

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner



Maine Department of Health and Human Services  
Office of MaineCare Services, Member Services  
11 State House Station  
Augusta, Maine 04333-0011  
Toll Free: (800) 977-6740; TTY: Dial 711 (Maine Relay)  
Fax: (800) 314-8775

Dear MaineCare Member,

## Welcome to MaineCare

You are getting this letter because you qualify for a MaineCare benefit. MaineCare pays for certain health services. You will find your MaineCare card with this letter.

## MaineCare Card

When you qualify for MaineCare, you get a plastic MaineCare ID card. The card has your MaineCare number on it. Only you can use your card. Your card can only be used for your healthcare services. It is against the law to let anyone else use it. You must bring your card with you to your appointments.

## MaineCare Member Handbook

The MaineCare Member Handbook explains the MaineCare program. It explains the benefit packages and services that we can pay for as well as details about those services that may be important to you. The handbook also gives you more information about MaineCare providers and has a list of community resources.

To read the MaineCare Member Handbook, you can:

- Pick up a paper copy at your local DHHS office.
- Go online to: <https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/mainecare-member-handbook.pdf>
- Request a paper copy by calling the Pharmacy Helpdesk at: 1-866-796-2463, TTY users dial 711. You can also email them to request a paper copy at: [Maine.Rx@maine.gov](mailto:Maine.Rx@maine.gov)

## How to Reach Us

- **Local DHHS office: 1-855-797-4357, TTY users dial 711.** Call this phone number if your income, assets, household size, age, or medical condition changes.
- **MaineCare Member Services: 1-800-977-6740, TTY users dial 711.** Call this phone number for questions about MaineCare-covered services.
- **Pharmacy Help Desk: 1-866-796-2463, TTY users dial 711.** Call this phone number for questions about MaineCare's prescription drug services.

## Information about MaineCare

For up-to-date information about MaineCare benefits and services, go to the Member Resources webpage at: <https://www.maine.gov/dhhs/oms/member-resources>

Thank you,  
MaineCare Member Services