

MaineCare in Education

School Nurse Summer Institute

July 28, 2026



AGENDA



1. Welcome and Introductions
2. MaineCare Basics
3. MaineCare Covered Services and Documentation Requirements
4. Private Duty Nursing Services
5. School Health Clinics
6. A New MaineCare Rule- Section 106
7. Available Resources
8. Questions

MaineCare Basics

What is MaineCare?

- **MaineCare is Maine's Medicaid program**, jointly funded by the federal and state government.
- MaineCare provides **free or low-cost health insurance** and other health benefits to Mainers who meet certain requirements, usually based on income and household size, disability, age, and/or citizenship status.





How is Medicare different from Medicaid?

- The Centers for Medicare & Medicaid Services provides federal oversight for all state Medicaid programs in addition to the national Medicare program.
- Medicare is a separate federal health insurance program for people who are 65 or older, younger people with certain disabilities, and people with End-Stage Renal disease.

“MaineCare,” “OFI,” “OMS,” and “DHHS”

MaineCare is the name of Maine’s Medicaid program.

- The Office of MaineCare Services (OMS) implements MaineCare and provides oversight for the MaineCare program for members and providers.
- The Office for Family Independence (OFI) determines who is eligible for MaineCare.
- The Department of Health and Human Services (DHHS) provides oversight of both OFI and OMS.





MaineCare has...

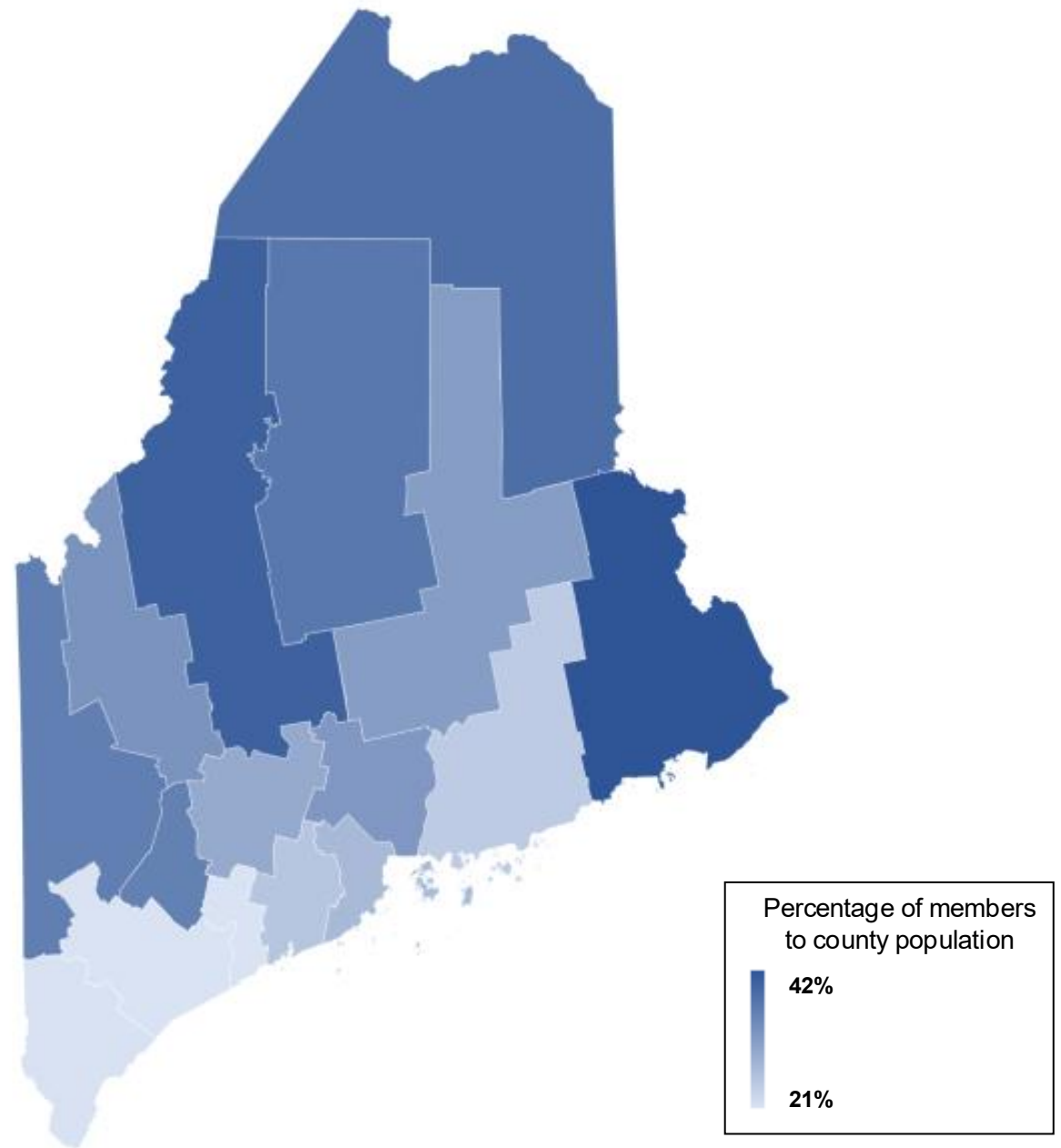


- **386,000** total enrolled members.
- About **1 in 3** Mainers get their healthcare through MaineCare.
- **50%** of all Maine children are covered under MaineCare.
- There are more than 52,000 enrolled locations delivering services to members in and out of the state.



