

# MaineCare Members Engagement Opportunities

Oct 7, 2025



# MaineCare

## What is MaineCare?

- MaineCare is Maine's Medicaid program. It is funded by the federal and state government. MaineCare provides free or low-cost health insurance and other health benefits to Mainers who meet certain requirements, usually based on income, disability, or age.

## What does the Office of MaineCare Services OMS do?

- OMS employees administer the MaineCare program by
  - Reimbursing health care providers for services, medication, and equipment they provide our members.
  - Maintaining our Medicaid policies and data.
  - Managing related program services, such as Non-Emergency Transportation (NET) and the Transforming Maternal Health (TMaH) grant.

# MaineCare at a Glance

413,025

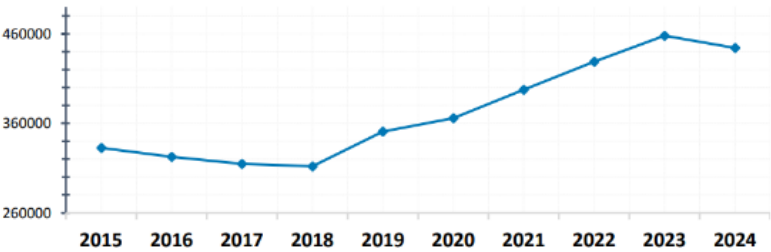
MaineCare members in Maine State in June 2024



87.4%

MaineCare members received full benefits in June 2024

MaineCare enrollment



96,009

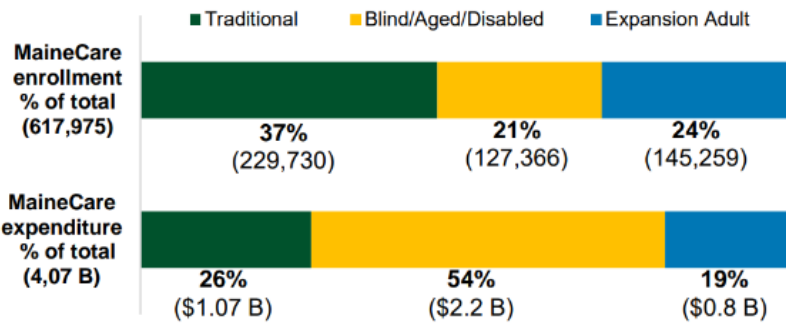
members dually eligible for Medicare and Medicaid, June 2024



