been on hold for an hour and a half and still no one has picked up. It is 5:45 and according to your web site your help will shut down at 6:00 so I will have wasted almost 2 hours waiting for someone to pick up the phone.	2013-12-07 17:44:09
3947	Error-prone interface. No way of starting over when result is obviously incorrect (application informed me I was eligible for Medicare, despite my careful entering of income information). Allows duplication of 'applicants', even with SAME SSNI! Somehow there are now two of me in my household, with same name, birthdate and SSNI!	2013-12-07 18:02:22
3948	I found insurance options on your website for Blue Cross, Care First, United Healthcare, Kaiser, and Evergreen. The details were very organized. BUT YOU DO NOT TELL ME WHAT MY MONTHLY PREMIUMS WILL BE??!!?? Also I found the table level where my Income falls, but how can I calculate "online" what if any my REDUCED premium rates will be??!!? This website is so limited. I can only view information from these companies--like a commercial trying to sell me insurance. Nothing is "tailored" to my individual situation: SENIOR age 66, SINGLE Household, INCOME 28K year. How can anyone 'SHOP' on your website?? I still need to wait in line on the phone to ask someone to answer this MISSING INFORMATION!!!!!!	2013-12-07 18:11:06
3949	On the create an account field, it will not accept my first name. The last time I tried the site it would't accept my prefix. I am running out of time due to the first step not working.	2013-12-07 18:21:09
3950	screen froze, it reassigned our social security numbers to the wrong family member, it stopped on a screen and gives a bogus error that we cannot get past, its slow and sluggish, it sucks, it absolutely would not let us finish and submit the form. What a waste of tax payer money!	2013-12-07 18:26:50
3951	According to the message I just received I am supposed to reconfigure the web junction server? What the hell? See the _____ has been fired. at least someone in MD is being held accountable. Still can only get to basic plan information before screen freeze. 200 million dollars for this!	2013-12-07 19:12:33
3952	How can I evaluate my employers plan vs this plan when your website does not allow me to complete the application or get any pricing details? I need to sign up to the employers plan by Dec 9 and your website will not let me get pricing and there is no person available to answer questions or assist with the process!!!!	2013-12-07 19:25:23
3953	Could not get into system. Account disabled and could not compare plans and costs. Very disappointed. Should be able to compare plans and actual costs without having to be logged in.	2013-12-07 19:27:00
3954	Need to provide online method for the applicant to delete and/remove In-Complete applications, to reduce duplicate and/or un-needed pending enrollments.	2013-12-07 20:01:15
3955	There was a problem processing your application. 0005: The information provided for _____ does not match our records. Please verify that the SSN, first name, middle name (if applicable), last name, date of birth, and gender details provided are correct, and try again. Yet if a typo was made your application system does not allow me to correct. It just delivers this message and tells me to save and exit. I do not believe the suffix field is being captured also. I should be allowed to correct any errors made while I am actually working in the application form no matter how far along I have already gotten in the application form. For further assistance, please contact the consumer support center at (855)-642-8572. Please Save & Exit. When you 'Save & Exit' you can resume your application and review your entries.	2013-12-07 21:35:43

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3956	My account has been pending for over two days. I was to receive a call back from technical resources, which I did not. Presumably because the problem has not been resolved. The reference number I received is All toll, I have spent far more time than is necessary, over weeks trying to get enrolled. I suggest you write a process summary so applicants understand the process. Until I spoke with a person on the phone, which by the way entailed waiting one and a half hours to speak with her, I did not know your application has to be accepted before you can select a plan. You also should continue to break the system yourself by having an independent try and enroll.	2013-12-07 21:36:06
3957	I am unable to find the progress of my application. It has been well over a month and all I get from this website is that it's pending. No further information, no indication of the status of my application, no indication of what I might have missed, when I can expect it or even if I can expect it. I came here to sign up on Oct. 1. My experience in the beginning was just a mess. Your website seemed unable to let me pick my three plans to submit so I only managed to submit one. The website is not always cooperative or easily navigable, I could even say it was opaque at times, sometimes not allowing me to sign in although that seems to be improving. Access to all the other, possibly helpful, parts of the website is not available when you log in, you have to go back out of your page. And I wish your search engine would allow cutting and pasting. Your "consumer support" is for the birds. I called and waited for over an hour and then after having submitted my number to the callback waiting list, never heard from you again. I can't say my confidence in the ACA long term success is gone but I am quite concerned for the short run given how difficult it's been for me simply to sign up for one plan. I'm pulling for Obamacare, I'm just hoping I can get it soon.	2013-12-07 22:09:43
3958	Locked out of system because I forgot password. Password was sent to me but system won't allow me back in. Add this to the fact that I sent a written application in over 1 month ago and never heard back. The Maryland Health Connection is a joke.	2013-12-07 23:20:08
3959	I have an application that I want to complete but I cannot get past the login menu. When I logon, it takes me back to the Main Menu.	2013-12-08 06:59:58
3960	Another day, another application error Application Error We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572. Been this way for a week now. Fix it, please.	2013-12-08 07:50:48
3961	Unable to log-in due to SSN invalid and unable to find solution via the website.	2013-12-08 08:44:33
3962	This is a very poorly designed website. After getting everything done correctly, it told me (on several occasions) that, for some reason, my submission couldn't be processed, that I should call the help number. On one occasion, when I finally got through to them, they tried to convince me that the problem was that the website was optimized for Internet Explorer (which I won't use) and Firefox. So, I switched from Safari (and Chrome) to Firefox and found that the site worked worse!	2013-12-08 08:59:37
3963	I tried so many times to get insurance from your website. I can't login, and it is not working. I called your support number but after 2 months of wait still no one has returned my call. Please call me at _____ thank you.	2013-12-08 09:15:15
3964	web site never working	2013-12-08 09:25:20
3965	I keep getting kicked out of the system. You've built something that looks very lovely, but is frustratingly dysfunctional. I started the shopping process twice and when I adjusted the window to be able to see the questions it was asking, it kicked me all the way out.	2013-12-08 10:29:03
3966	I go to the plans and they do not show the tax credits or cost sharing discounts that I am entitled to. Example: The leastcost plan shown is \$141 per month with tax credits of 0 and no subsidies. Can you fix this to accurately reflect my true monthly premium.	2013-12-08 10:45:13
3967	Application Error We're sorry the site is experiencing technical difficulties. For more help, please call our Customer Support Center at (855) 642-8572. Second time today.	2013-12-08 10:50:42
3968	You website is not user friendly at all. I have chosen a plan through another company and I am trying to apply for subsidy. It shouldn't be this difficult to apply for the health care you want or need and apply for subsidy. I have been told I need to apply to the state of Maryland thinks I should be placed in and they just don't cut it. My schooling requires health care and I refuse to pay thousands out of pocket because the state thinks that's what's best for me.	2013-12-08 11:21:08
3969	I HAVE SUCCESSFULLY SIGNED UP AND HAVE AN ACCOUNT NUMBER. WHEN I HIT THE "NEED ASSISTANCE" LINK, A SCREEN POPS UP AND SAYS, "YOU MUST HAVE AN ACCOUNT, TO GET ASSISTANCE. EITHER LOG IN OR CREATE AN ACCOUNT". BUT I HAVE AN ACCOUNT" RIDICULOUS!!!	2013-12-08 11:43:44
3970	I was able to get on line this week and set up an account. I completed half my application and have not been able to get back to the page and finish it. I get the same log in page over and over and then the statement that the site is down from 11 pm to 5 am. When I try to get started the same page comes up again and the circle begins. I have wasted hours on this and I am not any closer to completing my application than I was a week ago. My current policy will be cancelled on 12/31 and I need to apply by 12/23. You should be ashamed of this product and website!!	2013-12-08 12:20:30
3971	Keep getting below message Problem with Your Application There was a problem processing your application. An error occurred while registering the HIX ID or with CIS Registration. (Read timed out) Please Save & Exit. When you 'Save & Exit' you can resume your application and review your entries.	2013-12-08 12:35:35
3972		2013-12-08 12:53:32
3973	This is my third visit. I can't create an account because the identity information choices for me are not correct. I will call the consumer help line.	2013-12-08 13:09:54
3974	I attempted to call the connection line, I attempted to use the online option. I desperately need to sign up for insurance, I have a considerable number of issues that I've been putting on hold until it can be handled. Help please.	2013-12-08 13:27:47
3975	After I had established an account here and was ready to search through the Health Insurances available for me, I came up as a "Male, 59." Being a female, as should have been proven by my social security number, I am sure the Health Insurance prices will not be accurate. I have no idea how to change this...Male to Female. I used the telephone number and the message said there would be at least a 30-minute waiting period, which I can't afford with my cell phone...wasting all of my December minutes.	2013-12-08 13:57:43

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3976	I have been trying to help my son register for a subsidy on his health care plan. He is registered as a user on the exchange web site. When we enter (long form) information needed to determine eligibility for a subsidy, the system states that he is not eligible for a subsidy with an income of 20,000! for one person filing an independent tax return. This clearly contradicts everything I have been able to read about the subsidy and the information I have gotten from the Care First web site, the Kaiser Foundation web site, and elsewhere on a screen on the Maryland Health Exchange web site. Since he is clearly eligible for a subsidy, we cannot proceed to register him since he would have to register for a plan without a subsidy in order to complete enrollment. There does not seem to be any way to review and change financial information prior to applying for health insurance on the exchange. So far I have spent about 9 hours trying to register and waiting on line to talk with a representative. The problem still exists. I see no way for him to complete his registration with this problem on behalf of Thank you	2013-12-08 14:29:57
3977	1- had to call to find out the the hyphen in my last name kept creating problems of discrepancy between info entered and what the site had. No mention of be sure you are not using a hyphen... that should be noteworthy 2- everytime I decided to print a plan or get details I could not just go back to looking at plans. I had to go back through all the questions about what I was looking for again and again and again 3- finally I kept trying to get back to plans to no avail. So decided to log out and log back on. Can't log on. The repeated question is do you want to go get info from some update page? If I say yes or if I say no, it merely takes me in a loop, unable to log in or go any further. I am a therapist with a masters degree. It seems silly that it is this complicated and difficult for someone who is well educated and for who English is my first language. I feel for those who's struggle may be greater!	2013-12-08 14:45:43
3978	I cannot even log on/in. Using Internet explorer. Just sends me in a constant loop!	2013-12-08 14:55:21
3979	your so called "affordable" care act/insurance is "not" affordable,,,,,, before you guys it was, now?, no	2013-12-08 15:07:06