MaineCare members live in all 16 counties.

- The county with the **highest** percentage of members is **Washington**.
- The county with the **lowest** percentage of members is **Sagadahoc**.



Guide to MaineCare Programs

MaineCare provides free or low-cost health insurance to Mainers who are eligible, based on income, household size, age, and/or citizenship status. The Department of Health and Human Services (DHHS) Office for Family Independence (OFI) determines who can get MaineCare. Once enrolled, the Office of MaineCare Services (OMS) administers MaineCare and handles all billing and claims.

In this guide, you will find descriptions of the different ways that someone may be eligible for MaineCare. If you're accessing this on the computer, click on the section you are interested in below and it will bring you directly to the category that may apply to you.

Here are the sections and pages you can find them on:

Family and Individual MaineCare	2
Eligibility Information	3
Other Coverage Groups: Family and Individual Programs with No Income Test	3
Aged or Disability Related MaineCare.....	4
Other Coverage: Medicare Savings Programs (MSP)	4
Eligibility Information	5
Long Term Care Programs	6
Limited MaineCare Programs.....	7
MaineCare for Noncitizens	7
Who do I contact to... ..	8



1

Who is eligible?

- MaineCare eligibility is dependent on income, disability status, and/or age.
- Different types of coverage have different monthly income limits per household size and may have special rules.
 - [Guide to MaineCare Programs](#)
- There is no open or special enrollment period for MaineCare – individuals can apply any time throughout the year.

What is the Katie Beckett Program?

- A MaineCare program that provides medical coverage for children living at home with long-term disabilities or complex medical needs
 - Allows children to be cared for at home instead of in an institution.
- Eligibility requirements:
 - Under 19 years of age
 - Disability ≥12 months
 - Needs institutional-level care
 - Lives at home
 - Not be eligible for MaineCare in another category
 - Income < 300% SSI.
- Has a premium
- It is important to understand that there is a limit on the cost of services a member may be provided through this program.
- **MaineCare services delivered to members in schools are not included in any calculation towards the limit.**



New Guide

The Katie Beckett Program

A step-by-step guide through the application process

Last updated March 2026



Welcome

The purpose of this guide is to outline the steps for applying to MaineCare's Katie Beckett program and to help families clearly navigate the application and renewal processes.

Table of Contents

Introduction

Who's who.....	3
Frequently asked questions.....	4

Application and renewals process

1	Submit a MaineCare application.....	7
2	Submit the Disability Determination packet.....	10
3	Complete a level of care medical assessment.....	12
4	Communications.....	13
5	Pay premiums.....	17
6	Annual Renewals.....	19

Helpful tips..... 20

Who to contact..... 21

Additional resources

Program application checklist.....	23
Application flowchart.....	24

2



Impacts of Recent Federal Changes on MaineCare

Federal Budget Reconciliation Bill

Federal Budget Reconciliation is a budget reconciliation bill, sometimes referred to as H.R. 1, that was signed into law on July 4, 2025.

