Who is Consumers for Affordable Health Care

Support for Enrollment Professionals

October 7, 2025



Consumers for Affordable Health Care

1-800-965-7476

Our mission is to advocate the right to quality, affordable, health care for every person in Maine.



HelpLine – 1-800-965-7476

Call CAHC's toll free helpline for:

- Eligibility screening questions
- MaineCare application assistance, Marketplace enrollments, and Marketplace Plan Selection
- Safety net application assistance (Hospital Free Care, sliding scale clinics, prescription drug assistance programs)
- Shareable Educational Materials
- Navigating denied insurance claims
- Inaccurate MaineCare determinations
- Overflow (when call volume is high or you cannot provide an enrollment appointment)

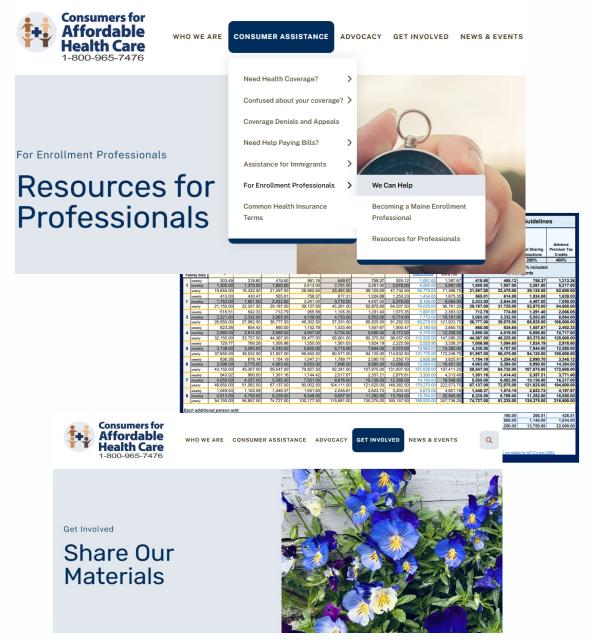




CAHC's Website

Resources <u>for Enrollment Professionals</u> can also be found on our website:

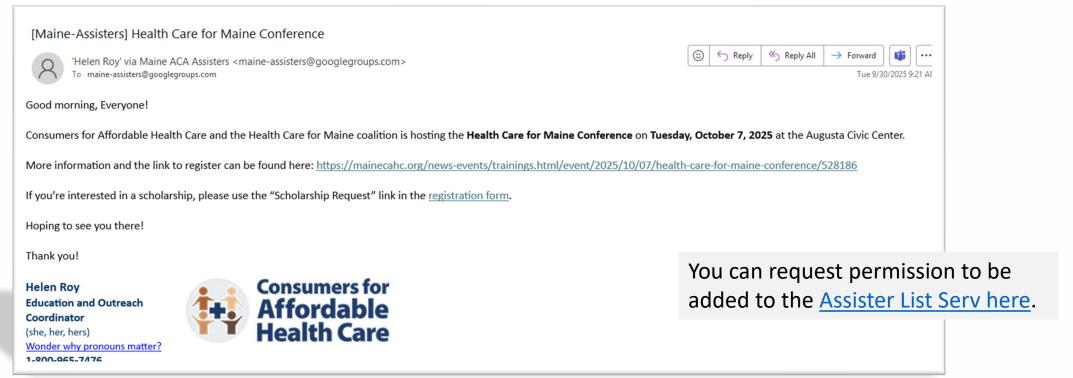
- Enrollment Professional resources, including our <u>Health Coverage Income Eligibility</u> <u>Guidelines</u> (FPL) Chart can be found on our <u>Resources for Professionals</u> page
- Consumer friendly Information sheets regarding MaineCare, Marketplace, Hospital Free Care, Dental Clinics and more can be found at our Share Our Materials





CAHC's Assister List Serv

- Safe place where assisters from around the state can post questions or comments about MaineCare, the Marketplace, or health plans.
- updates from CoverME.gov about the Marketplace and the Office for Family Independence regarding MaineCare.
- Connecting with other assisters/navigators to find local help with an enrollment.





Upcoming Trainings

Marketplace Basics October 9, 2025

Explains eligibility for Marketplace plans, Premium Tax Credits and Cost Sharing Reductions. Explain insurance plans metal levels and costs. Eligibility for Special Enrollment Periods.

Employer Sponsored HRAs – ICHRAs (becoming CHOICE Arrangements) and QSEHRAs October 14, 2025

Covers Health Reimbursement Arrangements (HRAs) that may be offered by employers in lieu of traditional health insurance. Explains how Individual Coverage HRAs and Qualified Small Employer HRAs impact eligibility for Premium Tax Credits.

Assister Round Tables October 16 or 21, 2025

Guests from the Office of the Health Insurance Marketplace join CAHC and WMCA to provide updates on what is staying the same and what is changing for Maine's Marketplace.

CAHC's Annual Health Insurance Plans Webinar October 30, 2015

Representatives from the four insurance carriers with Marketplace plans join CAHC and WMCA to provide Assisters with information on 2026 health plans.

Registration is open for these trainings. To inquire about scholarships, email education@mainecahc.org.



Advocacy

CAHC's advocacy work is driven by what we learn from consumers and assisters.

CAHC is Maine's Health Insurance Consumer Assistance Program.

• Designated by Maine's Attorney General to provide enrollment assistance and private insurance appeal support to consumers facing a denial by their health insurance plan.

CAHC is the MaineCare Ombudsman.

• Provides support with MaineCare eligibility screening and application assistance, help with MaineCare denials and barriers to accessing services.

Providing feedback to DHHS/MaineCare/OHIM

- MaineCare Advisory Committee
- MaineCare Beneficiary Advisory Committee
- MaineCare Community Partners
- Office of the Health Insurance Marketplace (oversees CoverME.gov).





We're here to help.

www.mainecahc.org









HelpLine: 1-800-965-7476

helpline@mainecahc.org

Rachel Collamore, Consumer Assistance Program Manager rcollamore@mainecahc.org

Helen Roy, Education and Outreach Coordinator hroy@mainecahc.org or education@mainecahc.org

Thank You!

Let's stay connected!