3980	1) Constantly bounces me back to the home page. Even something as simple as re-sizing my browser's window kicks me back to the home page, where I have to start all over. 2) What good is setting up an account with password if the site doesn't remember me? Every time I get bounced back to the home page, I have to re-enter my info and that of my dependents. 3) Provider search doesn't work at all. I searched for ANY provider within 5, then 10, then 100 miles of my zip code and each returned "no matches." I even searched for a generic doctor name of Smith and got no results. You should all be ashamed, From Anthony Brown, through Pearce, and right down to the code writers.	2013-12-08 15:37:35
3981	hey, when are you going to prove this site to be "safe", even my nortons does not believe it to be so	2013-12-08 15:39:23
3982	I applied for a subsidy on October 9. In my application, I stated that I had health insurance that would expire on 12/31/2013. The status remained "pending" for 7 weeks after that. During this time I was told on several occasions that it could not be guaranteed that my application would be processed in time for a January 1 enrollment. Therefore, I reluctantly extended my non-ACA plan because I was afraid that I and my children would be left completely uninsured for 2014. After my application was marked "approved" I tried to enroll in an ACA but to no avail. I would be suddenly logged out or couldn't log in at all. Finally this morning I logged in and saw that I was granted zero subsidy. When I called the help-line, I was told that because I had renewed my insurance I could not get a subsidy for an ACA plan. My income is 150% FPL. My current insurance costs 20% of my income, but because I was afraid of doing without - in other words, responsible - there is nothing for me. I am disgusted.	2013-12-08 16:46:13
3983	I have wanted to sign up for insurance but CAN NOT GET A PASSWORD! I have been on the site many times within the last 3 weeks and all goes well until it says THE PASSWORD WAS NOT SET UP!! I have 2 reference #s from previous calls - the last promised to be resolved in 48 hrs... well it's not!! I am really fed up. Just in case you can help me, my phone is Thank you!	2013-12-08 17:07:22
3984	- even though earlier screen said I qualified for subsidy, it didn't appear - sign and submit form kept telling me my first name didn't match the client first name	2013-12-08 17:46:49
3985	I can not proceed with my application. Why not? This is bull shit	2013-12-08 18:06:40
3986	I was told on the telephone Help center I am not enrolled in the plan I selected. And I was told to reenter here and click something to make that happen, such as "submit my application." At that time and frequently I have had trouble even logging in. However, when I finally got in, I am listed as Enrolled in here. I do not see any buttons to hit or help on what to do now. I just want my enrollment and purchase to be pushed on to the insurer before it is too late to be covered for January. Nothing has happened for two weeks. I do not need financial assistance, so telling me to 'Submit an application' seems to be incorrect. The My Applications if for that, I am assuming. But I should not have to submit for assistance to enroll in a plan. I don't get it. A lot of work went to getting this program together for it to be ruined by a troublesome Website. Thank you.	2013-12-08 18:27:17
3987	I have begun my application and am eligible for medicaid. However, when I try to enroll I am prompted to select a doctor and the search function for this will not return any results. I have tried searching for my doctor by name and have also tried to search for a doctor within the specific medicaid plans with no results.	2013-12-08 20:34:41
3988	I have not been able to enroll, I been trying since October. My application is already approved, but no one has been able to help me to enroll, I talked to several people (7) but seems that no one is able to help me. Please have someone to help me and lets take care of this matter. Thank you	2013-12-08 22:44:46
3989		2013-12-09 00:09:54
3990	Still getting the Application Error message when trying to enroll. Happens after submitting my electronic signature. Customer Service is no help at all. Told to keep trying. Have tried multiple times a day for a week now.	2013-12-09 07:31:04
3991	Unable to log in. keeps looping back to main page.	2013-12-09 07:55:17

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
3992	I have an ID #... my application needed verification of benefit (?) several phone calls on 18 Nov gave "several" answers as to what benefit needed verification. sent (via fax) verification of income and insurance, (only benefits I have) sent on 18 Nov. Have not heard back from anyone. Was not able to do this in person as the Western area "Door to Healthcare" said they were not able to verify information. Meanwhile, I need to move this process forward. Could not understand a thing the male voice said at the start of the call today. Messages need to be spoken clearly and slowly. (English is my first language) called 8am - call answered by at 8:19 She was very professional. Spoke clearly and slowly. She said system was down and could only check application...nothing had been verified at this time. I have a reference number for the call. I am a MAJOR supporter of OBAMACare. It displeases me to have to tell people of the gaps in the IT aspect of the program. I need to speak with someone who can move this forward... Thank You	2013-12-09 08:33:38
3993	the site keeps crashing when i try to enroll. What's worse is after days of trying to fill out the application, at the final step where I was about to submit my application, it crashed again and now I could only view my enrollment without being able to submit it.	2013-12-09 08:34:09
3994	i entered the wrong password 3 times and now can't connect. how do i unlock my account? i changed my password but still can't connect. thanks lisa rover:	2013-12-09 08:58:26
3995	your website if full of glitches. I've tried unsuccessfully for 2 1/2 months to sign up for health care online. I have made numerous complaints and each time I call the phone number, I wait a ridiculous amount of time to have the person who finally answers tell me they will give me a "complaint number" but can't help me and someone will call me back. I have not received one phone call back. I finally gave up and called the phone to sign up over the phone, waited 45 minutes on hold to be told finally by the person who answered that she can't help me because the system is down so to call back! This is a absolutely ridiculous system and so poorly run. If my health insurance company had not cancelled me starting 1/1/14, I'd just give up entirely but unfortunately I still have to deal with it.	2013-12-09 10:27:07
3996	The whole implementation process has been ridiculous The website a failure and you are in danger of costing me my insurance coverage. BUT - a personal assistant at MDHE is professional and works well and does what she has committed to. Please give her a recommendation for me.	2013-12-09 10:32:20
3997	I have been trying to sign up since the very beginning in Oct. I have called because the website says I have an account but never lets me move on to make choices. The last phone call they stated someone would get back to me and reset my website. That never happened. I need health care and I have been trying to call the number and the line is always busy. I asked for an application by mail but never received it. I love the President and I am all for this program but nothing is happening for me. I am now up against a deadline that I have tried in every way to avoid. I was recently hospitalized and its going to cost me a mint. Why can't anyone get back to me. Mrs.	2013-12-09 10:48:50
3998	Tried yesterday, Sunday, 12/8/2013, to enroll, but the link to enroll did nothing. Today, tried to log in but was unsuccessful. Your website does not work properly.	2013-12-09 11:38:53
3999	I was not able to log on once I applied	2013-12-09 11:47:03
4000	The website is clunky and the pages either stalled or crashed. A few sections showed "java script null". I was not able to click "Next" to get to the next screen on several instances and had to go back to the main screen and restart. I clicked "Save & Exit" on several instances and the button stalled. When I was nearly done, I tried to select a healthcare plan and the page stalled. I couldn't get past the section that showed enter applicant health info. The page stalled. Nothing to show that it was loading or processing. I waited several minutes and still nothing. Also, the search function to compare the healthplans didn't load either. Is the system down today?	2013-12-09 12:07:47
4001	Worthless. Saturday went through assistance section with sketchy result the decided to just purchase and did the entire routine ----Hit submit and it went to home page. Don't know if have insurance. Then would not let me in anymore. Cleaned out computer (CCleaner) and can log in but it hangs. Called assistance but always busy.	2013-12-09 12:11:44
4002	I have been unable to apply. I have spent hours on the site and over 3 hours talking to the "consumer assistance" people. They were polite, but in the end got no further than I did and after 2 hours with one person who was re-entering my information in a new application and apparently deleted it all by mistake, was lied to about it being almost done and when I called back the new person said the notes said that my application had been finished and the ticket had been closed. I have re-entered my information and am, once again, stuck with the message: 'Problem with your application -There was a problem processing your application. We could not determine your Tax Credit due to system outage.' I save and exit as it tells me to - when I resume my application I am stuck at this same message. This has been going on for over a week.	2013-12-09 12:15:28
4003	Once again I am unable to log into the website. I have been having this problem consistently over the past week now. Is this the product of what Joshua Sharfstein, the state health secretary and board chairman, said about Rebecca Pearce who "worked tirelessly and with tremendous dedication" over the last two years? What a joke! He needs to be fired, too. This is not a laughing matter! My current health insurance will be cancelled and I am supposed to sign up within the next two weeks to have coverage in 2014. I can not even get into my account to correct items that need to be corrected. When I was lucky enough to get in last week, I could not correct any problems without receiving error messages. This is gross incompetence by everyone! What is going to be done, or is this process all just more lies by the politicians?	2013-12-09 12:20:39
4004	This is a nightmare. I've now spent over two hours on this and still can't get the correct information entered and cannot determine whether I am eligible for any subsidies. It can't find my daughter's SSN, yet my previous insurance company was able to verify it. I've had to log in several times. The program keeps freezing, and I'm more confused now than I was before. I am going to have to go to a support center to do this after spending 2 hours working on this. This is horrible! How can it operate so slowly? I've tried to call the support number over 20 times and all I get is a busy signal. I'm the kind of person who this program was designed for - self-employed with pre-existing conditions and I can't get through the process on line. This is a joke!	2013-12-09 12:22:07
4005	This has to be the very worst experience one can have, short of the federal exchange site. I am about 20 hours into the process, on 2 different computers and 2 different iPads. Getting nowhere soon.... Wow, if private businesses ran websites like this one they all would be out of business!	2013-12-09 12:22:30
4006	Tried to log in three times to compare health plans, couldn't get past the log in. Crmon people, this is ridiculous.	2013-12-09 12:28:39

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
4007	The Maryland healthcare website is not functioning or allowing enrollment; updates should be posted on main page if the server is down and/or experiencing high traffic. For a working class, non-insured young adult that is willing to participate in this exchange (the exact demographic that the ACA is largely targeting), I am astonished that this system continues to malfunction at a time when our leaders urge the public to enroll (e.g., for coverage to begin on January 1st). I thank the individuals and teams of IT professionals that are working to resolve the problem; for our leaders: what a shame and what a disappointing legacy you will leave. You are undoubtedly an inspiration to the next generation. --Disgusted and Disillusioned American	2013-12-09 12:47:09
4008	I am trying to use the area to get costs of plans. After submitting all of the information about my family three times, I never got anything other than a blank white screen.	2013-12-09 12:52:18