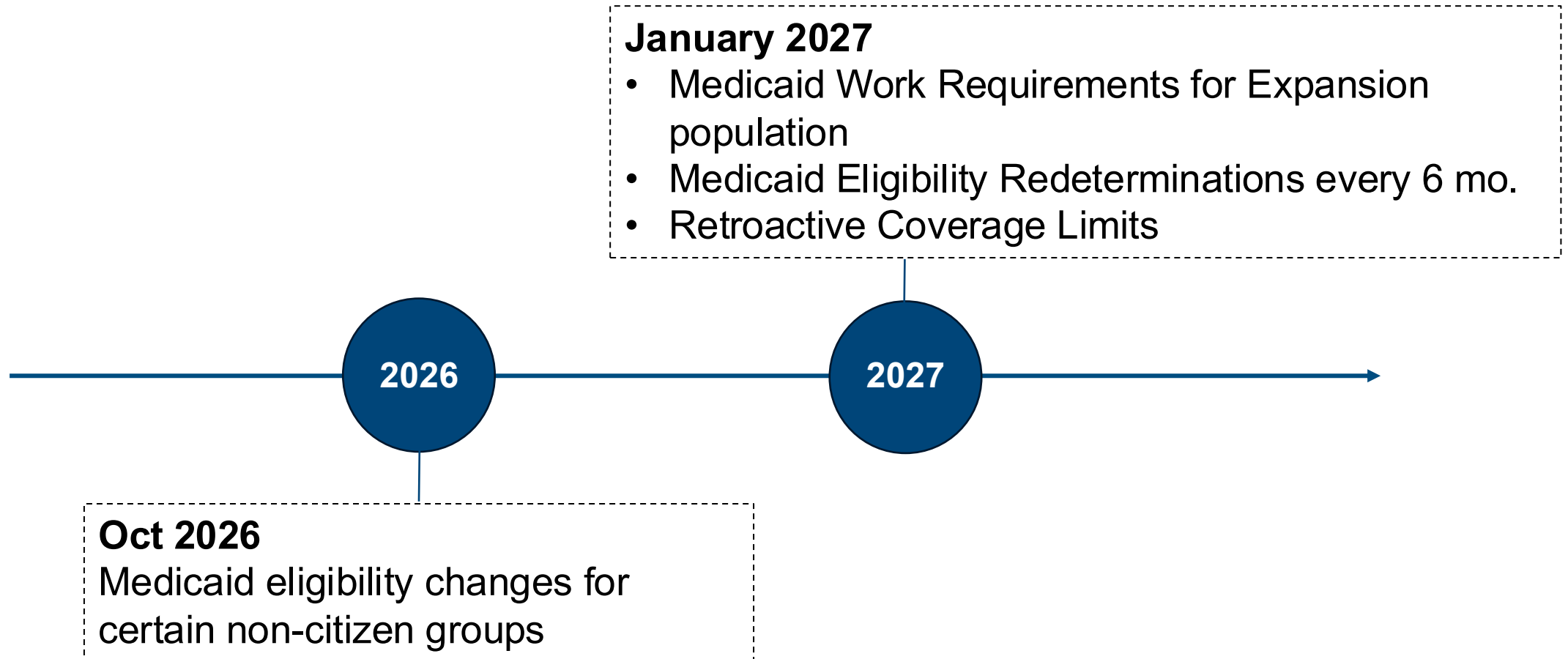
Key Elements

- Several policy changes that shift cost and administrative burden to states.
- New eligibility, reporting, and verification mandates.
- Restrictions on state flexibility.

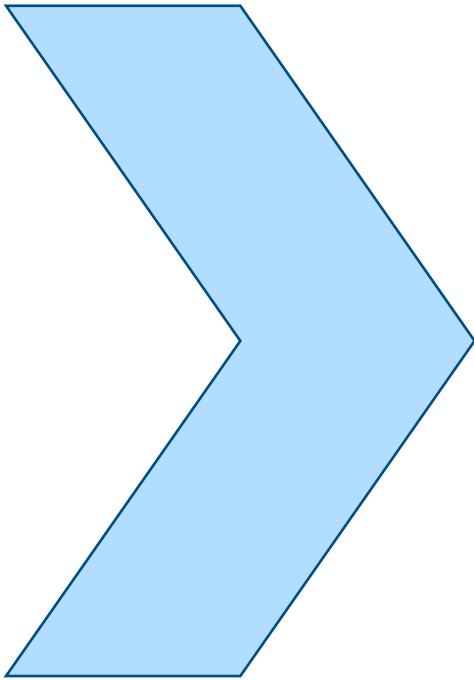
Financial Affect

- \$5B fiscal impact over 10 years.
- Compliance will cost the state—we must invest in staff, eligibility systems, and data infrastructure to meet federal mandates.
- Greater administrative burden, tighter eligibility, destabilized financing.

Three of the Major Upcoming Federal, Member-Facing Changes for MaineCare

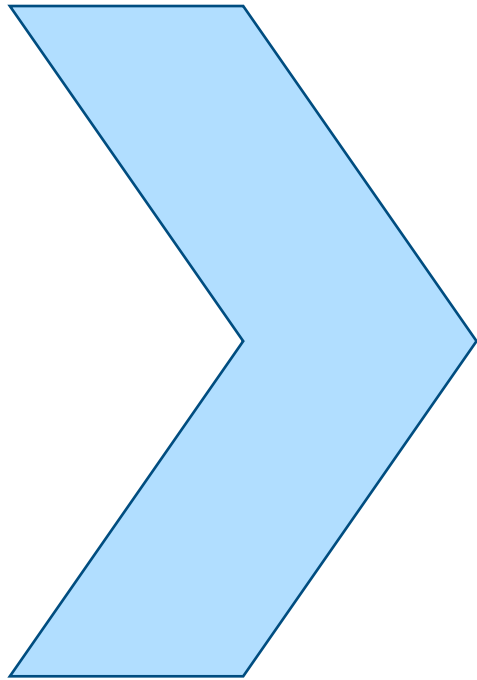


Eligibility Changes for Certain Immigrant Groups



- Eliminates federal coverage for certain immigrant groups such as refugees, asylees, trafficking survivors, and certain parolees.
 - Eliminates non-emergency coverage for about 1,000 enrollees. Excludes children and pregnant people.
- Federal law **still requires** Emergency Services coverage.

MaineCare Work Requirements



Who does this apply to?

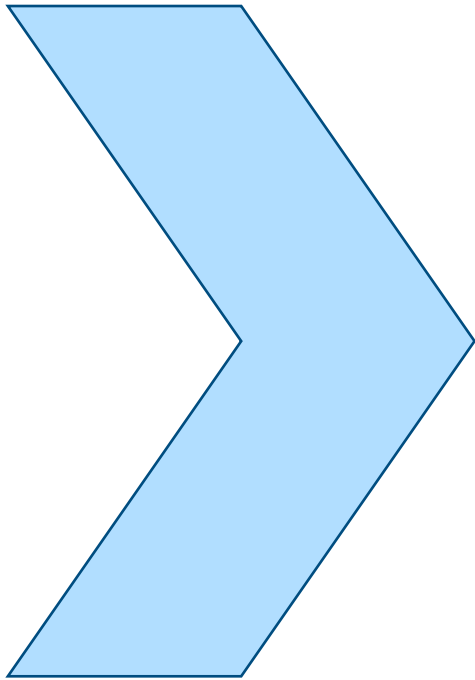
This applies to Expansion Adults upon application or renewal, beginning January 1, 2027.

What is the requirement?

