

February 2026 Consumer Newsletter



Consumer Assistance News provides information, tips, and updates to help people understand health coverage and healthcare options.

When February arrives, Mainers start getting excited for spring. Unfortunately, most parts of our state still have several inches of snow to melt before we see signs of the season ahead. Until then, enjoy watching the Olympics, doing something sweet for Valentine's Day, and reading this month's edition of Consumer News. We're discussing heart health, children's dental care, resources for Mainers who need help affording food, and timely updates about MaineCare, special enrollment periods, tax season, and more!

February is Heart Month!



Each February, American Heart Month spotlights the importance of heart health, the risk of cardiovascular disease, and the need for more people to learn CPR. Making heart health a priority can start with adding new routines and habits to your life. These habits look different for everyone, depending on mobility, diet, and other lifestyle factors, but everyone can find ways to give their heart the attention it deserves.

Start by scheduling an annual physical, covered by MaineCare and all Marketplace insurance plans. This will allow you to talk with your doctor about nutrition, fitness, and lifestyle changes that can improve heart health. If you can, add yourself to the growing list of Americans who know how to save lives with CPR. [Find a CPR class near you](#) to gain the skills you need to save a life. Get started by watching [this video](#) to learn hands-only CPR.

Children's Dental Health Month



The American Dental Association (ADA) sponsors [National Children's Dental Health Month](#) each February to raise awareness about the importance of oral health for kids. Parents can help their kids have healthier teeth and gums by scheduling regular dental visits and reminding them to brush and floss.

Not sure how to pay for the dental care your kids need? [MaineCare](#) covers most [dental](#) services for children and young adults under age 21. MaineCare also covers many dental services for eligible parents and other adults. Kids from families who make too much money to qualify for MaineCare may be eligible for [CHIP](#), which covers routine dental visits. Many Maine [dental clinics](#) also offer low cost and sliding scale payment options to make dental services more affordable to Maine families. Call our free HelpLine at 1-800-965-7476 to learn more about these options or get help [finding dental care](#) for your child.

Resources for Mainers Who Need Food Assistance



For Mainers struggling to afford food and groceries, winter can be the hardest season. These resources can help Maine families get the food they need.

- [Good Shepherd Food Bank](#) works with nearly 600 food assistance programs in Maine, from Kittery to Fort Kent, getting food to Mainers who need it.
- The Supplemental Nutrition Assistance Program (SNAP) provides a monthly benefit to help lower income families purchase food. Learn more about SNAP eligibility and how to apply [here](#).

Let's Connect on Social Media!



Are you following Consumers for Affordable Health Care on social media? We post informative original content on [Instagram](#) and [Facebook](#), as well as on our [Youtube](#) channel, where we share helpful videos and shorts.

Have limited access to the internet, no computer, or need help learning digital skills? [Tech Help for ME](#) is a directory of resources that help Mainers use the internet. Use it to find public wifi, places to use computers, video call rooms, low-cost computers or financial assistance, access digital skills classes, technology help, and more!

Important Alerts for MaineCare Members



YES: Some MaineCare Members Were Asked to Complete a Survey....

Some MaineCare members have been sent an email or text message asking them to complete a survey. Most were sent on or after February 5th. By completing the survey, you can help MaineCare learn the best ways to communicate with members about upcoming changes.

Here's more information:

- The survey is by invitation only: If you didn't get an invitation, you **can't** take the survey. Invitations will be sent by email and text message. Emailed survey links will come from "noreply@alchemer.com".
- Members who complete the survey will get a \$15 gift card of their choice to Hannaford, Target, or Walmart emailed to them.
- Got the survey and have questions? Call the Office of Family independence (OFI) at 1-855-797-4357 or MaineCare Member Services at 1-800-977-6740.

NO: MaineCare staff won't come to your house to help with benefits.

If someone comes to your house, knocks on your door, or leaves a note asking to come into your house to help you with MaineCare benefits, do not open the door. Office of Family Independence (OFI) and MaineCare staff will never make a surprise or unannounced visit to your home. They won't knock on your door asking to be let in to talk about your benefits. If someone is at your door claiming any of the above - do not let them in. Learn more [here](#).

Seasonal Reminders and Updates



It's Tax Time!

If you received help paying your monthly premiums through CoverME.gov, don't forget to file your Form 8962. CoverME.gov provides people who received help paying their premiums with a [Form 1095-A](#), which has the information needed for Form 8962. Visit [CoverME.gov](#) for more information.

Missed Open Enrollment and still need health insurance?

You may be eligible to enroll in Marketplace coverage through a [Special Enrollment Period](#). Mainers can apply for MaineCare any time of year at [MyMaineConnection](#). Need help understanding your health coverage options or finding out what you're eligible for? Call our HelpLine at 1-800-965-7476.

Health Coverage Term of the Month: Denial



DENIAL

A “denial” is when an insurance company has decided not to pay for a service or medication received, or for health care a doctor has recommended. The insurance company may say the service is not “medically necessary” and deny the claim. In other cases, they might say the procedure is not covered by the plan, the person is not eligible for certain benefits, the service required prior authorization, or they may deny a claim for other reasons. Mainers who are denied coverage for a service they believe should be covered can call our HelpLine at 1-800-965-7476.

Have Questions? We Can Help!



**Consumers for
Affordable
Health Care**



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