4009	I created an account but it would not let me login using the password I had just created. Then I was locked out because of too many failed attempts (2). I tried to create a new login password, which I successfully did, but it still would not let me login because of failed login attempts! In addition, I was on the phone this morning ON HOLD for 45 minutes, then was given another number to call but that number sent me to someone needing financial assistance!	2013-12-09 13:00:15
4010		2013-12-09 13:02:11
4011	I kept getting kicked out!	2013-12-09 13:07:47
4012	For two days, I have tried to create an account for my self, but it never went through. The message kept indicating the system can not verify my identity and leaves tel No. 855-642-8572 for me to call. I did call it and the repeating message keeps running forever.	2013-12-09 13:24:27
4013	I've been back to the site several times to register and after I fill out the page where you type in your name, address, email, phone, SSN, and Birthday. I press next and all it does is take me to that same page with all my information still in the boxes and my first name is highlighted. This is very frustrating!!! considering its been this way for weeks!!!	2013-12-09 13:43:13
4014	I have tried several times over the last few months to purchase health insurance, that frankly I do not even want. I have set aside chunks of time in my day to come back to website repeatedly only to find that my username is not recognized, or that I can not create a username because the website will not go forward to the next page. Each time I press "next" on the identity page, the website returns me to the same screen to which I was on previously, and does not allow me to go forward. Surely, there must be some error, but the website provides no error message. It is appalling to me that people are being forced to comply with something that is not actually possible. I have wasted yet another hour of my day - and will probably waste countless more. While it is nice that an extension was given, this leaves people no time to research and look into the health insurance they would actually prefer. They just have to scramble at the last minute to find any health insurance provider they can once the website is working, as to avoid penalization. This is a disgrace.	2013-12-09 13:51:55
4015	My wife & I are both 65. We are enrolled in Medicare. My employer provides health care benefits for both of us. We are enrolled in the Aetna Medicare Advantage Program. I am not certain that this program will be offered next year, in light of the fact that dollars were eliminated from this program. What choices do we have should this scenario takes place? I have attempted to view the various plans on your website, but have been denied because of my age & medicare directive. Should my employer no longer offer coverage in accordance with the law, what options do we have?	2013-12-09 14:13:58
4016	The web site does not work. Wasted A LOT of time trying to enroll. Do us a favor and take the site down until it is functional.	2013-12-09 14:41:59
4017	Tried to get information on cost of plans. Put in information and the website never responded. Tried several times.	2013-12-09 14:45:02
4018		2013-12-09 14:50:43
4019	As a navigator this is a very disappointing process, with lite succes in getting anything done. lock outs, bussy signals and long waits on the phone. How are people suppose to get there insurance. You can't get through to anyone, and it refers you to use the internet, the internet locks you out and tells you to use the phone???? the phone is busy high volume use the internet???	2013-12-09 15:09:23
4020	Today I could not sign on, and the phone# was busy. I have an account, I did submit my application that says I'm approved, I have enrolled in a plan showing me the start dates. However on my home page it tells me to finish my application. I don't see anything else to finish. Thank you	2013-12-09 15:12:27
4021	So frustrating! I selected a plan and it kept bringing me back to 'Browse for Plans' with no explanation what so ever! I was finally able to get through to phone help and a wonderful lady (I did not write down her name, sorry) tried to help me for over an hour, but was not able to help - she was going to refer me to tech support. After over 3 hours on line and over the phone, I gave up! When I went back on a couple of hours later I figured out that Maybe I needed to complete an application for possible assistance (which I had started, but then decided I didn't need). So, I did that and it was determined that I wasn't eligible. THEN I was able to complete the application and purchase insurance. AT NO TIME WAS I PROMPTED TO COMPLETE THAT ELIGIBILITY PROCESS SO THAT I COULD PROCEED.	2013-12-09 15:17:54
4022	I have been unable to create an account. I have tried many times and called customer service twice. I was told the tech team would call me back and they never did.	2013-12-09 15:25:45
4023	In October I attempted to complete the application 10x within 1 week and on one day 6 different attempts. I managed to get the application fully complete the last time but have not received any confirmation that it actually went through. So today I attempted to login to the account and keep receiving errors when trying to use my password. Afterwards, I've attempted to change my password 9x's and keep receiving an error message that my password does not meet the guidelines...I'm totally fed up at this point, this is absolutely ridiculous. Attempted to call the 855 number for help and am also receiving a error message by phone..something has to give!	2013-12-09 15:29:33
4024	I have spent days and days trying to just get signed up. Numerous called to the help line. Days waiting for a response. Days waiting to password reset. Days and days and days. This is one of the most frustrating experiences in my entire life. My anger knows no bounds regarding this web site. I know each of you are probably doing your very best every day to make this work and so I will not use the words that I would like to use describing my angst. I could go on an on. I am making myself stop. And guess what? Venting here is not helping. Telling everyone I know doesn't help. I just get madder and madder every time I try to use this ridiculous program. No one I know has had success in getting a policy. Oh and another thing. There is a lot of Eastern Shore in between Elkton and Salisbury. So much for there being places where you can go and get face to face help. Once again Maryland conveniently forgets about the Shore. This is a farce. I don't know why I expected anything else from the O"Malley administration. If there were a lower score I could give this, I would.	2013-12-09 15:31:05

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4025	enrollment application errors have not been resolved. it has been three weeks without a word! tech dept. is unreachable. phones lines jammed. assistance site for western md goes to voice mail. my existing insurance due to expire. log on to mhcc says that my family is enrolled. no verification of that through any means. your site is totally incapable of expediting anything.	2013-12-09 15:37:10
4026	I can see that nothing has changed. I try to log in and the site just sits there spinning and not responding at all.	2013-12-09 15:38:56
4027	I cannot get logged in! This site is impossible, it never holds my password and when I change it, then record it, then try to use it, it doesn't work! I just want to log in and finish this mess.	2013-12-09 15:39:31
4028	AND the phone number is ALWAYS busy. Hos is anyone supposed to get assistance?	2013-12-09 15:40:24
4029	I was unable to complete any task I started. In selecting a healthcare provider, I found the information provided to be not enough to inform me of the health benefits provided. When I tried to log on I kept getting blocked. This was the password I tried to put in and it meets all the requirements provided. I tried 7 times and when I called the phone number provided they said I must have locked it up. Why wouldn't it accept this password? It would be nice if I understood what the problem was, I'm just assuming it was the password. It just says that request was not processed but nothing about the reason. I suppose you guys need to do a little more work (or a lot) before we can sign up for healthcare	2013-12-09 15:44:30
4030	I have been trying to log onto the site to register since Oct 1. I have made uncountable attempts to get past the log on page and at least 6 phone calls where I was able to speak to someone. Each time I was able to speak to a person, I was told the same thing..."We are trying to fix the problems, please keep trying to log on each day until you are successful." I waited 2 hours in a phone cue on Saturday and never got an answer (I hung up at 18:10 since your office closed at 18:00). Today I tried both Customer Service numbers several times and only got busy signals. I will be without health insurance on Jan 1 unless I get signed up. I am outraged. I can't tell you what I really think because it would be illegal.	2013-12-09 15:47:08
4031	I cannot tell if the site is working or hung up when I click and nothing happens in a few seconds. According to the income estimation charts I am well within the range to get some tax assistance with premiums, but my application for assistance was denied. I want to know why. I am really confused. The answers given are not matching up with the questions I have - is this group efficient at processing claims?	2013-12-09 15:47:39
4032	System seems to time out during business hours... application process is not very helpful.	2013-12-09 15:55:26
4033	Apparently there was a typo in my name when I created my account. My name is listed as [redacted] in my account. Therefore, no matter what I do, my application says Error 00500--Your information does not match the information we have on file. I tried to correct my name, but found no way to do that. I tried starting all over again and created a second account which made it worse. Finally that second account was deleted, but now I cannot get the system to accept my original account because the name is still wrong: [redacted] and my name is [redacted]. Help!!! I have been trying since the first day the exchange was opened.	2013-12-09 16:02:08
4034	To Whom it May Concern: My experience with the Maryland Health Exchange can ONLY be described as a TOTAL DISASTER!! I've been trying since mid-October just to simply access my account, and 9 phone calls later, my account is still disabled. The deadline is approaching, and I have been trying honestly to access this site, but have run into problems EVERY STEP OF THE WAY. I have called NUMEROUS times, and have been told I would receive a call back. The very, very few times I have heard back, I have been told "We'll have to get back to you". I must insist on help NOW. My name is [redacted] and my phone number is [redacted]. The amount of time I have spent is ridiculous! Please assist me right away - all I want to be able to do is access my account!	2013-12-09 16:07:16
4035	I am now resorting to any means I can to reach you people and get help. The 9 phone calls I have made, and numerous "case" numbers given have all been to no avail. Please assist me now. ID 21703. I am extremely disappointed by the lack of any real help I have received over the past 2 full months. This is truly ridiculous. -	2013-12-09 16:10:32
4036	I signed up in October however was never ever able to get back on to actually evaluate the plans. Came back in November several times but could not log in. Now I'm back and it says my account is disabled. I call and the phone is busy. I can't win and not sure how to accomplish the task of actually signing up for health insurance.	2013-12-09 16:21:15
4037	This was my 5th time trying to get information since mid-October. I created an account in the first session but cannot get it to provide plan info or cost other than I won't qualify for assistance. Phone help constantly busy. I have insurance expiring 1/1/14 and need to see options.	2013-12-09 16:28:14
4038	I wanted to speak with a representative over the phone to learn about my insurance eligibility, and the number on your web site doesn't work. As a customer this is completely unacceptable especially for someone that isn't currently insured but would like to be come January.	2013-12-09 16:48:24