Members must:

- Work and make at least \$580 in a month;
- Volunteer or attend a work program for at least 80 hours a month (or any combination of these activities and work for at least 8-hours a month);
- Are enrolled in education at least half time; or
- Meet specific exclusion criteria.

MaineCare Timing of Eligibility Redeterminations & Retroactive Coverage



- Eligibility renewals will occur every six months (instead of 12 months) for Medicaid Expansion adults.
- Retroactive coverage changes:
 - One month for Medicaid Expansion adults.
 - Two months for all other MaineCare coverage groups.

Sarah Fisher, MaineCare Outreach Specialist

Sarah.Fisher@maine.gov

School Health-Related Services

What are School Health-Related Services?

MaineCare defines School Health-Related Services as any MaineCare covered service provided in a school setting, or outside of a school setting due to a contract with a School Administrative Unit (SAU) or as State Independent Educational Unit (SIEU).

MaineCare and the Maine Department of Education (Maine DOE) staff collaborate in the planning, implementation, and the administration of these services.



How do most students access MaineCare covered services in schools now?

IDEA Services



1

School Health Clinics



2

Speech/Language Services	Speech Therapist	Special Education Setting	2X 30 minutes per week	1/15/2020-1/14/2021
Occupational Therapy	Occupational Therapist	Special Education Setting	2 X 30 minutes per week	1/15/2020- 1/14/2021
Physical Therapy	Physical Therapist	Special Education Setting	1 X 30 minutes per week	1/15/2020-1/14/2021
Nursing Services	Nurse	Regular and Special Education Setting	5 X 5 minutes per week	1/15/2020-1/14/2021

BCBA Services or BCBA Consultation	BCBA	Regular and Special Education	1 x 60 minutes per month	1/15/2020-1/14/2021
Behavioral Health Day Treatment	DO NOT USE FOR DAY TREATMENT DOCUMENTATION			
Transportation	SAU	Special Education Setting	2 times per day, 5 times per week	1/1/2020-12/31/2021

Who is eligible to receive school IDEA services now?

School Health-Related Services may be provided to MaineCare members who qualify for IDEA Part B or Part C services as listed in a member’s IEP or Individual Family Service Plan (IFSP).

IDEA Services may be provided to eligible members from birth to their 22nd birthday.

Ancillary services provided to members age 21 may have limitations and requirements for the provision of services that are different than those required for members birth to 20 years of age. This may include requirements for prior authorization, utilization limitations, or other criteria as listed in the referenced section of the MaineCare Benefits Manual (MBM).



Can members receive
MaineCare covered
services both in school
and outside of school,
even on the same day?

Yes!



- When an IEP team determines there is a need for a School Health-Related Service, the IEP team will list it on the member's IEP. This is considered the referral for services.
- Each provider is responsible for ensuring any IDEA services are listed on a member's IEP before a service is delivered.
- Claims for IDEA services must be submitted to MaineCare with the appropriate modifier of "TL" or "TM." A modifier provides additional detail about the service on the claim.
- Some services may be subject to daily utilization limitations. For example, a two-hour daily limit for a physical therapy service would include both the in-school and out-of-school time. It is allowable for a portion of a limited service to be delivered in each setting.

MaineCare Myths

“If a student is part of MaineCare’s Katie Beckett program, they will lose other services if a school seeks reimbursement for IDEA services.”



Funding MaineCare services



How are MaineCare services paid for?

MaineCare services are paid through a combination of state and federal funds.

The state pays an initial "state share," and the federal government pays for the rest of the cost, referred to as the "federal match."

Because of the federal funds involved, there are strict requirements under the Social Security Act governing the covered services and use of funds.

Who bills MaineCare for services?

Services provided in schools may be billed to MaineCare by any enrolled MaineCare provider for most services. There are some limitations based on a provider's enrollment type.

This could be a public school, special purpose private school, CDS regional office, or any other provider enrolled with MaineCare who is contracted by an SAU or CDS to provide services to MaineCare members.

When contracted providers who are enrolled with MaineCare deliver covered services to MaineCare members, they must bill MaineCare for services delivered to any enrolled members.

MaineCare Myths



“No one is billing MaineCare for services delivered in schools right now.”

Seed

What is it, and who is responsible for it?

- When IDEA services are provided, the state share, or “Seed,” is paid for by the School Administrative Unit (SAU), Child Development Services (CDS), or in some cases, by the Maine DOE.
- The amount of Seed due is based on the Federal Medical Assistance Percentage (FMAP), which generally is 39% of each claim.
- Seed is assessed when services are delivered directly by an enrolled school, and when delivered by an enrolled, contracted provider.



What is the Seed process between MaineCare and Maine DOE?

1. At the beginning of each fiscal year, the Maine DOE works with MaineCare to determine an anticipated amount that SAUs, CDS, and Maine DOE will need to pay for the upcoming year.
2. MaineCare sends a quarterly report to the Maine DOE. This report shows claims paid to providers.
3. Maine DOE assesses Seed according member enrollment and provides individual reports for entities to review. If no errors are reported, the Maine DOE then works through their internal process of recovering funds from each SAU or CDS.

When do SAUs pay their identified Seed (state share) costs?

All MaineCare enrolled providers are always reimbursed directly from MaineCare at the MaineCare rate for each service.

Seed costs are covered outside of the MaineCare reimbursement process, through the Maine Department of Education.



MaineCare Covered Services and Documentation Requirements

What MaineCare covered services can members access now?

