



**A Free Service
for Everyone
in Maine.**

- ➔ Uninsured?
- ➔ Can't afford the coverage you have?
- ➔ Small business owner or sole-proprietor looking for options?
- ➔ Currently enrolled in a coverage program or private insurance and have questions?
- ➔ In a dispute with a private insurance company?
- ➔ Other questions about health coverage?



**Consumers for
AFFORDABLE
Health Care**

Helpline

PO Box 2490

Augusta, ME 04338-2490

1-800-965-7476

www.maineahc.org

*Advocating the right to quality, affordable
health care for every man, woman, and child.*

**"My family has
MaineCare
coverage.**

I wanted to increase my hours at work, but was scared that it would put us over the MaineCare income guidelines, and we still

might not be able to afford private coverage. I called the Helpline and they talked through some scenarios with me, explaining what my options would be at each step, including transitional MaineCare programs, low-cost MaineCare, and other sliding scale programs."



**"I own a Small
Business, but had never
been able to offer
coverage. My employees
could not afford their
share, and the business
couldn't afford to
contribute 100%. The
Helpline staff talked to me about DirigoChoice, and
explained that my employees' contributions could be
discounted based on income. They helped me to
understand the application process, estimated what it
would cost for the business and for my employees,
and were available to help us through the process."**



**"I had just been
laid-off when I
called the Helpline.**

I had been given the option of COBRA, but it was just too expensive at our newly reduced income, and it would only last for so long.

When I called the Helpline they talked to me about MaineCare, said it looked like my household was eligible, and encouraged me to apply. The Helpline staff helped me fill out the application and enroll, which allowed me to protect my family while I looked for a new job and went back to school part time."



**"I work for a
Social Service
Agency. One of my
clients had mounting
medical costs. They had
been denied MaineCare
coverage based on
income, but I was sure it
was a mistake. I called the Helpline, they sent me a
consent form for my client to fill out, and then they
called the Department of Health and Human Services
to sort things out. The issue was soon resolved and
my client was enrolled in MaineCare coverage."**



**"I was uninsured
when I called the
Helpline. At my
income level, I didn't
qualify for MaineCare,
but I did qualify for
discounts off the cost for
DirigoChoice coverage,
which finally gave me an option that I could afford. I
was able to go to the doctor, where I found out that I
was in the early stages of colon cancer. If I didn't
have coverage, I never would have gone to the
doctor. This Helpline call saved my life."**



**"I needed legal
assistance. My
husband needed a
neuropsychological exam
after a stroke to assess the
nature of the damage. Our
managed care company
refused to authorize the
exam and gave us one excuse after another. We
called the Helpline, and they alerted their staff
attorney. The attorney contacted my husband's doctor
to obtain additional information, and then appealed the
company's decision. The exam was authorized one
day after receiving the attorney's appeal letter."**





Consumers for
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HelpLine

1-800-965-7476

www.maineahc.org

How Can The HelpLine Help You?

What Are My Choices?

You might qualify for free or low-cost coverage. The HelpLine staff will talk through your options for accessing health coverage programs or services, whether you are calling for yourself, your family, your business, or your clients.

What Are My Rights?

The HelpLine staff will answer questions about your rights regarding health care programs and insurance. And, they may be able to help you resolve disputes with your insurance company.

Call the HelpLine even if you think you don't qualify for any programs!
Income guidelines and eligibility rules can change often.

1-800-965-7476

Finding Affordable Health Coverage Can Be Difficult.

What are your choices?

What are your rights?

DrigoChoice

MaineCare

Uninsured

Private Insurance

Drug Discounts

Claim Denied?

You can choose to share your story, and make a difference.

It's important for public leaders and others to hear about how our health coverage system can hurt (or help!) real people, so that they can see what is working and what is not.

If you have a story to share, call the HelpLine today. **All calls are confidential** - But with your permission to share your experience, we could open someone's eyes and make positive change possible.

We Can Help.

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