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General Comment

Urgent, two software glitches to fix at MyMedicare prescription drug plan software after an account is created.

1. upon creation of a seniors MyMedicare account, post creation your software is malfunctioning the med listing in that it is duplication and triplicating drug entry and is only seen if one goes back in. Which if not noticed or caught throws off the calculator by having these duplications of meds giving also a false total and result as to which Part D plan is the lowest cost (including premium and drug cost) as the result for the overall least expensive plan for a senior.

2. Fix that it is also not doing what it did during AEP last December, which is the purpose of it. It is not listing the current on the initial screen after logging it, instead once logged it, it asked you to click on view your 2020 plan, to see which one a senior has, yet it does not do what it did last year and that it lines up what you currently have against all the rest. One has to scroll to find what they currently have and then hit sort by the lowest premium & drugs included and then check the one which comes up on top and the one you found they have and click compare. Very very poor to use when compared to the previous software, which slower was concise and thorough and did not have these hangups!

My name is Kim Hart, agent/producer and volunteer since 1997. My NPN is 7269285. My email is AgentKimHart@gmail.com and my phone number is 612-250-2772.

Also why the HECK are the Medicare reps at 1-800-Medicare NOT allowed by your policy to take the above

complaint and "run it up the ladder" to the Technical team to fix software issues encountered by we volunteers and agent/senior advocates and salespeople?