- Audiology Services
- Adaptive Behavior Services for Children (Section 28)
- Children's Behavioral Health Day Treatment and Outpatient Therapy Services(Section 65)
- Non-Emergency Transportation (NET)
- Occupational Therapy Services
- Physical Therapy Services
- Private Duty Nursing Services
- Specialized Transportation
- Speech and Hearing Services

***Additional Services may also be reimbursed for schools enrolled as School Health Clinics.

Joint Guidance

The Maine DOE and MaineCare issue Joint Guidance regarding documentation requirements for MaineCare-reimbursable services on a student's IEP.

The guidance is posted on the [MaineCare in Education web page](#).

IEP Technical Assistance

[Maine DOE's Office of Special Services and Inclusive Education](#) staff are available to provide technical assistance and training to representatives from CDS regions and SAUs to maximize MaineCare funding to support services to eligible students.

A Closer Look at Private Duty Nursing (PDN) Services



MaineCare Myths

“Schools cannot be directly reimbursed for Private Duty Nursing Services if they want to hire an RN or LPN instead of contracting with a nursing agency.”

Who Can Deliver PDN Services?

- As outlined in the MaineCare Benefits Manual (MBM), Chapter II, Section 96, Private Duty Nursing Services may be delivered by an RN or an LPN.
- An RN or an LPN may be employed by a school or agency or contracted.
- Both qualified professionals must be licensed in the State of Maine and deliver services under their scope of practice.

Who can bill for MaineCare covered PDN services?

- Prior Authorization (PA) must be obtained by the provider planning to submit claims for reimbursement.
- Schools may bill MaineCare directly, or an agency may bill for services delivered to student members.

What is the
MaineCare
rate of
reimbursement
for
PDN
services?

MaineCare's fee schedule
can be accessed [here](#),
for Section 96 services.

State of Maine					
Department of Health & Human Services					
Section 96 - Private Duty Nursing and Personal Care Services, Rates/Fee Schedule					
Effective January 1, 2024 - December 31, 2024					
Procedure Code	Revenue	Modifier	Code Description	Unit of Service	Rates
G0299	0551	TD	RN Services	15 Minutes	\$16.01
G0299	0551	TD UN	RN Services - Multiple Patients (2)	15 Minutes	\$8.80
G0299	0551	TD UP	RN Services - Multiple Patients (3)	15 Minutes	\$6.41
G0300	0559	TE	LPN Services	15 Minutes	\$11.35
G0300	0559	TE UN	LPN Services - Multiple Patients (2)	15 Minutes	\$6.25
G0300	0559	TE UP	LPN Services - Multiple Patients (3)	15 Minutes	\$4.54
T1000		TD	Independent RN	15 Minutes	\$16.01
T1000		TD UN	Independent RN, Multiple Patients (2)	15 Minutes	\$8.80
T1000		TD UP	Independent RN, Multiple Patients (3)	15 Minutes	\$6.41
T1502			Administration of oral, intramuscular and/or subcutaneous medication	15 Minutes	\$8.64
T1004	0571		Home Health Aide/Certified Nursing Assistant Services	15 Minutes	\$8.36
T1004	0571	UN	Home Health Aide/Certified Nursing Assistant Services - Multiple Patients (2)	15 Minutes	\$4.59
T1004	0571	UP	Home Health Aide/Certified Nursing Assistant Services - Multiple Patients (3)	15 Minutes	\$3.34
T1019	0589		Personal Support Services (PSS)	15 Minutes	\$8.36
T1019			Personal Support Services (PSS) (for PCA Agencies Only)	15 Minutes	\$8.36
T1019		UN	Personal Support Services (PSS) (for PCA Agencies Only) - Multiple Patients (2)	15 Minutes	\$4.59

Providers can access the MaineCare Provider Fee Schedule site,
listed by MaineCare Benefit Manual policy section [here](#).

Using contractors for MaineCare covered services

- All MaineCare enrolled providers, who deliver a MaineCare covered service, to a MaineCare member, must bill MaineCare for the delivery of a covered service and accept the MaineCare rate.





Primary and Secondary Nursing Agency Designation

For MaineCare purposes, there is a Primary and Secondary Agency. The MaineCare enrolled provider who holds the authorization to deliver care to a member in their home or community, is considered the member's primary agency.

PDN Services- Primary Agency

The **primary** agency:

- (1) establishes initial member eligibility for PDN services;
- (2) delivers services to the member; and
- (3) oversees the total number of authorized units for a member.

PDN Services- Primary Agency

When the **primary** agency receives the PA, they receive approval to deliver services to the member in their home and/or community first. The agency is given specific start and end dates, along with the number of daily and weekly units they are allowed to utilize.

When a request comes to MaineCare's PA Unit for services to be delivered at school, a member's eligibility for services provided in the home and community has typically already been determined.

*This also means the member already has a primary agency.

PDN Services- Primary Agency

If a request from a school is received by MaineCare and a member does not already have a Primary Agency, the Prior Authorization Unit will work with the school to determine eligibility for PDN services and authorize approve units for the request time at school.

PDN Services- Secondary Agency

The **primary** agency can provide services in a school setting, or a school can provide services to the member if they are an enrolled MaineCare provider.

A school, enrolled as a provider type 87 (Public School) or provider type 88 (Special Purpose Private School) will always be considered by MaineCare to be the **secondary** agency if the member is receiving PDN services outside of the school setting.

