



**Health coverage is complicated.**

**We Can Help.**



**Consumers for  
Affordable  
Health Care**

Advocating the right to quality, affordable health care for every person in Maine.

2017 – A year to remember!

Dear Friends,

Thanks to you and many others, 2017 was an amazing year for health care advocacy in Maine. Consumers for Affordable Health Care (CAHC) worked tirelessly along with its partners to protect the Affordable Care Act (ACA) from multiple efforts to repeal it. Millions of Americans and hundreds of thousands of Mainers retained comprehensive coverage as a result. What’s more, consumer protections, including coverage for preexisting conditions and essential health benefits, remain intact.

And don’t forget that efforts to repeal the ACA included proposals to change Medicaid funding to block grants or per capita caps. Ultimately, those changes would have meant reduced health care funding for children, older Mainers, and people with disabilities, among others. We are grateful to the people who shared their stories and spoke loud and clear through countless calls, emails, and letters to our lawmakers in Washington about the value and importance of Medicaid to Maine.

Mainers spoke loud and clear again on Election Day in 2017, when they voted overwhelmingly to extend Medicaid coverage to an estimated 80,000 of their neighbors. As an early endorser of the campaign, CAHC participated in educational events all over the state, sharing information and data about how expansion is a good deal for Maine. We emphasized how MaineCare will provide coverage to low wage earners who aren’t offered or can’t afford coverage. We pointed out how it will help fund our hospitals, rural health clinics, and other health care providers serving Maine’s uninsured. We noted it will bring in over \$525 million in additional federal funds to cover most of the cost of expanding Medicaid in Maine. Finally, we stressed that expansion is a tool to deal with the drug crisis, providing treatment to help reduce drug related incarceration and, like other states that expanded, achieve savings in our criminal justice system.

At the same time, we know that the fight to improve access remains critical. Too many still face barriers and disparities in accessing the health care they need. Health care and coverage issues are different for everyone and the answers are often complicated. The volume of our Helpline calls is testament to that fact. We received thousands of calls from Mainers seeking assistance in understanding their coverage options and help with other problems, including high prescription drug costs.

As CAHC celebrates our 30th anniversary, we applaud your efforts and support. Without it, our success and ongoing work would not be possible. Please consider making a gift to CAHC, following us on social media, and reading our weekly newsletter “Coffee CAHC.” Your support will help CAHC continue its advocacy on behalf of Maine people so that every woman, man, and child in Maine has access to the affordable and quality health care they need.

Thank you,

*Ann Woloson*  
Ann Woloson  
Executive Director

## 2017 Financial Summary

I would like to thank CAHC for their help. I was able to enroll in a great plan at a very confusing time. I felt like I had a team behind me. They were great and extremely knowledgeable. Thanks.  
- Mark Casad,  
Maine Heritage Timberframes



I can't thank you enough for all of your help. You are always so positive and willing to look into every situation I throw your way. People like you make my job so much easier!  
-Missy Begin, MaineGeneral



### 2017 Support & Revenue

Foundation Grants	\$ 781,957
Unrestricted Net Assets	\$ 93,752
Donations	\$ 20,127
Events & Other	\$ 18,053
Interest & Other	\$ 594
<b>Total Income:</b>	<b>\$914,483</b>



