MaineCare Member Handbook
Welcome to MaineCare

This MaineCare Member Handbook explains the MaineCare Program. This Handbook is not a legal policy or contract. The information can change. For the latest information, call MaineCare Member Services at 1-800-977-6740. If you are deaf or hard of hearing and have a TTY machine, call 711. These numbers are also at the bottom of each page of this handbook.
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Chapter 1: Basic information about MaineCare

MaineCare is a health insurance program run by the Department of Health and Human Services (DHHS).

Benefit Packages

The benefit package is the list of services that MaineCare pays for you. Your benefit package depends on your income, age, medical needs, and whether you need help with activities of daily living (ADLs). You can read more about benefit packages in Chapter 5.

How to find out what benefit package you have

Call MaineCare Member Services at 1-800-977-6740.

Your benefit package can change

It can change when your income, assets, household size, age, or medical condition changes. It can also change when laws and rules change.

There are two ways to get the services

You can get MaineCare services through:

- Primary Care Case Management (PCCM)
- Fee-for-Service

There are different rules for each.

About Primary Care Case Management (PCCM)

With Primary Care Case Management, you must choose a Primary Care Provider (PCP). This provider can be a doctor, physician’s assistant, nurse practitioner or health care clinic. Your PCP will manage most of your medical care. He or she will send you to others for specialty care if you need it.

Usually, children, their parents, pregnant women, and adults who do not have children living with them must enroll in PCCM. Most elderly people and people with disabilities do not have to enroll in PCCM. There is more information about PCCM in Chapter 3.
**About Fee for Service**

If you are in MaineCare’s Fee-for-Service plan, then you are not in PCCM. You can get services from any provider who accepts MaineCare. Most specialists will not see you unless a primary care doctor has sent you to them. MaineCare recommends that you have a PCP.

**About Health Homes**

Health Homes help MaineCare members who have health needs that last a long time. A Health Home is not a place where people live. It is called a “Home” because it is the first place a member goes for all his/her health care needs. A Health Home is a way to provide all around good health care. A Health Home helps with medical care and community services that could help members.

There is no extra cost to members for Health Home services. A Health Home creates a team centered around the member, and the member is the most important person on the team. This team includes the primary care provider, other health care providers, and may also include community supports. The Health Home team will help manage the member’s health care services to help keep him/her healthy.

Many health care providers are part of MaineCare’s Health Home program. If a member’s health care provider is participating in the Health Home Program, the practice is a Health Home. The member will be considered part of that Health Home. Being part of a Health Home is the member’s choice.

**Who Is Eligible for Health Homes?**

MaineCare members who have at least one of the following conditions may be eligible for Health Home services:

- Diabetes
- Some mental health issues
- Substance abuse
- Heart disease
- High blood pressure

For more information, call MaineCare Member Services at **1-800-977-6740**. If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
MaineCare members who have one of the conditions below and are at risk for one of the conditions above may also be eligible for Health Home services.

- Asthma
- Seizure Disorder
- Brain Injury

Talk to a Health Home provider nearest you to figure out if you may be able to be part of a Health Home.

Call 1-855-714-2416 if you:

- Would like more information about Health Homes
- Wish to see if your health care provider is participating in the Health Home Program

You can also go to MaineCare’s Member webpage at [http://www.maine.gov/mainecaremembers](http://www.maine.gov/mainecaremembers).

**About Behavioral Health Homes**

A Behavioral Health Home is a service that helps with your mental and physical health needs. It is not a residence or a place to live. It is a mental health agency that partners with primary care and is a new way of managing your care.

There is no extra cost to members for Behavioral Health Home services. A Behavioral Health Home creates a team centered around the member, and the member is the most important person on the team. This team includes the behavioral health provider, primary care provider, other health care providers, and may also include community supports. The Behavioral Health Home team will help
manage the member’s health care services to help keep him/her healthy.

Many behavioral health care providers are part of MaineCare’s Behavioral Health Home program. If a member’s behavioral health care provider is participating in the Behavioral Health Home Program, the practice is a Behavioral Health Home. Being part of a Behavioral Health Home is the member’s choice.

**Who is eligible for Behavioral Health Homes?**

- Adult MaineCare members who have Serious Mental Illness
- Children who have Serious Emotional Disturbance may be eligible for Behavioral Health Homes.

If you are currently receiving Targeted Case Management, you can talk to your case manager about this program.

You may also call MaineCare Member Services at 1-800-977-6740. Call center hours are from 7:00 a.m. to 6:00 p.m., Monday- Friday.

**Covered Services and Benefit Packages**

MaineCare pays for medically necessary services. Your benefit package may not cover all services. Some services are not covered in any MaineCare benefit package.

