

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner



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Changes to Improve MaineCare Member's Access to Healthcare Services during the COVID-19 Emergency

MaineCare cares about our members and our members' health and wellbeing. We want to make sure you get the health care services that you need during the COVID-19 (coronavirus) pandemic.

On March 31, 2020, Governor Janet Mills issued a "Stay Healthy At Home Mandate." This mandate requires people living in Maine to stay at home at all times unless for an essential job or an essential personal reason, such as obtaining food, medicine, health care, or other necessary purposes. For more information, including the Executive Order, please see the [Office of the Governor Janet T. Mills webpage](#).

During this emergency, MaineCare is:

- **Waiving copays** for prescriptions and pharmacy services, office visits, clinical visits, hospital care, medical imaging and radiology services, labs, home health services, personal support services, behavioral health services, and medical supplies and Durable Medical Equipment (DME).
- **Ensuring you have the medications you need** by allowing early refills of prescriptions, allowing a 90-day prescription supply, extending Prior Authorization (PA) periods for prescriptions, waiving initial PA requirements for asthma and immune-related drugs, and allowing prescribing through telehealth.
- **Helping you stay safe in your home** if you have or are at high risk for COVID-19 by extending PAs for certain DME, and by extending the time that Home Health providers have to submit Plans of Care.
- **Allowing MaineCare providers to bill for telehealth services** so that patients are seen in-person only when absolutely necessary.
- **Non-Emergency Transportation (NET) services will continue**, and if someone is sick with symptoms of COVID-19, is suspected of having COVID-19, or has tested positive for COVID-19, special transportation arrangements will be made to reduce exposure to other MaineCare members and NET drivers.

Contact 211 Maine for answers to frequently asked questions about COVID-19. This resource is TTY and Video Relay accessible if calling from Maine.

- Dial 211 (or 1-866-811-5695)
- Text your ZIP code to 898-211
- Email: info@211maine.org

April 6, 2020