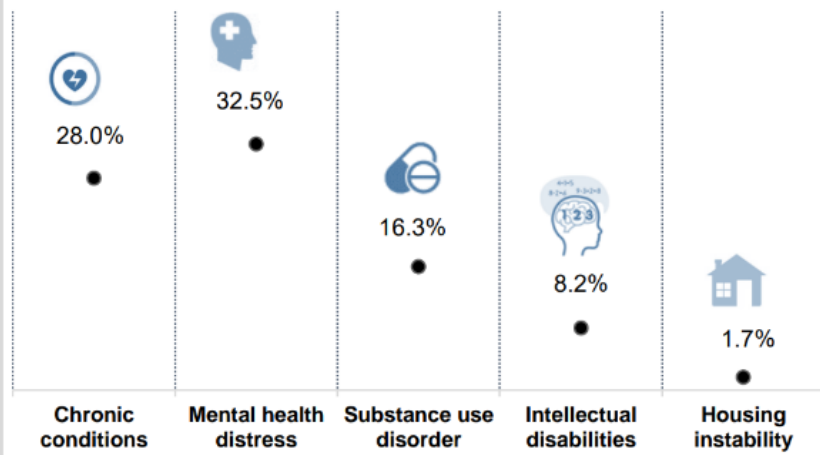
4,130

pregnant members with a live birth claim, from July 2023 to June 2024

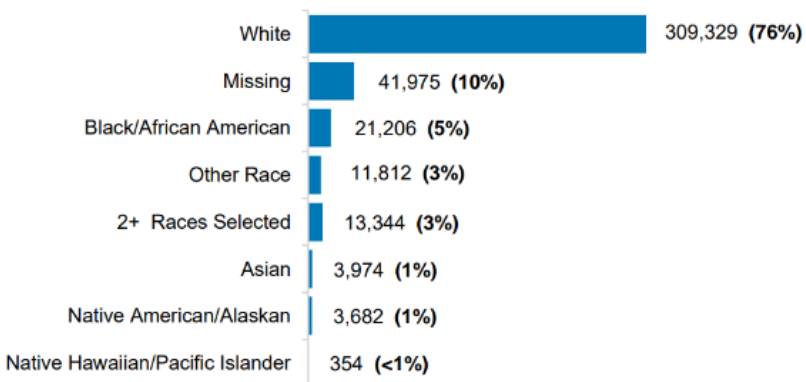
## MaineCare Expenditure and Enrollment from July 2023 to June 2024



## MaineCare prevalence from July 2023 to June 2024

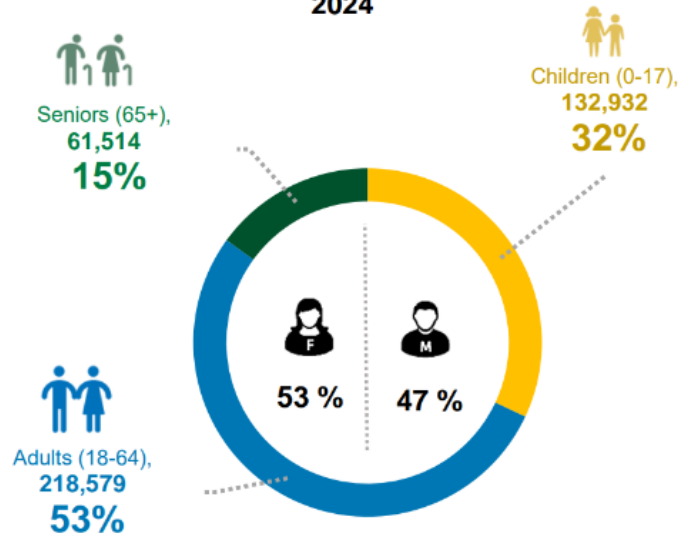


## MaineCare Enrollment by Race and Ethnicity as of June 2024

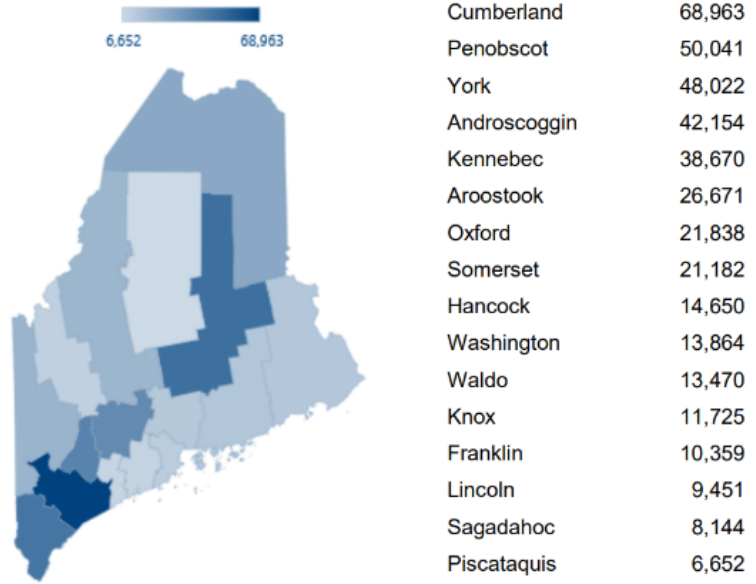


Not Hispanic or Latinx, 402,171 (97.5%)  
Hispanic or Latinx, 10,854 (2.5%)

## MaineCare Enrollment by Gender and Age as of June 2024



## MaineCare Enrollment by County as of June 2024



# Types of Engagement Opportunities

- E-messages
- Surveys
- Member Services Call Center
- Public comment for policies
- Committees and advisory groups
  - MaineCare Advisory Committee (MAC) and sub-committees
  - Beneficiary Advisory Council (BAC)



# E-messages

- Members and advocates can subscribe to our e-messaging system at [Mainecare.gov](https://Mainecare.gov)

## Sign up for Updates

To sign up for updates or to access your subscriber preferences, please enter your email below.