Prior Authorization

- Prior Authorization (PA) is required for the delivery of all Private Duty Nursing (PDN) Services, regardless of the setting.
- PAs are obtained from the PA Unit at MaineCare through the Health PAS Online Portal.
- MaineCare provides the primary agency with authorization for a specific number of units approved for the delivery of services.

Prior Authorization

- When a school, as a secondary agency, requests units from the primary agency, units are transferred from the primary PA.
- The transfer of authorized units is a common practice among enrolled MaineCare providers to ensure ongoing care for members.

It's Important to Remember...

- Members do not have to choose between receiving services at home or in the community or in a school setting.
- Although units are "transferred" from the primary agency's prior authorization, this does not mean hours approved for services delivered in the home or community are taken away from the member.
- PDN Services are authorized to support a member's level of medical necessity in both settings.

Secondary Agency Authorization Requests

The “MaineCare in Education 103: Private Duty Nursing Services” module includes a step by step guide, to explain how a school requests Prior Authorization for services.

The training module is available on the [MaineCare in Education web page](#).

Step by Step Guidance is Available Now!

Secondary Agency (School) PDN PA Process



This describes the process that the secondary agency, provider type 87 (Public School), or provider type 88 (Special Purpose Private School), must follow to obtain a PA for their employed RN or LPN, to deliver PDN services to a MaineCare member.

START >

A Closer Look at School Health Clinics

Let's Talk About School Terminology

School-Based

School Health Centers

School Based Health

Centers

School-Based Health

Centers

School-Based Health

Clinics

School Health Clinics

Ambulatory Care Clinics





Pictured above is the School Based Health Center at Oxford Hills Middle School Operated in collaboration with Maine Health.

MSAD 17 also has a School Based Health Center At the Oxford Hills Comprehensive High School.

School Based Health Centers

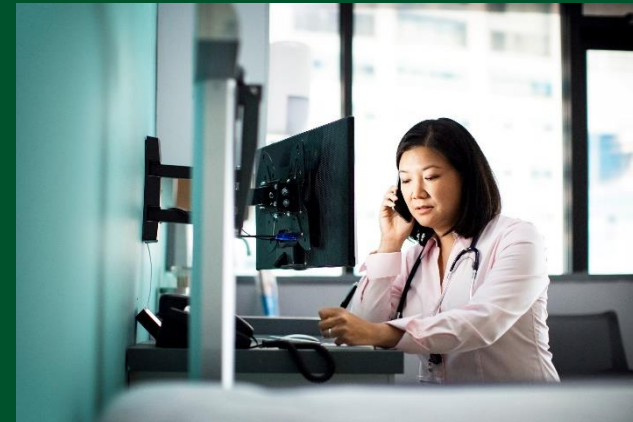
- Partnership with Maine Center for Disease Control and Prevention (CDC)
- CDC collaborates with Maine DOE
- Varied funding sources
- CDC supplements some SBHC through grant funding
- Bill through MOUs with larger healthcare entities, often billing third-party sources including MaineCare
- Provides a set of medical and behavioral health services as agreed to by contract with Maine CDC
- Follows reporting and other guidelines as agreed to by contract with Maine CDC
- The CDC works with approximately 20 School Based Health Centers across the state.

For more information, please contact Penny Townsend, School Based Health Center Program Coordinator, Maine CDC- penny.townsend@maine.gov.

MaineCare Enrollment Option- School Health Clinic Provider Type 53

- Provides care to students with MaineCare
- Array of services determined by school
- No requirement of base set of services
- Follow standards set in the MaineCare Benefits Manual, Chapter II, Section 3, Ambulatory Care Clinics
- MaineCare reimbursement for services available for eligible MaineCare members only
- Clinics may deliver services to any age MaineCare member at provider discretion

MaineCare Benefits Manual (MBM)
Chapter II, Section 3 Ambulatory Care
Clinics
Provider Fee Schedule



Who can deliver MaineCare covered services?



- Physician
- Nurse Practitioner
- Physician Assistant
- Licensed Clinical Social Worker (LOCSW)
- Licensed Professional Counselor
- Alcohol and Drug Counselor
- Registered Nurse
- Licensed Clinical Professional Counselor (LCPC)
- Psychologist
- Respiratory Therapist
- Nurse-Midwife
- Other Qualified Staff

What MaineCare covered services can be delivered?

3.04-1 Covered Services for School Health Clinics

Covered services include preventive, diagnostic and/or therapeutic services for acute, episodic and chronic conditions furnished by the clinic's professional staff; supplies commonly furnished for the provision of these services; and basic laboratory services essential for immediate diagnosis and treatment.



A New MaineCare Rule for School-Related Health Services Section 106

Rate Study

MaineCare is engaged in a reform of its Rate System to ensure the development and maintenance of MaineCare payment models and rates that are consistent with efficiency, economy, and quality of care in order to support MaineCare member access to services, in compliance with the United States Social Security Act, Section 1902(a)(30)(A). This reform applies to all MaineCare services, including services delivered in schools.

Recent legislation mandates MaineCare conduct a rate study for the rates that will be utilized in the new policy.

For this reason, MaineCare must complete a rate study before finalizing a proposed draft of the new School Health-Related Services rule.

MaineCare will be able to propose Section 106 after the study is complete.