4039	While filling out the application, I ran into numerous obstacles. It seems the entire application needs a complete overhaul. There are many misleading questions that prevent me from submitting the application successfully. For instance I know for certain that based on my income I should qualify for government subsidy yet when I reach the screen to submit my application it indicates that I don't qualify. After numerous dead ends, I finally reached an assistant, who informed me that in order to qualify I need to indicate that I do not presently have health insurance, even though I do (in effect enter incorrect data). So, because of that I have to delete my application and start over again. Unfortunately there is no means of doing that. So I am stuck with having to wait for some technician to take care of that. I started using the site back in the first week of October, but because of the log on problems and poorly designed application I still can't submit my application. Getting "affordable" quality health coverage is very important to me, yet I am faced with the grim prospect of having to continue with my current high deductible, minimal coverage policy. This is grossly unfair to everyone like myself who are doing their best to cooperate.	2013-12-09 16:55:51
4040	Long load times	2013-12-09 17:16:53
4041		2013-12-09 17:30:56
4042	This is the worst website I've ever dealt with.	2013-12-09 17:45:33
4043	This was the worst experience of my life! I am still on hold for over 1 hour and 15 mins. All I want to find out is which plan I can qualify at what cost. I am now enrolled 3 times without a health plan! This is so frustrating!! Can anyone help me?	2013-12-09 18:50:28

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
4044		2013-12-09 18:53:30
4045	This is a mess! I have been trying since October 1, 2013 and it has not gotten better!	2013-12-09 19:03:49
4046	this is bad you have to fix this website it takes you in circles and some things you cant go back an change ex main applicants info now its block me out of the log in this website is bad	2013-12-09 19:04:20
4047	I am on hold for more than 1hr. hv is that	2013-12-09 19:35:36
4048	I can't believe that you don't have a live online chat help or email choice for consumers. I've been on hold for over an hour because of an incorrect password attempt. The only way I see to put my account back in good standing is to wait to talk to a representative over the phone. I'm unable to do anything until my account is up and running again--I can't believe there isn't a way to do this without having to call the main number. I'm completely dissatisfied and think it's unfair that I have to respond to my insurance company by December 16th in order to keep my current plan for the entirety of 2014 when I can't even see what's offered through the MD Health Connection. I feel like my hands are tied behind my back and the consumer is being made to pay for the inadequacies of the government roll out.	2013-12-09 19:38:45
4049	This website has been extremely frustrating. I have tried and tried to create a login and then to input my information. After 6 hours of trying, finally I was prompted to select a physician for medicaid. The search for a physician on this site came up empty. No results found. Now I can't even get back into my application. I have worked all day trying to get this together to no avail.	2013-12-09 19:40:36
4050	I am trying to open an account. I put my ssn and keeps telling me that I need a ssn????	2013-12-09 19:50:29
4051	Trying to reach phone assistance is impossible. Called several days ago for technical assistance to reset password -have not received email to reset password.	2013-12-09 20:01:52
4052	keeps saying syntax error wont allow me to delete account and start over says among other thing cant submit application called web support was on phone on hold for almost 2 hours and no one ever answered	2013-12-09 20:10:38
4053	I have been trying to register since October and it keeps telling me my SSN is invalid. Spoke with a supervisor over a week ago and she said she would put in a ticket to Tech Support, but to keep checking back. I am going to run out of time and be fined because your system doesnt work properly. What the heck am I supposed to do?????	2013-12-09 21:17:13
4054	here from ... 7 weeks struggling to get enrolled with subsidy and cost sharing. My Navigator (3 2 hour meetings with her) digitally signed and submitted my application to CareFirst for enrollment. HOWEVER after another long talk with the help people ... the young man said they do not see my 'pending' application which my Navigator submitted. It shows on my screen ... but not his ???. Under the HOME button on main screen I see 'Select your application' (wording not exact there) ... I open that up and I see my subsidy and cost share correctly. BUT the blue Enroll button on the right is different. It says View Enrolled Plans. This is new since we submitted the whole application by my Navigator on Thursday. Click on Enrolled Plans and it shows my Bluecross 1500 Multi State PPO plan with correct dollar figures for subsidy and my premium. So, it LOOKS like I am 'enrolled'. But, what does the next button Show Enrollments do ... it shows no plans enrolled ... The help person last evening told me that since the Items box as 1 item in it (which is correct) and the enrolled page shows my correct enrollment ... that I'm fine. NOW, I can only WAIT for a regular mail from Carefirst ... 1 week !!! Then, I pay my initial premium. I DO NOT WANT TO WAIT A WEEK JUST TO SEE YET ANOTHER BOZO SOMETHING HAPPENED. This young man's explanation was different from other help people. HOW DO YOU KNOW YOU ARE ENROLLED? And, what's this on the web saying NO enrollment data has been submitted to insurers yet ... that's today !!! I end MHIP with Maryland on Jan 1. I am a PhD in Biology and teach at the college level ... and I am a darned good expert at computers ... This is now 8 weeks of bashing through with Gloria Freeman's help (Navigator) and STILL I can't KNOW I'm in. I am not threatening anything ... but, I do know from business that if I go over the Jan 1 deadline with my current MHIP and my ACA is not in force ... and I'm therefore not insured ... I'm going to be quite upset. And, if I were you I would notify my legal team about this potential disaster ... You'd be entering lawsuit land. Mass scale. I LOVE OBAMA and I LOVE MARYLAND where I grew up. But c'mon guys ... this is like a comical horror movie with Tom Hanks in it. Reality is crushing anything one could make up. Sincerely (and I'm totally on your side ... I want success) ... * I'd like Hillary to have a chance next presidential race ... If this keeps blowing up in the dems face Obama is going to have burned down everything we tried to accomplish. This will go down if the Republicans can keep scuttling the ACA by our mistakes as one of the worst disasters ever in American social politics. Pearce, who went on vacation during the storm, had it right at the beginning ... "Isn't it exciting to be making history". Now, that's a dark comedic line of epic proportions. And, PEOPLE, FAMILIES, CHALLENGED, NO JOBS ... they are going to get hurt and be subject to terrible anxiety. I	2013-12-09 21:23:51
4055	I gave up after two weeks in early October, after taking waaaaayyyy too long to be able to simply register online, and then not getting the information I wanted about the plans available to me. Until today, when I decided to give this another try. But, I was completely unsuccessful today. I tried to login using my username and password, which did not work. So tried the 10-digit ID I was issued back in October, and my password, which did not work. So I tried the "forgot" username (which, by the way, I had not "forgot"), and was unsuccessful as I received a message saying my SSN was invalid. I am pretty certain that my SSN was the least likely item to be invalid, even less likely than my last name because there are no lower and upper case letters in my SSN. My experience here would lead me to believe that you are in agreement with the crybaby-take-my-ball-and-go-home members of Congress who are committed to preventing people from getting health insurance, and are OK with the idea that I cannot get the simplest things done on this site. I am sure that is not true of your intent, but know that I am sure that it is true of the results. It takes me a long time to get frustrated, but come on, it has been more than 2 months, deadlines are here, and I cannot get past Step 1 (login in) today, when I at least got to Step 2 (seeing some high level choices) two months ago!	2013-12-09 21:24:40
4056	I have been unable to enroll, even though I started soon after the website first started in October. I submitted an application in October was accepted but somehow it got cancelled sometime in November. I reapplied in November but as of now I am unable to enroll. I get to the last page of the electronic signature and I get an error message saying that my name doesn't match. The I have been told now for 10 days there are some problems that the technical section will have to solve. The phone group at MHC has filed 3 trouble tickets with no results so far. There are only 2 weeks left till the deadline, and I need to have coverage that starts January 1st. I can't even talk to the tech support department. No wonder your group's enrollment figures are so low! Can you help me?	2013-12-09 21:54:19
4057	My visit this afternoon was fine. I applied, looked over the plans for which I was eligible and logged off to mull over the choices. I came back tonight and I keep clicking on enroll now and it keeps going directly back to the home page. This is extremely frustrating!	2013-12-09 21:54:57

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4058	Still no identity proofing. Tried twice today, after countless attempts in the months prior and still same problem. I get through with trying to set up an account and it gives me an error. Website is horrible.	2013-12-09 22:01:38
4059	It's been weeks and you still haven't resolved my problem. Although I enrolled and the app status shows pending you cannot find my application or the agents can't on their system. Sent to technical team On 11 26. Today 12 9 your call center rang busy all day. So I have no idea if anything is happening.	2013-12-10 00:44:24
4060	Been trying to create an account since Oct 1st without success, over two months now. Why can Kentucky do this and Maryland can't, you should get some people that know what they're doing. This exchange is a joke, maybe I can buy insurance with the subsidy calculated from Ehealthinsurance.com.	2013-12-10 07:39:27
4061	I called the call center for assistance with an issue I was having. The call center staff tried their best to assist me, but when they were unable to provide answers I asked to speak to a supervisor. The call center rep kept coming back on the line and telling me what the supervisor said. It seemed as though the supervisor was avoiding speaking to me. I ended up waiting on hold for almost two hours before the call center rep could get the supervisor to speak to me. When the supervisor did come on the phone he was very rude and short with me. He spoke to me like I was stupid, which I did not appreciate. He did not take his time to listen to my issue at all and just provided me with "canned" answers to a question that was much more complex. I was very dissatisfied with the customer service I have experienced when calling on other occasions. I get shrugged off when I phone the call center and am not provided an acceptable answer to questions that I ask. The only time I have ever been satisfied with the customer service of the call center was when I spoke with [redacted] she was polite and knowledgeable. When she was unsure of an answer, she went and found out and did not leave me with an "I don't know" answer. [redacted] seems to have the customer service skills and I made sure she knew she was appreciated before the call was ended.	2013-12-10 08:19:08
4062	Website never works. Cannot get into rates. Have tried over 100 times. Phone to office either busy or office says closed when it should be open. Got into office once. Put on hold over 1 hour. Had to hang up. Office was closing. THIS WHOLE SITUATION IS HORRIBLE SHAME ON MD!!!!!!!!!!!!!!!!!!!!	2013-12-10 08:21:26
4063	I have been trying to enroll since mid-October. Your website is rife with technical errors. I have documented these (20+ pages) and would be happy to share this with a programmer so you can visually see where the errors are. I have two applications pending, 7 or 8 enrollments with no information on a particular plan, cannot enroll in the plan I want due to not being able to use the electronic signature. Please contact me at [redacted] need to either take my old insurance by 12/16 or be enrolled in a new plan by 12/23. The incompetence of this website and its designers may find me without insurance on 1/1/14. What will I do then?	2013-12-10 08:38:40
4064	I cannot get logged-in since yesterday afternoon. After enrolling for the 2nd time and viewing my available plans it threw me out of the system and now I cannot get back in no matter what I try.	2013-12-10 09:02:36
4065	I have an account. I know which insurance plan I want. Please contact me when the system will be working so I can get my insurance. call [redacted] I'm still listening to the music on your hold system. 36 minuets so far of crummy music.	2013-12-10 09:23:31