**Subscribe**

## Contact MaineCare

If you have questions or need help, the [Contact Us page](#) can help you find the right person at MaineCare.

# Surveys

- Surveys are used to inform quality improvement for the MaineCare program.
- The Office of MaineCare Services periodically sends different types of surveys

Examples of surveys:

- Consumer Assessment of Healthcare Providers and Systems CAHPS survey for children's MaineCare
- HIV Waiver Survey
- We surveyed members to ask about the providers directory



# MaineCare Member Services Call Center

- MaineCare Members can always reach out to Member Services line to report issues.
- Members can call or email Member Services at:  
[mainecaremember@gainwelltechnologies.com](mailto:mainecaremember@gainwelltechnologies.com)

## Contact Information for MaineCare, SNAP, and TANF

### Office for Family Independence

Contact the Office for Family Independence for help with:

- MaineCare, SNAP, or TANF eligibility
- Your MaineCare, SNAP, or TANF application or renewal
- Your SNAP or TANF benefit details



Visit [MyMaineConnection.gov](https://MyMaineConnection.gov)



Call 1-855-797-4357.  
TTY users dial 711.



### Office of MaineCare Services

Member Services can help with:

- Your MaineCare coverage
- Finding a provider
- Transportation to appointments



Call 1-800-977-6740.  
TTY users dial 711.

The Pharmacy Helpdesk can help with:

- Pharmacy benefits and medications

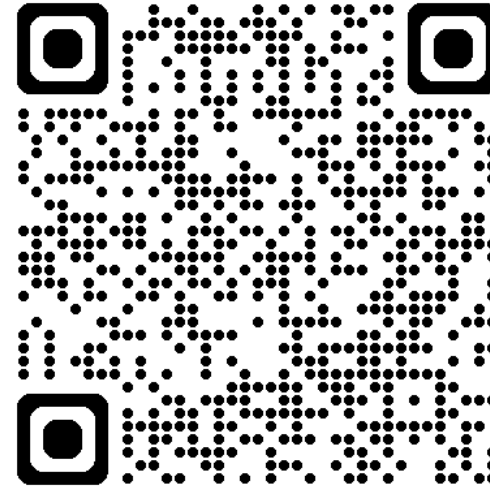


Call 1-866-796-2463.  
TTY users dial 711.



# Public Comment

- MaineCare Proposed Rules
  - A proposed rule is a rule that MaineCare is in the process of changing.
  - MaineCare will send notices through our e-messaging system anytime rules are proposed.
    - The notice will include a copy of the rule and a list of the changes being made.
  - Anyone can comment on proposed rules and the steps to comment on proposed rules can be found in the notice sent by MaineCare.
- If a member has feedback to share about a policy or rule that is not proposed they could email [Policy.DHHS@maine.gov](mailto:Policy.DHHS@maine.gov) with their comments or suggestions.
- <https://www.maine.gov/dhhs/about/rulemaking>





# MaineCare Advisory Committee (MAC)



- A committee to ensure that MaineCare is an effective and efficient program.
- Includes MaineCare members, providers and advocates.
- MAC has 2 current subcommittees: Dental and Rate Setting.
- Meets bimonthly and is open to the public.
- For more information visit the MAC webpage

<https://www.maine.gov/dhhs/oms/about-us/advisory-groups>

# Beneficiary Advisory Council (BAC)



- A group of individuals with lived experience who will help shape access to quality healthcare, policies, and MaineCare services across the state.
- The council consists of current MaineCare members, former members, and caregivers of members.
- This is a new group to MaineCare, started in June 2025 and they meet bimonthly.
- To get involved, fill out the survey on the BAC webpage to bring topics for the BAC agenda.
- For more information visit the BAC webpage:  
<https://www.maine.gov/dhhs/oms/about-us/advisory-groups/bac>

# Thank you!

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