Rate Study Process

A rate study consists of the following steps:

- Public notice
- Review of data, including provider costs and national best practices
- Development of proposed rates
- Public presentation of draft rates for public comment
- Response to comments and incorporation of feedback, as appropriate



OMS Needs Your Input on School Health Clinics!

Coming Soon...

School Health-Related Services survey for School Health Clinics

OMS will be sending out a notice which will include submission
deadline and contact information for questions.
This is time sensitive!

School Health Clinic Services - Survey

The purpose of this survey is to gather information about health-related services delivered in a school health clinic to inform the rate determination. For this survey, a school health clinic is defined as a school program that delivers health related services to students and is operated by a school or School Administrative Unit (SAU).

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

Contact Information

Please provide the following contact information below.

Please note your contact information will only be used if we need to ask clarifying questions about your responses.

1. First and last name: *

Enter your answer

2. Email address: *

Enter your answer

3. Position/Role: *

Enter your answer

MaineCare Benefits Manual, Section 106

MaineCare's new rule is intended to:

- Strengthen access to MaineCare-covered services for children in Maine schools.
- Clarify what services are covered.
- Specify how providers and schools must demonstrate covered services are medically necessary.
- Develop and adjust reimbursement based on the results of planned rate studies.

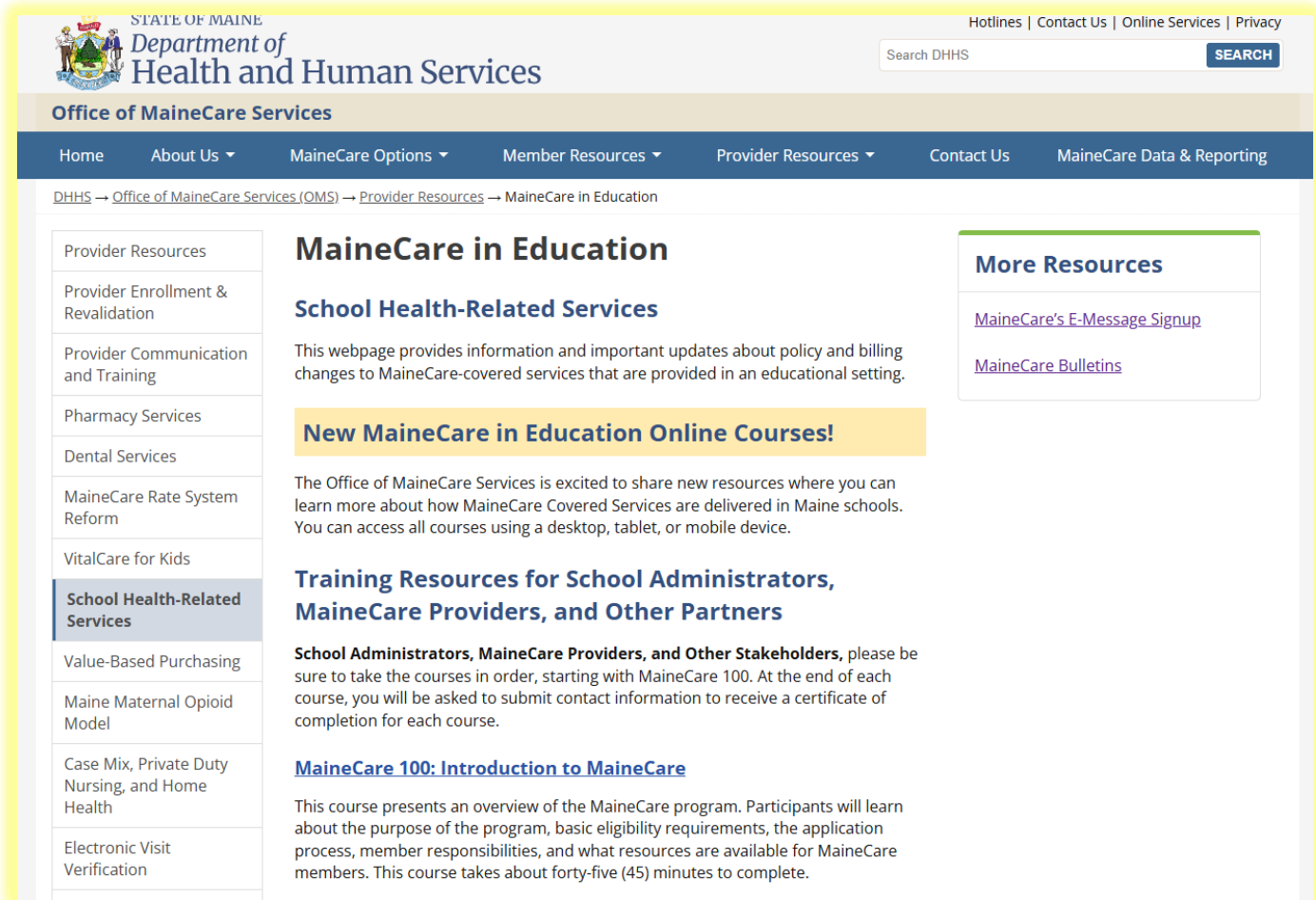
The new rule will be a stand-alone Section of the MaineCare Benefit Manual.

Public law 2021, ch. 227, passed under the 130th legislature, states that a new rule adopted to address health-related services that are required for children ages 0-5 to access their education must be a major substantive rule, meaning that it will be provisionally adopted then submitted to the legislature for review.