**Some examples of covered services:**

- Visits to your doctor
- X-rays and labs
- Medications
- Physical or Occupational Therapy
- Inpatient and outpatient hospital visits

**Some examples of services that are not covered:**

- Experimental procedures or drugs
- Cosmetic surgery
- Homeopathic treatment
- Health club memberships, like the YMCA
Where to get help if you have questions about MaineCare:

You can call 1-855-797-4357 if you:

- Need a MaineCare card
- Have questions about your eligibility
- Move
- Become pregnant or have a baby
- Have a change in household members
- Get or lose other health insurance
- Get or lose a job
- Want an Administrative Hearing when your MaineCare coverage ends

Chapter 6 has a list of addresses and phone numbers for local DHHS offices. MaineCare Member Services can help if you have questions about:

- What MaineCare pays for
- How much you pay for services (“co-pays”)
- Primary Care Case Management
- Getting approval for certain services
- A bill from a provider
- Finding a MaineCare provider
- Getting a ride to a doctor’s appointment
- Disagreeing with a MaineCare decision to reduce or deny services.

The office hours for Member Services are Monday through Friday from 7:00 a.m to 6:00 p.m
Chapter 2: How MaineCare Members Get Services

The MaineCare Card:
All members get a plastic MaineCare card. Only you can use your card. It is against the law to let anyone else use it.

Keep your MaineCare card even if your coverage ends. You may get MaineCare again. If that happens, you can use the same card.

If you lose your card or need a new one, contact your local DHHS office. See Chapter 6 for your local DHHS office location.

MaineCare Providers:
You can call MaineCare Member Services if you need help finding a provider.

Before you get care, make sure the provider takes MaineCare. Always carry your MaineCare card with you. If you do not have it with you, providers may choose not to see you. If you see a provider who does not take MaineCare, you will have to pay the bill.

Important things to know about out of state MaineCare providers:
New Hampshire providers who are within 15 miles of the Maine border can enroll in MaineCare and follow the same rules as if they were in Maine.

Prior Authorization (PA):
Before you can get some services or equipment, MaineCare must approve it. This approval is called prior authorization (PA). Your provider asks for PA by sending a form to MaineCare.

MaineCare will send you and your provider a letter to let you know if the service or medical equipment is approved. If you get the service or the medical equipment without MaineCare approval, you may have to pay the bill.
Examples of services and medical equipment that need PA:

- Some drugs
- Some mental health services
- Some surgeries
- Medical supplies and medical equipment that costs over $699.99
- Hearing aids
- Most out-of-state services
- Some eye care services
- Some dental services, especially for adults.
- All services to straighten teeth (braces)
- Some physical therapy, occupational therapy, and speech therapy
- Long-term in-patient treatment at an in-state psychiatric hospital. Long-term means more than 120 days
- Out of state transportation and some in-state transportation services
- Some home care services
- Some ambulance services

For questions about PA, call MaineCare Member Services.

How will I know if my drug needs PA?

When your provider prescribes a drug, ask if it needs PA. MaineCare has a “Preferred Drug List” and it shows which drugs need PA. For those that need PA, MaineCare must give its approval.

Your provider asks for PA by sending a form to MaineCare. After getting the form, MaineCare has 24 hours to let you, the pharmacy, and your doctor know if the drug is approved. We did not put the Preferred Drug List in this Handbook because it is long and it frequently changes.

You can find the list online at http://mainecarepdl.org/ or call MaineCare Pharmacy Help Desk at 1-866-796-2463.
What do I do if the pharmacist tells me my prescription cannot be filled because I need PA?

Sometimes, the pharmacy can give you a few days’ worth of a drug. This will give your provider time to send in the PA form, for MaineCare to give PA, or for your provider to prescribe a different drug.

If MaineCare does not approve the drug, you can ask for a hearing. If MaineCare denies a drug that was paid for in the past and you ask for a hearing within 10 days of the denial, you should be able to get your prescription filled. Please see Chapter 4 for how to request a Fair Hearing.

Call the Pharmacy Help Desk toll free at 1-866-796-2463 if you have questions about a PA or your drugs. If you are deaf or hard of hearing and have a TTY machine, call 711. You can also call MaineCare Member Services.

Restriction Policy

If you get services or drugs that you do not need, MaineCare will limit you to specific providers. You will be allowed to use only certain drug stores, medical providers and hospitals.

Using a Mail Order Pharmacy

You can get brand name or generic drugs from mail order pharmacies that are approved by MaineCare.

Call the Pharmacy Help Desk to get information about mail order pharmacies.

Mail order saves you time and money:

You can get a 90-day supply of most brand name drugs. The drugs will be delivered to your mailbox. A 90-day supply of a drug costs you only one co-pay. When you order generic drugs through the mail, you pay the same co-pay as you pay in your local pharmacy.
Using the hospital emergency room:

If you go to the emergency room and it is not an emergency, you may have to wait a long time for care. An emergency is any physical or mental health problem that you think could cause serious harm if not treated quickly. If you are not sure if it is an emergency, call your primary care provider (PCP). You can call 7 days a week, 24 hours a day.

Use the emergency room only for an emergency, not for routine care. These are examples of emergencies: (See also Getting Emergency Care Out of State.)

When you think you have an emergency, you can go to the hospital emergency room without asking your PCP.

