IMPORTANT

My Maine Connection is not optimized for mobile devices like smartphones and tablets at this time.

For best results, log in from a desktop or laptop computer using the Internet Explorer browser.

Revised October 2020
Introduction

The DHHS My Maine Connection (MMC) website is an online client portal operated by the Office for Family Independence (OFI). Maine residents can use the site to apply for Food Supplement Program, TANF, and MaineCare benefits, as well as manage existing benefits cases. The MMC website is connected to OFI’s Automated Client Eligibility System, also called ACES.

From here you can screen for potential benefit eligibility, sign up for a new MMC account, apply for benefits, submit updates, complete benefit reviews, and obtain case information. This guide explains how to set up an account, apply for benefits, and manage ongoing cases.

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www.maine.gov/mymaineconnection

OFI Call Center: 1-855-797-4357
PART 1  Prescreen for Benefits

You can use the My Maine Connection website to get an estimate of your potential eligibility for benefits. This estimate is based on your household size, household members, and gross income. The prescreening tool can be reached from the front page by clicking the Prescreen Now! button and can be used to screen for potential eligibility in the following programs: Food Supplement Program, MaineCare, Temporary Assistance for Needy Families (TANF), the Maine Women, Infants, and Children Nutrition Program (WIC), and the Earned Income Tax Credit (EITC). You do not need to create an account in order to use the Prescreen tool.

The screening tool requests certain information about your potential case in order to provide an estimate:

- What benefits would you like to screen for?
- Name, gender, date of birth, and marital status of all household members
- Are any household members pregnant or disabled?
- Does any household member have income of any kind? And if so, how much?

After entering the information on each page and saving it you will be asked to review and confirm the information you saved. Click the Continue button to move forward.

The results provided by the Prescreen tool are meant as a broad estimate of potential eligibility. The screening does not consider things like assets, shelter and medical expenses or other allowable deductions that may impact eligibility.

| ✓ | If the Prescreen tool estimates that you may be eligible then it will display a message with further information about how to create a My Maine Connection account and apply for benefits. |
| ➡ | If it estimates that you may not be eligible then it will display a message that says “It looks like you are not eligible…” However, the Department encourages anyone needing assistance to apply and complete the full process in order to get an accurate final eligibility determination. |

Food Supplement Program, MaineCare, and TANF benefits are administered by the Office for Family Independence within the Department of Health and Human Services.

For more information on applying for WIC or the EITC – call 211 or go to their website at www.211maine.org to be directed to a local agency.
PART 2  Signing up for an Account

You can sign up for a My Maine Connection (MMC) account from the front page of the MMC website by clicking on the **Sign Up Now!** button. You must provide your name and contact information and then choose a username and password.

- Username must be at least 6 characters long. Only use numbers or letters, no spaces or special characters.
- Password must be at least 8 characters long and must include at least one number. Special characters are allowed.
- A green check mark indicates that the potential username meets the criteria listed above, not that it is necessarily available.

You will then be asked to select and answer two Security Questions from a short list of options. These will be used to verify your identity in case you need to reset your password in the future. The username, password, and answers to all security questions are case sensitive.

Finally, you must electronically sign that you have reviewed and agreed to the User Acceptance Agreement. Once you accept this you will be given a confirmation message and can then log in to the site.
Hints for signing up for an account

- When selecting a username and password be aware of the use of the number 0 (zero) and the capital letter O.

- If you have an open benefits case, your MMC account will be connected to that case. Accounts for open cases should be made in the case head’s name for the system to correctly verify the case information.

- You may view case information and electronic notifications on any case that you are part of. However, only an MMC account in the case head’s name can update information on a case.

- The Department encourages clients to choose paperless electronic noticing. However, if you are not currently open for any benefits when opening your MMC account then electronic noticing cannot be selected for technical reasons. You should select No to this question when signing up initially if you don’t have an open case. This option can be selected later once your case has been opened.

- If you are currently receiving benefits and are not the case head but want to apply for your own benefits on a separate case, you can create an MMC account in your own name to submit an online application.