Available Resources

MaineCare in Education web page

- Online Training
- FAQs
- Joint DOE Resources
- Provider Guide



The screenshot shows the 'MaineCare in Education' web page from the Department of Health and Human Services. The page has a blue header with the state seal and navigation links. A left sidebar lists various provider resources, with 'School Health-Related Services' highlighted. The main content area features a title, a description of the page's purpose, a highlighted section for new online courses, and training resources for school administrators. A right sidebar offers additional resources like email signups and bulletins.

STATE OF MAINE
Department of Health and Human Services

Hotlines | Contact Us | Online Services | Privacy

Search DHHS SEARCH

Office of MaineCare Services

Home About Us ▾ MaineCare Options ▾ Member Resources ▾ Provider Resources ▾ Contact Us MaineCare Data & Reporting

DHHS → Office of MaineCare Services (OMS) → Provider Resources → MaineCare in Education

Provider Resources

Provider Enrollment & Revalidation

Provider Communication and Training

Pharmacy Services

Dental Services

MaineCare Rate System Reform

VitalCare for Kids

School Health-Related Services

Value-Based Purchasing

Maine Maternal Opioid Model

Case Mix, Private Duty Nursing, and Home Health

Electronic Visit Verification

MaineCare in Education

School Health-Related Services

This webpage provides information and important updates about policy and billing changes to MaineCare-covered services that are provided in an educational setting.

New MaineCare in Education Online Courses!

The Office of MaineCare Services is excited to share new resources where you can learn more about how MaineCare Covered Services are delivered in Maine schools. You can access all courses using a desktop, tablet, or mobile device.

Training Resources for School Administrators, MaineCare Providers, and Other Partners

School Administrators, MaineCare Providers, and Other Stakeholders, please be sure to take the courses in order, starting with MaineCare 100. At the end of each course, you will be asked to submit contact information to receive a certificate of completion for each course.

MaineCare 100: Introduction to MaineCare

This course presents an overview of the MaineCare program. Participants will learn about the purpose of the program, basic eligibility requirements, the application process, member responsibilities, and what resources are available for MaineCare members. This course takes about forty-five (45) minutes to complete.

More Resources

[MaineCare's E-Message Signup](#)

[MaineCare Bulletins](#)

MaineCare in Education | Department of Health and Human Services

MaineCare Communications Materials Webpage



Quality health insurance is within reach.
See what's possible with MaineCare.

Did you know?
1 in 4 Mainers receive their health care through MaineCare!

MaineCare is Maine's Medicaid program. MaineCare provides **free or low-cost health insurance** and other benefits to Mainers who meet certain requirements, based on income and household size, disability, age, and/or citizenship status.

Scan the QR code to go the Office for Family Independence's website to learn more about MaineCare eligibility and how to apply.

www.maine.gov/dhhs/otf/programs-services/health-care-assistance

MaineCare includes coverage for:

- Doctor visits
- Prescriptions
- Mental health services
- Dental visits
- Emergency care
- Hospitalizations and more

MEMBER-CENTERED DATA-DRIVEN INCLUSIVE COLLABORATIVE TRANSPARENT INTEGRITY



Quality health insurance for your kid is within reach.
See what's possible with MaineCare.

Families with higher incomes now qualify. Check to see if you do!

MaineCare provides high quality, free health insurance for children and young adults under 21 in eligible households. For instance, a family of four earning up to \$90,000 per year may now qualify for coverage.

About 50% of all Maine kids are currently covered under MaineCare. Take the next step in making sure your kid is covered, too.

Visit [MaineCare.gov/kids](https://www.maine.gov/dhhs/otf/kids) for more information.

MaineCare includes coverage for:

- Doctor visits
- Prescriptions
- Mental health services
- Dental visits
- Emergency care
- Hospitalizations and more

MEMBER-CENTERED DATA-DRIVEN INCLUSIVE COLLABORATIVE TRANSPARENT INTEGRITY

Supported by the State of Maine.



Contact Information for MaineCare, SNAP, and TANF

Office for Family Independence

Contact the Office for Family Independence for help with:

- MaineCare, SNAP, or TANF eligibility
- Your MaineCare, SNAP, or TANF application or renewal
- Your SNAP or TANF benefit details

Visit [MyMaineConnection.gov](https://www.maine.gov/dhhs/otf)

Call 1-855-797-4357
TTY users dial 711

Office of MaineCare Services

MaineCare Member Services can help with:

- Your MaineCare coverage
- Finding a provider
- Transportation to appointments

Call 1-800-977-6740
TTY users dial 711

MaineCare's Pharmacy Helpdesk can help with:

- Pharmacy benefits and medications

Call 1-866-796-2463
TTY users dial 711

For more information, visit:
<https://www.maine.gov/dhhs/oms/about-us/contact-us>

MEMBER-CENTERED DATA-DRIVEN INCLUSIVE COLLABORATIVE TRANSPARENT INTEGRITY

Stay in touch!

MaineCare Connects – [Subscribe](#) today to MaineCare's partner-focused, quarterly newsletter!



Follow us on social media!



[Office of MaineCare Services](#)



[@MaineDHHSOMS](#)

Questions

Website Links

Office of MaineCare Services

Contact Us

(Member and Provider Contacts)

Office for Family Independence

(Eligibility for MaineCare, SNAP, TANF)



Trista Collins

State Medicaid Educational Liaison

Office of MaineCare Services

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MaineCare in Education