4066	I have been trying for two weeks to do this and it does not recognize me and i can never get a person on the phone to help I wait on the phone for over an hour its such a bad system so frustrating.	2013-12-10 09:47:32
4067	ACK! I HATE the password requirements. Having a "hint" rather than a requirement to *reset* your password would be nice. I don't want to reset it - I just forgot that it required a special character (which is also annoying). Finally got the password reset, went to login and it said the password was incorrect and locked my account due to multiple attempts (it was the 3rd attempt, by the way). Ridiculous.	2013-12-10 10:00:19
4068	I entered info on my health coverage and then went back to change income info. When moving fwd through the pages, I could not get past the health coverage pages. It said the info was already registered and would not let me proceed. It also was not clear to me that family information included family members NOT signing up for coverage. As a result, it says we are not eligible for a subsidy. At this point, it will not let me go back to the app and edit info. I have NEVER logged onto a site that would not let me change info before going to the actual application page to select coverage. Now, I have to wait hours to speak to someone on the phone, and am not sure if I will even get through. This is a disaster as I'm sure you already know. Also, the music on hold sucks. A further way to annoy people. Try listening to that repeating sound bite hundreds of times and you'll understand. Please fwd this to someone, who at the very least can put on something in the background that doesn't constant repeat.	2013-12-10 10:13:51
4069	I click "log in" and it keeps taking me to the home page. Can't log in... can't do anything but visit the home page. Very frustrating...	2013-12-10 10:17:57
4070	I have tried to enroll several times, only to find a system error notice at the end of the application.	2013-12-10 10:28:47
4071	I would like to look at the benefits and costs without including all my personal information. Is that possible? Can you add th answer in News and Events so I can check back. Thank you.	2013-12-10 10:38:31
4072	Hi - we are US Citizens living abroad. My son is 20 years old and studying in Maryland. I wanted to call and find out if he is eligible for health insurance coverage and financial assistance. Your phone number does not work where we live, you have no email address or other ways to contact you. Can I get a number (even if not toll free) to call for information, please?	2013-12-10 10:39:49
4073	You cant get past the first step!!!!	2013-12-10 10:46:04
4074	Not even the login works! Since the beginning of Nov. I have been trying to complete my application. The site freezes every time I get to the income area. Help!	2013-12-10 10:59:59
4075	I called the call center for assistance with a question... I waited over an hour for someone to answer (which, I understand... I know the center is busy), but less than a minute after asking my questions, I was accidentally hung up on. Now, I have to wait on hold for over an hour again. Very dissatisfied.	2013-12-10 11:09:42
4076	I am furious.... I have been on your site about 15-20 times and get up to the 'create a pin', then NOTHING!! I already have 2 call reference no's, and received NO call back as promised - all I want is a pin!!!!!!!!!!!!!! I have already put in 10 hours or more of my time, with no resolution in site!	2013-12-10 11:11:55
4077	1) The form help texts are basically cut+and+paste of the description for the field that is required to be filled in. The help texts need to be expanded. 2) The entire form could be stream-lined. It's too cumbersome currently. Use radio-buttons for yes/no questions instead of drop-down selection boxes. Provide reasonable defaults for fields like 'preferred language.' 3) I was just about to submit my order and then I got kicked out of the site. I was sent back to the home page and now I cannot log in again. Every time I try to, it sends me back to the home page. Just wasted an hour.	2013-12-10 11:14:45
4078	Why is the information I enter to compare health care plans not saved? Why can't the the results be downloaded into a spreadsheet?	2013-12-10 11:16:26

Entry Id	Please provide additional comments about your visit to Maryland Health Connection today.	Date Created
4079	Web site continuously goes down. Numerous times I have been unsuccessful in resigning in after such. Total failure of a website that was designed to make this an easy experience on top of the high debt we are incurring for no such affordable care act.	2013-12-10 11:45:53
4080	The only phone number provided for help is (855)-642-8572. That number is on constant busy. Has been all morning. Useless. Worse than useless, downright harmful. Today is December 10th, less than 2 weeks to sign-up deadline, and the site is still badly broken. Firing the figurehead doesn't fix anything. Can the finger-pointing contractors, and hire some people that actually know how to build a web site that works. There are only about 30,000,000 working commercial web sites out there on the internet. How hard could it be?	2013-12-10 12:08:14
4081	I registered with the exchange but ever since then, when I log in, it tells me my log in is incorrect and has now locked me out for too many log in attempts. I went through the procedure to change my password and the site told me I was alternated between not accepting my secret question answers and telling me I wasn't following the password rules (I was). So I called and was told to leave my phone number and I'd be contacted in 24 hours - that was 4 days ago. I called today and it's busy. I'm a big fan of the affordable care act, but you're making it really tough to continue to sing your praises. ~	2013-12-10 12:26:45
4082	I could not enroll my family into any plan (I tried several). There are only two phone numbers listed on your site. One gave me busy signals for several hours, and the other one referred me to the first one. It is VERY FRUSTRATING!	2013-12-10 12:49:09
4083	I called the call center and spoke with "Calvin". Very knowledgeable and friendly. I was very happy with the customer service he provided me with during the call. He answered all of my questions and got the issues I was calling about taken care of. On previous calls to the call center, I have felt like my issues were disregarded, but he resolved them immediately. Very happy with my encounter with Calvin today thought the MHC call center.	2013-12-10 12:50:51
4084	I understand the importance of getting my health care for 2014 figured out. Unfortunately, my only real access to getting the task done has been futile. - About 4 weeks ago, early November, I accessed the site, set up an account, and then found out that the site considered my family Complex (5 children), so it could not help me. - Next visit a few weeks later, I hoped the Complex Family issue would be resolved. I was unable to access the site due to Password issues, tried to reset the Password, the site would not accept the correct answers to my questions, and then called to resolve and found out about 30 minute telephone wait times, so I decided to check later. - A day or 2 later, I tried to call but found out I was outside Help working hours. So excessive waits during the day and no extended hours to avoid the wait. - Dec. 10th, tried the state Help number only to get busy signals. Called the Central Region Navigator who was very nice and tried to be helpful, but her only solution to the password issue was to call the state help desk with the Busy signal (she said this has been a recurring issue). She was able to at least tell me that my Family size is no longer a problem...it should not have been a problem from the beginning. Now I am Frustrated, and speeding towards deadlines that will severely affect my family. Great.....	2013-12-10 12:56:39
4085	Why is this not working!! It freezes and buttons don't work. Doesn't matter whether you're using IE/8 or whatever.	2013-12-10 12:57:02
4086	Website is overly slow, it can't verify identity and when I try to call customer support the is line is down, and there is no other way to contact customer support or get help. Very poor quality and customer service.	2013-12-10 13:19:18
4087	I am frustrated on not being able to speak to someone at all. I did have a login on the site and since the site doesn't recognize me so it advised me to call 1-855-642-8572 which I did but not having any luck at all.	2013-12-10 13:46:50
4088	The site keeping saying that my information - name etc. does not match records.	2013-12-10 13:47:33
4089	I could not log back in to resume application. Waiting over 45 mins on 2 separate times and could NOT get past log in!!! Someone PLEASE HELP	2013-12-10 13:48:55
4090	I am locked out of my account with MHC since Saturday 12/7/2013, and is unable to reach an agent to unlock it. This will deter me from enrolling in the Affordable Care Act which I will need for 1/1/2014. Their main phone line is currently "Out of service"	2013-12-10 13:49:56
4091	Can not get past log in. Tried ALL day to call and # was BUSY- ALL DAY	2013-12-10 13:50:33
4092	I can't approach a page with plans to choose.	2013-12-10 13:59:53
4093		2013-12-10 14:22:27
4094	I have been trying to get on-line and covered for over a month. I thought it was because I changed my name after a divorce, so it took two trips to the Social Security Office-about 6 hours- to get a new SS Card (same number different name.) After THAT, I still couldn't get online with your site saying Social Security Number is Invalid. Yesterday I went to the Silver Spring office at 8630 Fenton Street and found one nice but ineffective woman who could only assist those who don't have access to a computer or have language issues, etc. I currently have insurance, I know what policy I'd like to have and am ready to pay for it but can't even get through your front door. I was DISAPPOINTED that your so-called navigator/assister doesn't have access to someone who can help. She told me three people have had the same "Social Security # invalid" error code: I wonder how many more hundreds there are.	2013-12-10 14:29:04
4095	You get to the site and then nothing. I can't choose between the plans. Do all plans come with paid well care as none state that on the web site. For bronze plans you pay over \$500 per month for 2 people with more than a 6000 per person deductible before they pay anything. No mention of well care visits that are not subject to said deductible. Also dental information on adults is not available.	2013-12-10 14:44:21
4096	I cannot review my submitted application, and because I'm afraid I made a mistake I wanted to withdraw it, but I got an error message. Then, I tried to call the help line and got a busy signal.	2013-12-10 14:45:07
4097	The website erased my sign up (Which I did back in October)! Its like I never choose the insurance and hit the sign and submit button, Today I had to start all over again, then it kicked me off and now I cannot log back in, it will not even bring me to the log in page. I keep getting looped.	2013-12-10 14:55:03
4098	I have logged in a started application. It said I am eligible for medicaid but not and it froze up and now I can't get back in. I have tried the telephone number all day and of course it is busy.	2013-12-10 14:56:31
4099	Was not able to create a user account! How can I get health insurance information? The wait period on the phone was way too long and I am not able to get the assistance needed.	2013-12-10 15:00:32

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4100	After having problems with the website (likely due to the browser we used), we called and were directed to an in person navigator. The Navigators in Montgomery County were not well-informed and did not answer our questions. My brother-in-law is single, 51, and earns under \$17,000 yet the eligibility application said he did not qualify for any financial assistance. When we questioned this, the lady told us it's different for everyone. We went ahead with enrollment (selecting a gold plan BC/BS), but later consulted with someone who informed us that this appears to be a mistake. Just because he doesn't qualify for Medicaid doesn't mean he should not qualify for advanced income tax credits. We called the Consumer help line and were told we would have to appeal and it could take 3 months. We believe this is an application, calculation or entry error and would like to resolve this immediately. To whom should we speak? An error should not require a full blown appeal. Please help!	2013-12-10 15:05:16
4101	very frustrating, try calling that didn't work either	2013-12-10 17:22:09
4102	I STILL cannot get my consumer portal to reflect the subsidy I am eligible for- even though everyone of your CSRs can see it on their screen! I can't move forward with selecting a plan! Are you prepared to offer me the subsidy even if I cannot sign-up via Marylandhealthconnections.gov by 12/23?? I STILL have to make a decision by next Monday, 12/16, if I want to continue with my non-ACA compliant plan! You are making this process extremely difficult!	2013-12-10 17:41:39