- Creation of multiple MMC accounts for a single individual can cause issues. You should not create a new account only because you are having a problem with an existing one. Contact the Department at 1-855-797-4357 during business hours or email MMCHelp.DHHS@maine.gov for assistance with your account.

- When signing up, be sure to use the email address you already provided to the Department. If no email address was previously provided, or if you can’t remember what address you gave, then leave that field blank. A mismatch can sometimes cause an error. It can always be updated later.
PART 3  Submitting an Application

You may apply for Food Supplement Program, MaineCare, and TANF benefits through My Maine Connection. Log in to the site and start your application by selecting Apply for Benefits on the Account Manager page and click the Get started now! button.

Apply or Re-Certify
To begin the process, please select an option below and click the “Get started now!” button.

- Apply for Benefits
- Re-Certify for Benefits
- View information on your case, make changes or view benefit history

Get started now!

Before you begin filling out the application the site will provide you with a list of things that you might need to complete the process. This includes information about income, shelter costs, medical expenses, dependent care, and assets. It’s a good idea to gather this information before beginning as it will help you answer the questions in the application. The more complete your application is when you submit it, the faster an Eligibility Specialist will be able to process it. However, be aware that if you don’t have a way to get the needed information we may be able to help you get it.

First, you’ll be asked to select which benefits you would like to apply for. The options include nutrition benefits through the Food Supplement Program, medical services under the MaineCare program, and cash assistance from the Temporary Assistance for Needy Families (TANF) program. The rest of the application will be customized based on what programs you choose in this step.

- Food Supplement (SNAP)
  This is Maine’s version of the federal Supplemental Nutrition Assistance Program (SNAP). Food Supplement benefits come on a plastic card, called the Maine EBT Card, which you can use to buy food at most food stores.

- MaineCare Services
  When you apply, you can also ask for help with paying health care bills from the past three months. Keep in mind that if you ask for this, a worker will contact you for more information about your income and bills for that time period. If you don’t need help with paying for health care bills from the past three months, don’t check the box below. Please keep in mind, requesting backdated coverage doesn’t guarantee you’ll be enrolled for the months requested.
  - Apply to Get Old Medical Bills paid.
  - Family Planning Services: Select if you and/or another household member is interested in a MaineCare benefit that provides limited coverage related only to family planning services if you or he/she is not eligible for full MaineCare benefits?
  - Medicaid Expansion. Select this if you are applying for MaineCare because of MaineCare expansion.

- Temporary Assistance for Needy Families (TANF)
  This program provides cash assistance to the family unit if there are dependent children deprived of one or more parent’s support. Other benefits may include assistance with finding employment and assistance with education.
You will next be asked to provide basic information about yourself including name and contact information. After saving the information on each application page you will be asked to review and confirm the information you have entered. If everything is ok, click the Save & Continue button to move forward to the next page. If you need to make a change, click the blue Change Information link next to the section you want to update.

After you have entered your basic information, you can continue to answer more questions in the application, or you can choose to submit the incomplete application immediately and have an Eligibility Specialist assist you with the rest at a later time. To submit the application immediately, simply click the green Submit Your Incomplete Application Now button at any time during the application process. Clicking this button will skip the rest of the pages in the application and take you to the end for your electronic signature.

However, providing as much information as possible on the application before submitting it makes it easier for the Department to process your case quicker, so you receive an eligibility decision. The Department encourages applicants to answer as many of the questions on the application as possible.

Each page in the application focuses on a different subject depending on the programs you are applying for including:

- citizenship
- address and residency
- earned and unearned income
- shelter expenses
- heating assistance
- medical expenses
- health insurance
- pre-tax deductions
- dependent care expenses
- tax-filing status and dependents
- school enrollment
...and more.

Items on each page that are marked with a red asterisk (*) are considered required and they must be filled out before you can save that page and move on to the next one.