### 2017 Expenses

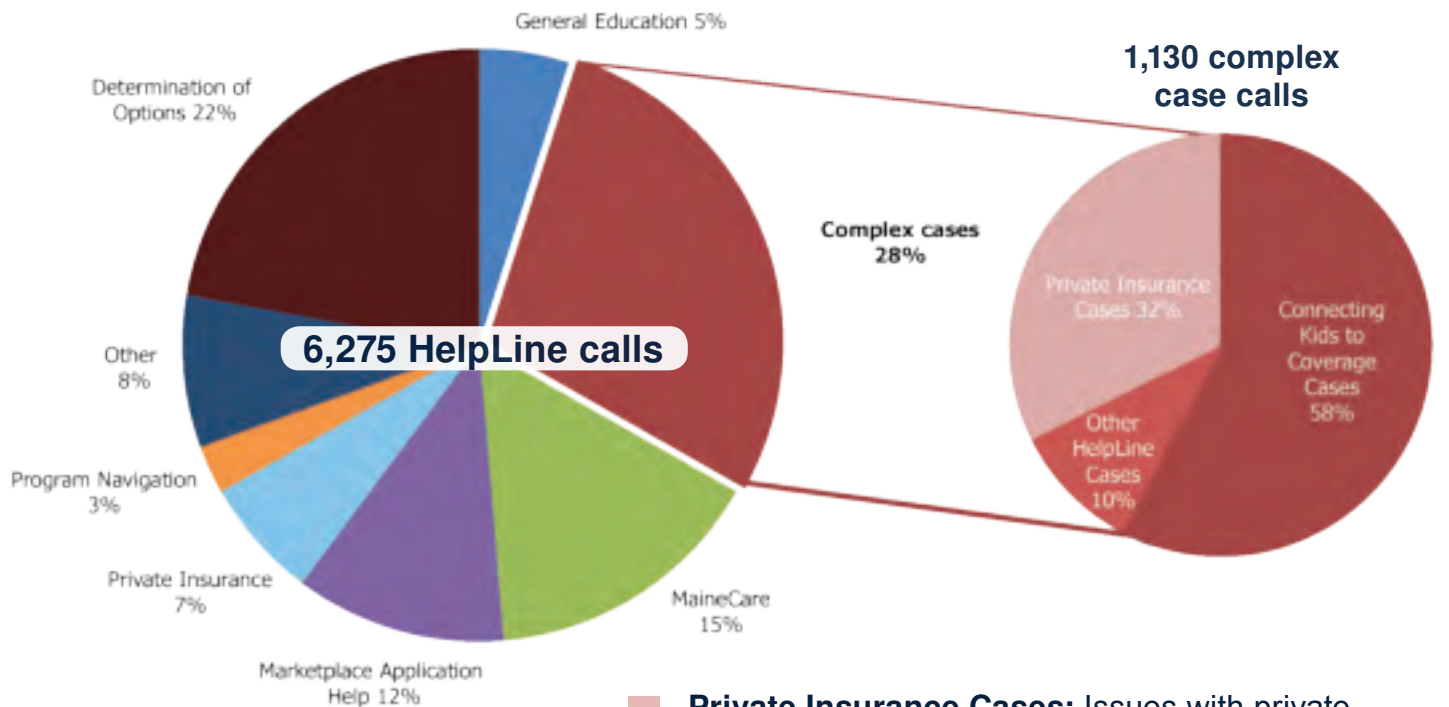
Program	\$731,072
General and Administration	\$147,964
Lobbying	\$ 35,285
Fundraising	\$ 162
<b>Total Expenses:</b>	<b>\$914,483</b>



# CAHC's 2017 Statewide Consumer Assistance Program

## Toll-Free HelpLine:

- 6,275 calls about health insurance and coverage programs
- 1,130 calls related to complex cases
- 24 calls on average each working day



Consumer Assistance HelpLine  
**1-800-965-7476**

- **Private Insurance Cases:** Issues with private insurance coverage, including help appealing denials and filing complaints with the Bureau of Insurance.
- **Connecting Kids to Coverage Cases:** Assistance for families in obtaining or retaining MaineCare or Marketplace coverage.
- **Other HelpLine Cases:** Includes complex MaineCare issues, hospital free care, prescription drug assistance, and calls from social service and enrollment professionals.

**Education and Outreach:** CAHC reached more than 1,800 consumers and enrollment professionals through trainings, presentations, and outreach events, educating them about the health insurance landscape, the intersection of public and private coverage, and policy initiatives aimed at improving Mainers lives.

**Appeals Assistance:** CAHC staff recovered \$158,965 in claims and coverage that had been denied, benefiting individuals, families and service providers statewide. Look for CAHC's Do It Yourself Appeals Guide at [www.mainecahc.org/appeals](http://www.mainecahc.org/appeals)

Help us continue this important work.  
Visit [mainecahc.org](http://mainecahc.org) and click on "Donate" for more information.

**DONATE**



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**Affordable  
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[www.mainecahc.org](http://www.mainecahc.org)

**CAHC's Mission** is to advocate for Maine people to be heard, respected, and well-served in a health system that provides coverage, access, and quality affordable care to all.

**We envision** a Maine where all have the right to a healthy and financially secure future that is not threatened by the cost of health care.

**We value** integrity, compassion, equity, pragmatism, determination, and collaboration.

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Ann Woloson, Executive Director

Helen Roy, HelpLine Advocate

Julia Underwood, Associate Director

Katie Lathe, Bookkeeper

Kathryn Ende, Consumer Assistance Program Manager

Mary Schneckenburger, M.Ed., Outreach & Education Manager

Valerie McAuslin, Office Manager

**Consumer Assistance HelpLine: 1-800-965-7476**

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For more information visit [www.mainecahc.org](http://www.mainecahc.org)

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