



Updated March 2023

# My Maine Connection

The fast, easy way to apply for or renew MaineCare!

## You can apply online for MaineCare and more!

The Maine Department of Health and Human Services (DHHS), offers an online portal where you can apply for or renew MaineCare. You can also apply for Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for needy Families (TANF).

[Applying online](#) through My Maine Connection can save you postage or gas money and speed up the application process.

Go to: [My Maine Connection, www.mymaineconnection.gov/](http://www.mymaineconnection.gov/)

**Prescreening Tool:** Check to see if you qualify for benefits.

- The prescreening tool **is not** the application.
- The prescreening tool **does not** save your data.
- You do **NOT** have to use the prescreening tool before applying.

**Apply for Benefits:** To apply for benefits, some people may need to create a new account. Previous user names and passwords may not work. To create a new account, you will use your email address and set a password. After your account is created, you can indicate which programs you want to apply for, answer the application questions, electronically sign, then submit it. See the back of this flyer for tips on using My Maine Connection.

## Other ways to apply for MaineCare

- Call the Maine Department of Health and Human Services: **1-855-797-4357**
- Print a paper application: <http://www11.maine.gov/dhhs/ofl/public-assistance/index.html>
- Call or go to your local DHHS office: <https://www.maine.gov/dhhs/about/contact/offices>
- Call Maine's Consumer Assistance Program at 1-800-965-7476 for help

See the back of this flyer for My Maine Connection tips.

OVER 

Maine's Consumer Assistance Program  
**1-800-965-7476**



**Consumers for  
Affordable  
Health Care**



**[www.maine cahc.org](http://www.maine cahc.org)**  
PO Box 2490 Augusta, Maine 04338

## TIPS:

When creating a new account, look for an email activation link. The email will come from “IOS” and have “Welcome to My Maine Connection” in the subject line. The activation link is good for only 24 hours. Check your spam folder if you don’t see the welcome email soon.

- If you already receive benefits or have in the past 12 months, your previous activity will transfer to your new account. From the dashboard of your account:
  - ⇒ Click “Connect to Benefits.”
  - ⇒ Provide **both** your Client ID and Social Security Number or Alien number.
  - ⇒ From there, you can update information or renew.
- Have recent paystubs and other financial information on hand.
- To submit your application:
  - ⇒ At the end of the application, select “Sign and Submit” and click “Start”. You need to read and agree to both the application terms and the terms of the program for which you are applying.
  - ⇒ At the end of the “Sign and Submit” section, electronically sign by entering your name and then click the “Submit Benefits Application” button.
- The “Eligibility Results” page appears with your application ID number.
  - ⇒ Keep this number. You will need it if you need to call DHHS about your application.
- DHHS will contact you if they need more information.
- New applicants should hear from DHHS about 10 days after applying online.
- You can view the results of your application on your My Maine Connection account dashboard.
- To check your application status call MaineCare Member Services at 1-800-977-6740.