Some pages only appear based on how you answer certain questions. For example, the School Enrollment page will only appear if you answer yes to the question about whether anyone in the household is currently enrolled in school.
When saving the information on each page, you will be asked to review and confirm the information entered. Click the **Continue** button to move forward or choose **Save and Exit** in order to save your progress and temporarily leave the application. You can return and continue at any time by logging in and selecting **Edit Application** from the Account Manager page.

**Account Manager**

Saved & Submitted Applications

Applicant: Aubrey T Lastname
Benefit(s): Food Supplement, Health Care Benefits and/or Medicaid, Cash Assistance
Status: Saved & Not Submitted

Before the final Electronic Signature page, you will be presented with information about your Rights and Responsibilities as a client of the Department. This page presents important information about the programs you applied for including:

- acknowledgement that some information must be verified
- the right to a fair hearing if you disagree with a decision the Department makes regarding your benefits
- estate recovery rules for MaineCare
- child support enforcement cooperation requirements for MaineCare and TANF
- rules about paying back overpayments
- fleeing felon ineligibility
- free legal services contact information

On the Electronic Signature page, you’ll be provided with a few final notifications about program rules for the benefits you applied for. You’ll be asked to provide your Social Security Number and be provided with a box to add notes you want to provide to the Department along with your application. This note will be viewed by the Eligibility Specialist who works on our case. It will also be included in your permanent case record.
Finally, electronically sign the application by clicking on the check box and then entering your First Name, Middle Initial, and Last Name. By clicking the **Submit Application** button, you attest that the information you are submitting is accurate and agree to a general Release of Information that allows the Department to verify information provided. Take note the tracking number for your application on the confirmation page for future reference. Once your application is submitted it will be worked on by an Eligibility Specialist in the order it was received. You will hear from the Department with either a decision or a request for additional information.

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**Attest & Agree**

I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature. *Required fields.*

**Release of Information.**

We may need to get or verify information regarding eligibility for benefits. I authorize any party, without limitation, to release any information to the Department of Health and Human services for the purpose of getting or verifying information regarding eligibility for benefits. This release is effective for 1 year from the date of my signature below.

Review Release Signature: I certify under penalty of perjury that my answers are true and completed. I know that if I give information that is not true I am breaking the law.

By checking this box and typing my name below, I am electronically signing my application. ✅

- [ ] First Name
- [ ] Middle Initial
- [ ] Last Name

[Submit Application] [Exit]

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**New Application: Confirmation**

- When applying for **Food Supplement**
  - An interview is required. You may be asked to come in for a face to face interview. Your worker may call you and do the interview over the phone.
- When applying for **Temporary Assistance for Needy Families (TANF)**
  - A face to face interview is required.
  - All income in the household will need to be verified. You will be required to provide:
  - The last four weeks pay stubs.

**Thank You!**

Your online application has been sent to your following local agency for processing. Your nearest agency is Portland, 161 Jetport Boulevard, Portland ME 04102, 822-2000, (855) 797-4357. TTY users call Maine relay 711.

Your tracking number for this application is APP-261760. Be sure to write this number down or print this page for your records.

Keep in mind that your worker may ask for proof of some of the things you told us in your application.

You may also need to talk with a worker by phone or in person. For Food Supplement benefits, you will talk with a worker in person (or in some cases by phone) in order to get benefits. For health care benefits, a worker may contact you if he or she needs more information. For TANF benefits, you may need to talk with a worker in person in order to get benefits. For help with CHiLD Care, you will need to talk to a worker by phone or in person. If you are found eligible to get help paying for child care, you will need to talk with a CHiLD Care authorization worker to select a provider and set up authorizations for your children to attend child care. You should do this before your children start going to child care.

If you have a question about the status of your application, contact the agency listed above. If you give the agency your tracking number, it can help you get an answer more quickly. If you haven’t heard back about an application you’ve submitted within 30 days, please be sure to contact the agency before submitting another online application.

