



MaineCare: Key Information to Apply and Appeal

Ways to Apply for MaineCare:

You should apply in the manner that is most convenient for you. However, if you experience a long wait on the phone or difficulty with the online application portal, My Maine Connection, sending a paper application may be best. No matter how you apply, be sure to save copies of your application materials if you can.

1. You can print off a MaineCare application and mail, fax, or bring it to the Department of Health and Human Services (DHHS). A printable application is available on this webpage (<https://www.maine.gov/dhhs/mainecare.shtml>). You can mail your completed application to:

Office for Family Independence, State of Maine – DHHS,
114 Corn Shop Lane,
Farmington, ME 04938.

When sending an application by mail, it is recommended, but not necessary, to send it by certified mail. Remember to save your receipt.

You can also fax your application to 1-207-778-8429. Be sure to save your fax receipt. Or you can also bring your application to a local DHHS office—make a note for yourself of the date and time you drop it off - ask for a receipt if possible.

2. You can go into any local DHHS office to get an application or ask for help applying.

If you do not know where to find a local office, use the DHHS Office Finder (available at https://gateway.maine.gov/dhhs-apps/office_finder/) to look up the location of your office. If you complete an application at the DHHS office, be sure to save a note for yourself of the date and time you completed it.

3. You can call 1-855-797-4357 and then ask to be sent an application. Then follow the instructions in “1.” above.
4. You can apply online at My Maine Connection (<https://www1.maine.gov/benefits/account/login.html>). When you have finished the online application, you will get a confirmation number. Be sure to write this confirmation number down. It is also a good idea to print your completed application or take screenshots of it. You can even take a picture of the confirmation screen with your phone. You cannot upload documents to your

application, so you will have to email or mail copies of your income and other documents.

*It is important to open any notices you receive from DHHS after you submit your application. They may be contacting you to ask for more information and your application will not be complete until you provide all the information needed. DHHS will also send you a notice letting you know whether you are approved for MaineCare or denied.

How long will it take to get a decision from DHHS?

DHHS is supposed to make a decision about whether or not you can get MaineCare within 45 days of receiving your complete application. If you have not heard from DHHS within 45 days, you should contact them at 1-855-797-4357 and ask about the status of your application. If DHHS has not made a decision about your eligibility for MaineCare within 45 days of receiving a complete application (including any additional information they have requested), then you should receive Temporary MaineCare until an eligibility decision is made. Contact Maine Equal Justice at 207-626-7058, extension 205.

What if I am denied?

You can appeal your decision. Be sure to make your appeal within 30 calendar days of the date on the denial letter. If you win your appeal, you will receive benefits back to the date you applied. If you were eligible before that, you can receive benefits for up to three months prior to the month of your application date. It is important to appeal a denial to protect your right to retroactive coverage.

How to Appeal a MaineCare Denial or Termination:

1. You can call 1-855-797-4357. Say that you want to appeal the MaineCare denial. Save a note for yourself giving the date and time that you called. Be sure to leave your name and your contact information.
2. You can go to any DHHS office and tell them you want to appeal. If you do not know where your DHHS office is, look it up at https://gateway.maine.gov/dhhs-apps/office_finder/. Be clear that you want to appeal your MaineCare denial or termination and keep a note of the date and time you spoke to someone.
3. You can write a letter stating that you want to appeal the denial or termination. In the letter write that you want to appeal a MaineCare denial or termination. Be sure to include your full name and complete contact information.
4. Send the letter to:
 - a. Commissioner, Department of Health and Human Services,
11 State House Station
Augusta, Maine 04333
5. Call Maine Equal Justice if you need help: 207-626-7058, extension 205.