4103	I am unable to even create an account. I have been trying for weeks	2013-12-10 19:47:01
4104	I have been on this website many times over the past two days. I supposedly "completed" my application but can not see the different insurance policies that I am eligible for. When I click on different sections of the website, nothing happens. Also, I spoke with the navigator for Cecil County several times, also over the past two days. She is suppose to be helping me, but says the "internal" system that she has access to, is also down. I called her two times this afternoon, and she has not even returned my phone call. I feel this website is not ready for people to actually get on it and get the insurance they are suppose to have. I am also currently on hold with the Maryland Market Place (855-642-8572), as I type, for the past hour. So, what am I suppose to do if I can't get an answer as to whether or not my application went through?????	2013-12-10 19:52:40
4105	I have tried numerous times to create an account, the system fails on the last page and I have been unsuccessful in even seeing my coverage options. It is extremely frustrating!! The error page then advises you to call the help number, you are then on hold for over 50 minutes. I have yet to speak to a human...since I am on hold forever.	2013-12-10 19:53:33
4106	I have written twice before. On the telephone with your Help folks, I have been told to finish my application. When I click the "Resume application" link, I get a screen showing my enrolled plan, and the only places I can go from there are Home (Resume application link) and My Applications (see below). I was told to look for a submit button. I have screenshots and no page includes a submit button. I have navigated on the pages and even had someone else look at the pages with me. I went to another browser to look at the Enrolled page, which worked a lot better, but I still have not found this so-called submit button. So I went to the My Applications, and none are listed in the tables there. I clicked on the word Application in the column header, which seemed to be a link, but it would not display anything (bottom bar says loading). I read the text and it says "These applications below have been (or have not been) sent to the agency." So this cannot apply to me because I am not applying for assistance. The 'resume application message' clearly states "unassisted." Do I have to apply for assistance to buy these plans, even when I don't want the assistance? To add insult to injury, I did complete an application, twice, as the system did not save my first attempt. I did this days or even weeks before enrolling in the plan I chose. I have no choice but to call the insurer directly. The screen also claims I last logged in on January 1, 0001, and I have also see Administrator messages/links pop up that I surely should not be seeing. This is hugely disappointing.	2013-12-10 20:30:07
4107	I have received the error message "Rules expression 'null' could not be parsed." I cannot move forward in my enrollment or delete it and try again.	2013-12-10 20:57:10
4108	I have completely, thoroughly, and positively filled out all the information on this website at least 6 times and yet it is nowhere to be found. Every time I get to the end and try to finish the excruciating process, the buttons stop working and I can't complete the task. Then, of course, my information vanishes and I have to start all over again. Any word on when the website is actually going to at least minimally function? Sheesh.	2013-12-10 21:10:24
4109	Got stuck on a part that said "Please correct the following errors before proceeding: Lisa is already indicated to be enrolled on the selected program" THIS IS NOT AN ERROR. I ANSWERED THE QUESTION THAT I HAVE A HEALTH INSURANCE POLICY CURRENTLY AND IT WOULD NOT LET ME CONTINUE THE ENROLLING PROCESS! WHY?	2013-12-10 21:17:10
4110	I was advised by one of your own supervisors to create an online application so as to be able to access the system and finally chose a healthcare plan through your famous "exchanges" Mission IMPOSSIBLE. You already have all my data, I enrolled online over a month ago with one of your "navigators". You promised to send me all the info. by mail before Nov.28 but you never did. Got nothing... since then, I have been interacting with one of your additional helpers, a supervisor of Consumer who has been very helpful but cannot get this to a happy end either. He advised to enroll online because I will not be able to get either medicare nor medicare (not withstanding that I will be 65 next Febr. 2 But, finally and through a lawyer who knows much more about these issues than you... I was told that I do have to apply anyway because I have been already approved (by your system) for a federal subsidy and to get that, I have to go through this hellish system. But I cannot, because your very savvy software keeps saying they cannot identify me, contact (again??) the consumer center (for WHAT?) YOU keep sending me from here to there. I give up. This is worse than not having any insurance... which is going to be my future, in this very wonderfully indifferent country.	2013-12-10 21:31:47
4111	I am feed up with you all lying to me when you are going to fix my account info. I applied for health and also checked your website and it shows my husband and myself as being eligible for assistance from the feds and now when I deleted the old app due I wrote info in wrong and so I deleted it. Now the new app shows we are making less now an you alls web site says we are not eligible, now really. Im making less now then the first time I filled out the app. Please fix my account now or I am seeking an attorney to sue the state for this un called for frustration it is making me sick to deal with inept people in your call center who have no idea what they are talking about. I am calling tomorrow for the at least 10th time to get somekinda of answer. Geesh I just want to get insurance. My goodness we dont make over 45,0000 a year between the 2 of us. Get you all shit together.!!!!	2013-12-10 21:37:23
4112	this is bullsht u guys have really fucked this roll out up what a fucking joke and the call back feature you say you will call back in 24 hrs what a joke ive tried to get a call back for weeks trying dozens of times FIX THIS FUCKING WEB SITE ALREADY JERK OFFS	2013-12-10 22:04:30

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4113	I have tried so many times to use the web site to go through the system; it has been very frustrating. After getting through the security questions, my password does not accepted!! I used to be a proud Marylander, after this I am ashamed. Why after 2-3 years of Affordable Healthcare enactment, we should have so much problems just to get registration done? I called the phone you have given. After waiting on phone for more than 45 minutes, the woman said that it would get more than 3 weeks to get the registration through her! A very very frustrated Maryland resident.	2013-12-10 22:24:35
4114	Been trying to login to my account with zero success. Just completely locked out of my own account. All attempts merely return me to your home page. Talking to support staff is useless as this seems to be a technical glitch. I've been told my account needs a tech fix and have been waiting for over a week. That is to say, for this round of problems. I've been trying to purchase insurance since October 1. Absolutely the single worst online experience I've ever had bar none.	2013-12-10 22:33:05
4115	Two days in a row your webpage is down from 11 PM till 5 AM. What kind of crap is that? You need six hours - two days in a row - to make fixes?	2013-12-10 23:11:06
4116	I spent 4 hours going through the Maryland Health Connection website, attempting to enroll for a subsidized ACA approved Health Care Plan. After trying to complete the entire online application form 15-20 times, and repeatedly receiving a message that said I needed to fax additional documentation to verify my "benefits"--but nowhere did it mention what sort of documentation was required--and after getting another message that I "did not qualify for any subsidy" based on my INCOME--I became extremely frustrated and completely gave up. I am a single, 26 year-old male, U.S. Citizen, who files my own taxes, without any special needs and I make approx. \$21,000 annually. I know from other website calculators that I should be eligible for the Health Care Subsidy, and am completely dumbfounded as to why your website does not recognize that. For lack of better terms your website is crap. What I will most likely do is keep my current plan, which is effective thru September 2014 and should only have a slight increase in premium cost come January 2014. I actually really wanted to help out ObamaCare, because I know that I fall within the targeted pool of candidates that would hopefully enroll in the program. But unfortunately, that won't be happening. A lot of things would have to change about this website, in order for me to come back and to attempt to enroll again.	2013-12-10 23:19:08
4117	1. The system said that I have put invalid password which I had it right. 2. Premium tax credit changed many times. 3. The family house income (2" of family) \$34,000 and system said that "Income is too high to get subsidy. Simply. Your system doesn't work. It has been almost 3 month since you launch the system and it doesn't work. It is impossible to contact to call center. I just give up to get insurance from your site and decide to pay penalty because of the system that never work. It is worst system that I ever seen in my life.	2013-12-11 00:24:41
4118	If someone complains about the government website, he should try the Maryland Health Connection. It is just a nightmare and after 2.5 months of trying we are still not able to register successfully.	2013-12-11 07:58:48
4119	What a disaster. If you should have to pay me for the time I lost on trying to apply in the last 2.5 months. I would be rich or you would have fix the system right away.	2013-12-11 08:01:42
4120	I am sure that the Governor had never tried to apply by himself	2013-12-11 08:04:10
4121	This is ridiculous. I have spent over 4 hours trying to enter information. I have reentered information on multiple occasions. The deadline is approaching for January 1 need and I have no insurance or ability to get through the system. I am now stuck at determining if I will get a subsidy. The phone support is non existent. The only time you can get through is when the office is closed. Why would this not be manned 24X7 since the demand is large and the problems are larger. Please fix this	2013-12-11 08:24:37
4122	It is impossible to login or to get on a phone line, the waiting time is over 50 minutes!!!!	2013-12-11 08:40:34
4123	The website is unpredictable. Sometimes I can log on and sometime I can't. I will enter my user name and password and the form will become blank and does not change screens. I have re-entered the user information and will get a message that states that I am already logged on. I get a busy signal most times when I call the support line. I met with a navigator when I first began this process and we could not get on the site at her location and so I have been trying to complete the process from home. I have not received a return call from the navigator when seeking assistance. I have completed the online form to the point of being eligible for Medicaid. The screen froze when attempting to select a provider. That is as far as I have been able to go. I began the process on 12/2/2013 nine days ago. I am getting frustrated. I was laid off due to the government shut down and I have no health insurance as of 10/31/2013. I have high blood pressure and take medication. I need to reconnect with a health care program and was told by DHR that I must apply through Maryland Health Connection.gov. I am without medication. I have been on hold with the support number (1-855-642-8572) for over 20 minutes. I am not venting, this has been my experience.	2013-12-11 08:54:23
4124	I submitted my application weeks ago, and can't access to my account to find out my status. Today, I call 1-855-642-8572 for help many times, and all I get is a busy signal. I'm afraid of unable to meet the December 23, 2013. Please help me to get my health insurance.	2013-12-11 08:56:13
4125	I have been trying to enroll in the insurance plans that I want for the past 2 weeks. I've been unsuccessful each time and when I tried to call into the help center, the line was busy. I am very frustrated with the process and would like to sign up for insurance prior to December 23 as I would like coverage by January 1.	2013-12-11 08:57:59
4126	After several unsuccessful attempts to sign up for health insurance I was able to establish my account. I signed up for Medicaid successfully over 3 weeks ago. The status of my application is confusing. I called and was told my application was sent to United Healthcare but I've received nothing in the mail, i.e. Medicaid card, etc. This system is terrible - every Executive associated with leadership should be fired, including the Lt. Governor.	2013-12-11 09:03:08