[Go to Account Manager] [Download a PDF of this submitted application]
**Hints for submitting an application**

- Contact the Department at 1-855-797-4357 during business hours for assistance with your application. Verifications can be submitted by emailing digital documents to Farmington.DHHS@maine.gov

- **IMPORTANT:** When adding information to an online application, you must click “Save and Continue” at the bottom of each page before moving on to the next one. If you don’t, the new information will not save.

- Hovering over blue text on a page will sometimes bring up additional useful information about that topic. Some pages also feature a box of Help Tips that provide additional context, explanations, and instructions for some of the requested information on that particular page.

  **Help Tips**

  **Supplemental Security Income (SSI)** - SSI is a monthly payment for people with very low incomes who are at least 65 or blind or disabled. SSI is not a retirement benefit and it is not the same as Social Security. Check the box for anyone who gets SSI.

  **Social Security** - By Social Security, we mean retirement payments, survivors’ benefits and some disability payments from the federal government. Check the box for anyone who gets Social Security.

  **Child Support** - Child support is the money that children receive from a parent who is not living in your home. Keep in mind that only children can receive child support. If your household gets child support, you should check the box for the children that the support payments are meant for.

  **Other Income** - There are many other types of income that the people in your home may have. Check the box for anyone who gets money from any source other than SSI, Social Security, child support or a job.

- On the Race and Ethnicity page of the application there are questions regarding membership in a Native American tribe. These five fields specifically refer to Native American Tribal members. If you **are not** a Tribal member, leave these fields blank.
- The **Application Progress** sidebar appears on almost every page of the application. It tracks your forward progress on completing each page. The sections will appear as “green” when they have been completed. The current section you are on will appear “black”. The sections that have not yet been completed will appear as “light gray”. MMC allows you to go back and edit the information on any previously completed page. Simply click on the **Review/Edit** link next to whichever page you would like to revisit. You can do this at any time up to the point where you sign and submit the application.
PART 4 Recertifications/Reviews

An annual review or recertification for benefits must be completed every year for most OFI benefits to continue. Reviews can be completed on My Maine Connection 24 hours a day, 7 days a week. Unfortunately, at this time you cannot complete Food Supplement Six Month Reports through MMC. You must sign and return the paper copy of that form that is mailed to you by the Department.

First, log in to the site and start your recertification by selecting **Re-Certify for Benefits** on the Account Manager page and click the **Get started now!** button.

To begin the online recertification, you will need to enter your client ID number and the Document ID number found in on the second page of the review form that was mailed to you. (see Hints for recertifications/reviews)

Before you begin completing the recertification, the site will provide you with a list of things that OFI may need to complete the process. This is similar to the application process. It's a good idea to gather this information before beginning in order to help confirm or update the information on your case.
As you proceed through the recertification, you will be presented with the current information about your case as it is entered into our system. The current information will appear at the top of the page and below that will be instructions to review the information for accuracy.

If everything is the same, you can click the **Continue** button and move on to the next page. But if you do need to edit something, click on the blue **Edit** link next to the info you want to change. This will bring you to a page of editable fields that will let you submit the newest information. Always click the **Save Changes** button when making an edit.
Complete this process for each page including confirming or updating your contact information, income, assets, expenses, etc. Once you have updated each page, you will be presented with an electronic signature page similar to the one used in the application.

Sign the recertification by clicking on the check box and then entering your First Name, Middle Initial, and Last Name. By clicking the **Submit Application** button, you attest that the information you are submitting is accurate and agree to a general Release of Information that allows the Department to verify information provided. Take note the tracking number for your recertification on the confirmation page for future reference. Once your application is submitted it will be worked on by an Eligibility Specialist in the order it was received. You will hear from the Department with either a decision or a request for additional information.

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**Re-Certification: Confirmation**

**Thank You!**

All income in the household will need to be verified. You will be required to provide:
- The last four weeks pay stubs
- An award letter or statement from the income source

Thank you! Your online review has been sent to your following local agency for processing. Your nearest agency is **Augusta, 35 Anthony Ave., SHS #11, Augusta ME 04333-0011, 624-8000, (856) 797-4357.** TTY users call Maine relay 711.