4127	I couldn't even register successfully and then had a long wait time even though I started calling just before 9am. The music that you have to listen to while you wait is awful. Classical would be a more appropriate choice to calm frazzled nerves while dealing with frustrating websites.	2013-12-11 09:10:14
4128	HELP I am trying to sign up for health insurance but your system has all the wrong identity info for me. The site identifies a mortgage company who I already paid off, misspells the name of the city where I live, and lists the wrong high school. Now I am blocked out and cannot get through on the phone despite multiple attempts. This system is not working for me. Please CALL ME BACK at p. Thank you,	2013-12-11 09:17:07
4129	I tried to get online to help my daughter find insurance but we could not get past the set up an account part. we tried twice and it kept saying there was an error in setting up your account please call. The whole idea of going online was so i did not have to spend all day on the phone. Online is much easier for me since I can not be on phone while taking care of 3 small children during the day. I can easily stop online and take care of children when I need to. So to make a long story short my daughter is no closer to getting insurance today than when we started 1 hour ago.	2013-12-11 09:40:47

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4130	OMG! This is insane! I get an error code I can't get through on phone Its the 5th day I've spent on this! early oct, early nov, late nov, early dec, today This is a simple problem! Answer your phone!!!!!!!!!!!!!!!!!!!!!! Please call me .	2013-12-11 10:00:43
4131	I've tried many times to operate your website. I went to Germantown to work with a navigator and was told IT has to delete profile before I can proceed. The 855 number is always busy.	2013-12-11 10:03:47
4132	No login prompt available this morning. Software bugs that bring up web pages incorrectly on occasion. In October it appeared that I went through the entire enrollment process without errors then later found that none of my information was saved and had to restart the process over the phone weeks later. It then took 3 weeks to have my information verified! Is all of this being done by high speed computers or people? I have a Google Chrome internet browser and a couple of representatives informed me that this browser isn't fully supported, which they explained is why I'm having problems on your website. IT'S ONLY THE MOST USED BROWSER IN THE COUNTRY!! Are 3rd graders running this website? .	2013-12-11 10:21:15
4133	I thought I had a submitted application for unassisted insurance that was done on 10/24/13. When I visit the site to check the status on that it says it was submitted and my only option is to withdraw. I called the number provided and after an incredibly long wait on hold I spoke to someone who indicated that the application was not submitted. He volunteered to process the application over the phone, until he found out I was seeking unassisted insurance. He suggested I apply online! It would be funny if it were not so absurd. I have two applications, on that never went through, never worked and I would prefer not to revisit that is for income verification. The second is the one that I had mistakenly believed to have gone through. I attempted to withdraw that application, but I got an error in that process. Great Job! Must be Republican's behind this as they are succeeding in causing great damage to the ACA and Maryland Democrats, particularly Lt. Governor Anthony Brown.	2013-12-11 10:21:44
4134	I went through full registration form and cannot access site.....called and although representative was very nice her advice was to register again which I tries but was stopped as it said I was already registered....stil cannot log-in....phone number is busy! REALLY!!!!!!	2013-12-11 10:33:47
4135	Unable to create an account, despite following all directions closely. Then, the 855 help number has a constant busy signal.	2013-12-11 10:40:05
4136	When is the website going to be up and running? It couldn't let me go beyond the first page. And for the customer service telephone number, is always busy. What is the another convenient way to apply for coverage?	2013-12-11 10:41:37
4137	I have input all my financial information. I have a family of 4 (2 adults and 2 kids) and income of approx. \$55,000. But the website is telling me I'm not eligible for financial assistance or tax credits. I should be. I can't go back and see what's wrong with financial data. My email: _____ .anks!	2013-12-11 10:44:01
4138	I cannot pay for my insurance, it is still pending and your number doesnt work!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	2013-12-11 11:02:00
4139	This is the fourth time I have tried to register with your website. I have yet to be able to get on. I fill in fields (like my SS#) and it enters it backwards! I finally was able to get past that (by entering it 10 times) and then when I click the "next" button it doesn't go anywhere. So disgusted.	2013-12-11 11:23:40
4140	The phone number is constantly busy. The website design is not user friendly and I can't figure out what I need. I need a representative to call me at _____ up these problems. *	2013-12-11 11:35:05
4141		2013-12-11 12:00:16
4142	Way beyond poor service. On your scale I would score -10	2013-12-11 12:06:14
4143	Not able to log on. It keeps going back to the same windows. Busy signal at the 1855 number.	2013-12-11 12:31:59
4144	You have only a very few sample rates and no deductible amounts are shown?? we are husband and wife, ages 64 & 60 and earn \$50,000 per year. How much is our premium and how much is the deductible per year?? Also, we don't need coverage for pregnancy and child birth. Will that lower our premium?? Also, when I reach age 65, do I switch to medicare or keep on the same plan or ? Also, does my premium drop off or ?	2013-12-11 12:49:29
4145	Your phone number isn't working. For some reason you can't let me register online. It doesn't tell me why.	2013-12-11 12:53:51
4146	I am trying to get an account on the website, but it keeps saying: Sorry, there was an issue while creating your account. Please contact the consumer support center at (855)-642-8572. No one is picking up on that line, except for an recording encouraging me to use the website.	2013-12-11 13:11:43
4147	I have tried to enroll online and by phone every day for one month, sometimes several times in one day. The website doesn't work, the phone lines are busy. Even in the middle of the night hey don't work. This is unacceptable.	2013-12-11 13:17:33
4148	THIS IS THE WORST WEBSITE TO NAVIGATE! THE PAGES ARE CLUTTERED AND THE WEBSITE IS MISSING ESSENTIAL INFORMATION. I TRIED TO CREATE A ACCOUNT TO GET ADDITIONAL INFORMATION AND RECEIVED AN ERROR MESSAGE TELLING ME TO CALL CUSTOMER SUPPORT AT 855-642-8572. THAT NUMBER IS ALWAYS BUSY!!!!!!!!!!!!!! I CALLED 877-223-5201 FOR THE CENTRAL OFFICE AND AFTER WAITING 30 MINS TO GET THROUGH THEY COULD ONLY DIRECT ME TO THE WEBSITE. THE CUSTOMER SERVICE REPRESENTATIVE DID NOT LISTEN TO WHAT I WAS SAYING AND INSTEAD PROCEEDED TO EXPLAIN ABOUT THINGS I WASN'T ASKING ABOUT. THIS IS THE WORST SERVICE I HAVE EVER ENCOUNTERED. WHEN INFORMED ABOUT THE WEBSITE ERROR MESSAGE HER ONLY SOLUTION WAS FOR ME TO GO TO THE CENTRAL OFFICE IN PERSON AND TRY TO SIGNUP ONLINE. IF THE WEBSITE ISN'T WORKING HOW DOES ME WASTING A 40 MIN TRIP TO DOWNTOWN AND PROBABLY \$20 IN PARKING HELP ME LOOK AT THE DIFFERENT PLANS????????????????	2013-12-11 13:19:53
4149	Can't set up an account & the help-line has been busy all day -- have tried 5+ times . . .	2013-12-11 13:21:02
4150		2013-12-11 13:23:40
4151		2013-12-11 13:24:14
4152		2013-12-11 13:24:41
4153		2013-12-11 13:25:10

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4180	the only coverage summary i could understand was blue cross blue shield. The other carriers summaries were incoherent. I called your help line and it was busy forever. Whoever drew up this mess should be canned. What to expect from my wonderful government.	2013-12-11 14:50:22
4181	I continue to call the telephone number 1-855-642-8572 and get a busy signal. How does one enroll if you can't get through? Is there a website that one can go to? Please send an email response to:	2013-12-11 14:52:12
4182	THE WEBSITE WOULD NOT ALLOW ME TO CREATE AN ACCOUNT AT ALL. IN THE ASSISTANCE PAGE IT SAID I HAD TO ENTER MY COUNTY, BUT THERE WAS NO PLACE TO DO THIS. ALSO NO EXPLANATION OF WHERE THIS INFORMATION SHOULD BE ENTERED. I AM VERY ANNOYED. THE CALL CENTER IS NOT AVAILABLE EITHER. A BUSY SIGNAL IS RECEIVED EVERY TIME I TRY TO CALL FOR HELP.	2013-12-11 14:52:55
4183	I provided all the information requested, passed the identity check without issue, but was unable to get past the password screen. I retried many times with multiple passwords that met all the password requirements, but was every time told that my attempt to create an account had not been successful and I should call the 855-642-8572 number. I called multiple times but received only a busy signal. I was unable to put a call through, leave a message, hold for a representative, request a callback, nothing! Just total and complete lockout from the system. Worrisome, because I am without health insurance and hope to enroll for a Jan 1 start date, but if I can't even set up an account, and the help line is unreachable, obviously I'm just completely stuck.	2013-12-11 14:54:50
4184	this site is an absolute mess. All I want to see is how much each plan might cost me - like healthcare.gov is now setup.	2013-12-11 15:04:27
4185	I have been trying to enroll since 12/2. I have an account, but I have been unable to actually choose a plan and then enroll. This afternoon, I was unable to sign in. PLEASE FIX THIS SITE!!!	2013-12-11 15:16:52
4186	This site is the worst. . the wrong info is provided under income. . once submitted, had to have staff delete and start over since I entered gross income. The site does not subtract the tax exempt social security income. . forced to try and outguess the system due to the wrong information. Site could have been based on Fed Tax Return for 2012 where you would enter in the Income and AGI. . but NO, someone took this approach and it is broken. Now the site ignores household income and assumes the income for my wife and child puts us into Medicaid. . but my reported household income is \$33,500. I can't opt out of the system declaring that we are NOT eligible for Medicaid. . I have never seen a site for applying for anything this SCREWED UP. .	2013-12-11 15:24:21
4187	I wanted some way to see what my plan costs might be before I put in any personal information, and I couldn't see any way to do that. The sample plans you have listed are completely unrealistic, and don't allow for a person to compare at all.	2013-12-11 15:24:35
4188	I have had trouble logging back in several times. Also details regarding income and deductions did not go through and I am not able to get back and change it so the income is inaccurate ... I would appreciate some help. I am also confused as to why my daughter must use medicaid and cannot be on our plan? I have tried to call the help line numerous times and only get a busy signal? Please help.	2013-12-11 15:39:22
4189	I cannot log onto my account. Suggestion: When we call the helpline, we should be able to immediately give a call back number. We should not have to wait so long to be routed to this option. I've just been told there are 43 calls ahead of me and 18 minutes wait time. Why not let me give a call back number at this junction?	2013-12-11 15:43:02
4190	I have been trying since October 1st to setup an account. For the first week, I could not get the account setup page to even load. Since then I have tried several times (the last attempt was about 3 days ago), and have received server not found errors, and page down notices each time. Today, I finally got into the setup section, filled out all of the information, verified my identity, created a user name and password, got a notice that said "creating account" and then about 2 seconds later got a notice that "there was an issue..." with a request to call customer service. I went through the whole process again (3 times), to see if it would work, and got the same message each time. I called customer service and had 30 people ahead of me. After waiting about 30 minutes, I get a nice lady who told me their internal system is down, so she cannot help with anything, and that they are asking customers to try again later. I explained this situation to her, so she put me on hold to put through a technical support ticket, and told me I should hear from someone in a couple of days. I also noticed that my ticket number was number for the day, and it was only 3 in the afternoon.	2013-12-11 15:47:37
4191	I need to know what the coverage details are for the plan I selected. When I submitted the application I could not open the pdf file that contained the detail coverage for the plan. I still can't. I also can't find anywhere that indicates what is happening with the application I submitted. I haven't heard from Blue Cross and I have no way of checking the status of my application. My insurance runs out Dec 31st because Aetna is not providing insurance in MD any longer. I need to make sure that I have coverage on Jan 1. Once the application was submitted, what happens next and how long does it take? There is no information about that on this web site.	2013-12-11 15:52:33
4192	submitted enrollment on 10/23/13 have not received anything thru the mail, have not received a bill... Please call me on cell phone 12/11/13 ef#	2013-12-11 16:01:35
4193	My husband and I have been online, on the phone, online, and on the phone for the past five (5) weeks attempting to utilize this site. Purported issues with passwords, even though two email messages were received indicating successful completion of requested information... This online process is simple outrageous, infuriating at best. PLEASE SOMEONE, PLEASE, provide us usable direction. THANK YOU!!!!!!!	2013-12-11 16:02:44
4194	YOUR UI IS BAD and color scheme is bad on the eyes	2013-12-11 16:12:33
4195	I waited on hold for more than 15 minutes when the system switched me over to taking a survey about how the call went. I never got to talk with a human!	2013-12-11 16:13:20
4196	how do i know which plan was picked for me.	2013-12-11 16:18:46
4197	This site is still as screwed up as it was at rollout. I still can't get anywhere ... and of course the helpline is nothing but a busy signal at 3:30 on a Wednesday. Just lame.	2013-12-11 16:30:46
4198	Was not able to search for a PCP and decide to let a PCP be assigned to me and it worked faster. Just because I know I have the option to change but you only get to know it after selecting the option "I don't want to choose a PCP". Thank you	2013-12-11 16:42:14
4199	I'm trying to sign up for Medicaid, and already have an approved and eligible application that I submitted via mail. When I go to log-in, it tells me to continue my application, and won't let me review my insurance options. My username isjk you.	2013-12-11 17:08:54

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4200	I have literally spent 6 hours over the past 4 days trying to simply log into my account. Not to mention that I have waited on the phone twice for over 30 minutes never getting an answer. It will not accept my password and will not let me reset my password no matter what I try. PLEASE HELP!!!!!!!!!!!! I	2013-12-11 17:10:05
4201	There are still many technical problems with the enrollment process. The system does not allow you to process your selections after your application has been approved. How much longer before this is resolved. The deadline is December 23rd. It's been two months and still unable to process my selections.	2013-12-11 17:27:13
4202	the website does't work. I have tried to enroll to a health plan since October, I have made about 10 calls and I have not been able to go nowhere. I am very disappointed an tired.	2013-12-11 17:31:38
4203	I could not even navigate past the first sign up page. All info was plugged in but I was not able to go to NEXT. I tried 3-4 times with same outcome.	2013-12-11 17:48:02
4204	I have an account and I figured out what plan I wanted about two days ago. Tried to log in today and it brings me to log in page then does not log me in. I believe opponents are hacking into your system and making it impossible for some to sign up. Help me please I want coverage now.....	2013-12-11 17:57:45
4205	Unable to complete, keep getting error message to fill in phone number when there is no place for a phone number on that screen and I am unable to move past this screen. I have tried several times on different days and had other people look at it to no avail. It is impossible to use this website and I am disappointed in our gov officers for implementing this when it is incomplete!!!!	2013-12-11 17:58:39
4206	I called Cust Service this morning at 11:27 am, and was ASSURED by _____ (CSR) that my application (completed Oct 12, 2013) was to be taken OFF PENDING TODAY!! He told me he was personally ASSIGNED this task and he would call me when it was completed. At 5:33pm I called Cust Service back, as I had not heard from Courtney yet. I had been on HOLD for over 45 mins, before Jackie came on the line to help. It seems my App is STILL IN PENDING!!! Your SYSTEM seems to be UNABLE to understand that a person can have the same SS# BOTH BEFORE & AFTER DIVORCE....and again upon REMARRIVING...19 YEARS AGO!!! The IRS gets it!! I asked Jackie to speak with a Supervisor and I have been on HOLD for more than 30 MINUTES!!!! I spent my ENTIRE ADULT CAREER working for a national health ins company!!!! THIS IS BEYOND DREADFUL!!!! I have faxed in my SS card, my marriage license w/my SS# on it!!! I'm told it has been received. WHAT IS THE PROBLEM????????	2013-12-11 18:22:34
4207	My daughter's insurance is being cancelled 12/31 and she has been trying for over a month to register on-line. Her case number is _____ she ever calls back - no help anywhere. I suspect it will be the same here.	2013-12-11 18:45:02
4208	On the slight chance a real person reads this, my email is _____ I don't understand how you can make something mandatory to have and you cannot complete the application online. Another thing I do not understand is how I can complete the application and then get logged out and not be able to log back in. This is totally unacceptable. What a HUGE headache. What happened to all of the "improvements" this site was supposed to see?	2013-12-11 19:19:52
4209	I got locked out of my account and now I've been on hold for an hour and fifteen minutes. Not happy about this at all.	2013-12-11 19:24:51
4210	I have tried many times to enroll. towards the end, after requesting the electronic signature the website would report an error. When I call the help number to enroll over the phone or at least to get assistance it was busy every time. Eventually after many tries it did go past the electronic signature. then it showed it had 46 attempts but without the name??? I do have a reference number. but the website does not explain at all what is the next step. Will we be contacted by the insurance company?. WHO and when do we pay? I am colling on the phone now (7:30 pm) and they say the wait is 83 minutes	2013-12-11 19:48:19
4211	I couldn't find the price comparisons, they have been moved. I couldn't create an account, it kept saying it was not complete and to call the 855 number. Then it acted as though I do have an account and it locked me out, telling me to call the hotline. I called the hotline and now it says I will be on hold for 84 minutes. 84 minutes to unlock my account. 84 minutes. Unbelievable.	2013-12-11 19:55:11
4212	I applied online early October. When I didn't hear anything I called. He couldn't find my information so he did another application. I mailed in a copy of my drivers license per his request. December 2nd I still hadn't received an email, call, or approval and couldn't get on the site. I called. Cristiano, I believe, took the time to realize 2 apps were under my SS# but different birth dates and name spellings...so he tried to merge them. He showed me that internet explorer won't work so I need to use a diff browser. THAT'S RIDICULOUS, by the way. It's Been 9 days...I still can't get online. He hasn't called me back to let me know the status. Last I heard 7 days ago was that the tech dept had my merged app in their que. I need health insurance. I want to buy it. I want to see what I qualify for. My COBRA runs out and I am beyond frustrated. Please fix my application so I can shop for insurance. I've done everythign I'm supposed to do. I am hoping this program works for me as a self employed, single woman with limited income and a back issue that I haven't been able to get coverage for in 4 years...even though I'm a healthy, personal trainer. My name is: _____ and I can be reached at _____ there are 61 people ahead of me when I call...I'm still on hold as I type this. Just so frustrated.	2013-12-11 19:56:44
4213	I HAVE TRY FOR THE LAST 3 WEEK CANT LOG IN NOT ONE HELP ME OVER THE PHONE THEY ONLY GIVE ME A NUMBER AND SAY SOMEONE WILL CALL ME STILL WAITING SYSTEM VERY BAD I REALLY NEED SERVICES BUT FEEL LIKE THEY DONT WANT PEOPLE TO GET IT	2013-12-11 20:02:29
4214	this time i could not even log i	2013-12-11 20:53:10
4215	my name is _____ phone number _____ e been trying to get health insurance policy from the Merlin health hotline and is either been down or will not accept my user id and password.I would like very much to get health insurance for myself my health insurance will run out on January 1, 2014 anybody reads this and can get back to me I would be ecstatic	2013-12-11 20:56:02
4216	AS FAR AS I AM CONCERNED THIS SITE IS A COMPLETE FAILURE. THIS TIME I AM NOT EVEN ABLE TO LOG IN...JUST A CIRCULAR 'LOG IN' TO 'CONSUMER UPDATE' TO 'LOG IN' AGAIN. ARE YOU KIDDING?	2013-12-11 20:56:17
4217	useless even trying..... I would try to provide constructive comments but could not even log in @#%&'()*~_-~} *%&#@\$%^&*()_ '&(^/&#\$\$@\$\$%&*()_)_((&%&\$%\$%#%\$&*	2013-12-11 20:58:35
4218	okay ...so this time I logged on but I cannot access the application I began. What is the used of logging in if there is no record of my previous activity. THIS IS I HAVE NO ACCOUNT....and I can'y seem to start again! EXTREMELY FRUSTRATED!!!!!!!!!!!!!!!!!!!!!! @#%&'()*~_-~} *%&#@\$%^&*()_ '&(^/&#\$\$@\$\$%&*()_)_((&%&\$%\$%#%\$&*	2013-12-11 21:50:42

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4219	This is a very poor website. After finding a group of health plans, I was unable to view the plan details (pdf) either on the website. When I tried to email them to myself, the email did not contain the plan either.	2013-12-11 21:51:10
4220	My ability to navigate a website is fine - the problem is this site - It is unacceptable and a waste of our tax dollars. I have spent almost 3 weeks just trying to CREATE an account and get a password, let alone trying to look at the insurance plans. Why do I need to give you all of my personal info if I just want to look at the plans?!! I am not trying to sign up. So I answer all the questions correctly and I get message that there was an error with my personal info. - WRONG! THIS IS UNBELIEVABLE!!!	2013-12-11 21:58:28
4221	This site is non-functional and has shown little improvement over the past two months - I am shocked that a state that supports the ACA is unable to develop a functioning e-commerce site (hence, I have developed software for complexed military weapon systems for over three decades, and an e-commerce site is much, much less complex, and your contractors are unable to show noticeable progress - unbelievable!!).	2013-12-11 23:07:20
4222	I have been unable to locate my provider on this website while shopping for plans. However, he does show up on the "providersearch.crisphealth" website. What gives?	2013-12-12 06:38:47
4223	I BEEN TRYING SINCE NOV. 12,2013 IT MESS UP SO BAD TO MANY WRONG ANSWERS.	2013-12-12 06:44:25
4224	my first attempt to get insurance, was impossible. then my second would not allow me to choose a insurance company and then lastly, after trying to login three times it locked me out	2013-12-12 07:07:27
4225	Since Oct. 1st I have been trying to fill out an application and so far have been unsuccessful. I finally filled out a paper application which i mailed back in a month ago- still have not heard anything. Tried calling the other day - couldn't get thru and when i called the TTY line by mistake and spoke with someone she said don't bother calling back that day because the entire system was down so no one could check my status. This is worse than the federal healthcare website.	2013-12-12 07:59:34
4226	I am having issues with this website. I used several different browsers to try and sign up on the Maryland Health Connection Website. We I use Google Chrome to signed in it kicks me back to the home page. When I use IE and safari, I signed on with my username and password select my plan and signed my electronic signature hit submit and get an Application Error saying to call the Customer Support number which is busy. I use Fire Fox and get the same message. I have been trying to use this website for several months and talked to Customer Support and no one is able to help me.	2013-12-12 08:53:42
4227	YOU HAVE GOT TO BE KIDDING - WEBSITE UNUSABLE AND CUSTOMER SUPPORT HAS ONLY A BUSY TONE????? NO 'PLEASE WAIT' OR 'YOUR CALL WILL BE HANDLED IN XXX MINUTES, OR EVEN PROVIDE MY NUMBER AND THEY WILL CALL ME..... YOU ARE MAKING THIS MANDATE QUITE IMPOSSIBLE. I HAD BEEN A SUPPORTER OF THE ACA, BUT I AM QUICKLY BECOMING A DOUBTER THAT GOVERNMENT IS UP TO THE TASK. GRRRRRRRR	2013-12-12 09:35:36