**Your tracking number for this review is RCT-194649.** Be sure to write this number down or print this page for your records.

Keep in mind that your worker may ask for proof of some of the things you told us in your review. Since you submitted your review electronically you do not need to mail in the signed review.

If you have a question about the status of your review, contact the agency listed above. If you give the agency your tracking number, it can help you get an answer more quickly. If you haven't heard back about the review you've submitted within 30 days, please be sure to contact the agency listed above.

[Go to Account Manager](#) [Download PDF of submitted review](#)
Hints for recertifications/reviews

• Contact the Department at 1-855-797-4357 during business hours for assistance with your recertification. Verifications can be submitted by emailing digital documents to Farmington.DHHS@maine.gov

• When changing an income, asset, or expense record in MMC, the End Date should be the only field you can change. This applies during Recertifications as well as when reporting changes at any other time (see Part 5).
  o If the income, asset, or expense has ended, simply add an end date and click Save.
  o If the income, asset, or expense is continuing, but at a different value (for example: if your rent went up, if your pay has changed, etc.) then you need to **end date the current record and create a new one** with the new information and a new start date.
  o After saving an End Date in the existing record, a link will be available next to the **Continue** button that reads “Add an additional household member with (income/assets/expenses)“. This will bring up a new screen to enter and save the new information. NOTE: this does not actually add any additional members to the case.

• The Document ID Number for reviews is found on the second page of the review form that was mailed to you:
  
  ![Document ID Number Image]
  
  **Document ID: 25088**
  
  **Client ID:**
PART 5  Viewing and Updating Case Information

You can use My Maine Connection to view and update a variety of case information. This includes access to a list of the last twelve months of Food Supplement Program and Cash benefit payments.

After signing into the Account Manager page, select the option **View information on your case, make changes or view benefit history** and then click the **Get started now!** button. You will be asked to enter your ID number and PIN.

This will take you to the **Update Your Information** page. From this page, you can update contact information which includes mailing address, home address, phone number, and email address.

You can also add new household members or edit the information associated with current household members.
If you need to report a change to any existing information, you can click on the View link next to that person’s name here. This will open a grid of information that you can view and edit if needed.

You can view twelve months of payment history for Food and Cash benefits. You can also print a PDF copy of this list for your records or to provide to other agencies requesting benefit verifications.
PART 6  Account Settings

On the Account Manager page, click the blue link for **Account Settings**. From the Account Settings page, you can choose several different actions including changing your password, obtaining or changing your personal identification number (PIN), and update the preferred method of communication to include electronic notifications.

Letters and most case notices can be viewed on MMC by clicking the red **Notifications** link at the top of the Account Settings page. However, you may get an alert about the letter after the notice has been generated but shortly before it has been received in your inbox. If this happens, check back again later to view the letter. Documents appearing in Notifications on MMC are in Adobe PDF format.

You can update your password by selecting **Change Password**. Simply enter your old password, choose a new password and then confirm the new password. Click the **Continue** button and you will get a message that reads “your password has been successfully changed.”
A personal identification number (PIN) can be assigned by selecting **Obtain a PIN**. This is a different PIN than the one that is used for purchases with your EBT card. This PIN is used as an added layer of security in My Maine Connection and is required in order to view and update case information online. You must have a Client ID in order to get a PIN assigned. You will be asked to answer your security questions and verify your name, Client ID number and date of birth. The new PIN will be mailed to you.

If you lose your PIN, it can be recovered on the site by selecting **View information on your case, make changes or view benefit history**. On that page, click the link **Forgot your PIN** and answer the security questions. An Eligibility Specialist can also assist you in recovering your PIN or send you a new one by mail. Contact the Department at 1-855-797-4357 during business hours or email MMCHelp.DHHS@maine.gov for assistance.

![Security Questions](image)

You can update notification preferences by selecting **Change Notification Status**. Remember, for clients not currently open any benefits, Electronic Noticing cannot be selected for technical reasons. This can be updated once a case has been opened. The Department encourages electronic noticing for open cases when possible.

![Notification Settings](image)