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<thead>
<tr>
<th>Chest pain</th>
<th>Trouble breathing</th>
<th>Rape or other attack</th>
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<tr>
<td>Broken bones</td>
<td>Poisoning</td>
<td>Sudden or severe pain</td>
</tr>
<tr>
<td>Severe bleeding</td>
<td>Severe injury to a joint</td>
<td>Coughing blood</td>
</tr>
<tr>
<td>Head Injuries</td>
<td>Not able to move or speak</td>
<td>Deep cuts</td>
</tr>
<tr>
<td>Bad burns</td>
<td>Mental confusion</td>
<td>Thoughts of harming yourself or others</td>
</tr>
</tbody>
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Urgent care:

You need urgent care when you do not think it is an emergency, but you need care or advice quickly. For urgent care, call your PCP. You can call 7 days a week, 24 hours a day. Your PCP will arrange for you to get care from someone else if he or she is not there.
Getting Out-of-State Services

Emergency Services:

In an emergency, it is okay if the provider gives you care first and then gets in touch with MaineCare. If you have a medical emergency outside the State of Maine and are treated at the hospital, the hospital may choose not to become a MaineCare provider. Then you may have to pay the bill. You cannot get your money back from MaineCare.

If you are not sure if it is an emergency, call your PCP first, and they may be able to help you get care. Call Member Services if you get a bill for this care.

Non-emergency services:

If you need a service that is not an emergency, you must get it:

In Maine from a MaineCare provider
In New Hampshire from a MaineCare provider who is within 15 miles of the Maine border

If your provider thinks you need a service that is not offered in Maine, MaineCare may approve it. Your provider must ask MaineCare to approve any services you get in another state before you can get that service.

Paying for Care

Co-payments:

For some MaineCare services, you may need to pay for part of the cost. What you pay is called a co-payment, or co-pay, for short.

Members do not have a co-pay when they are:

- Under 21 years of age
  - Pregnant (including 3 months after the pregnancy ends)
  - In State custody
  - Under State guardianship
  - Native American and those members eligible to receive services funded by Contract Health Services or Indian Health Service Tribal Union.
- Members paying for part of their care as set by DHHS and reside in one of the below facilities and:
  - Hospital
  - Skilled nursing facility,
  - Nursing facility
  - In a medical institution, Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID), or a Private Non-Medical Institution (PNMI) where DHHS sets the cost of care.

- Members will not have a co-pay for the following:
  - Services provided in Indian Health Service Centers
  - Family Planning services and supplies
  - Emergency services (including if the member’s health is in serious jeopardy, there is serious impairment(s) to bodily functions, or there is serious problems of any bodily organ or part.
  - Hospice Services
  - All oxygen and oxygen equipment services.

Call MaineCare Member Services for more information about co-pays. For some MaineCare members, if you do not pay your co-pay at the time you get the service, the provider must still give you care. For example, a drug store must give you your drugs even if you do not pay your co-pay.

However, if you do not pay your co-pay, the provider may take you to court or send your bill to a collection agency.

For other MaineCare members, if you do not pay your co-pay at the time you get the service, the provider does not have to give you care. For example, if you are covered under a limited benefit package like the HIV waiver, you must pay your co-pay to get services or drugs.

**Premiums:**

A premium is money that some members pay to have MaineCare coverage. You will know if you have to pay a premium because you will get a “Notice of Decision.” Examples of programs with members who are responsible for premiums are the Katie Beckett program and the Children Health Insurance Premium (CHIP) program.
If you must pay a premium, MaineCare will send you a bill in the mail. You must pay the bill when it is due. You can pay each month or the entire year up front all at once.

If you do not pay, you may lose your MaineCare. If you have any questions about your premium, contact your local DHHS office. Visit the following website: http://gateway.maine.gov/dhhs-apps/office_finder/ to find a DHHS office near you.

See Chapter 6 for your local DHHS office address and telephone number.

Cost of Care:

If you live in a medical facility, you have to pay toward your care. What you pay is your “cost of care.” Whether or not you pay a cost of care depends on your income. If you have to pay, you will get a letter showing your monthly payment.

Unless your income is set aside for your at-home spouse, you must use most of your income to pay for your care.

Members who usually pay a cost of care live in a Nursing Home, Residential Care Facility, Cost-Reimbursed Boarding Home, or an Adult Family Care Home.

Some members, who are eligible to live in a nursing home, may get services in their own home, instead. For the following benefits packages the members receiving these services usually have to pay a cost of care:

Benefit Package #4: This benefit package has been repealed and merged with Benefit Package #5

Benefits Package #5: Home and Community-Based Benefits for the Physically Disabled and Home and Community-Based Benefits for the Physically Disabled

Benefit Package #6: Home and Community-Based Benefits for the Elderly and Adults with Disabilities

Benefit Package #7: Home and Community-Based Services for Adults with Brain Injury

Benefit Package #8: Home and Community-Based Services for Adults with Other Related Conditions

For more information, call MaineCare Member Services at 1-800-977-6740.
If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
Chapter 5 has a list of all of the services covered under each package. If you do not know which benefit package you get, call MaineCare Member Services.

Other Payments:
You may have to make other payments. For example, you must pay when you:

- Want a service that is not covered by MaineCare and you agree with your provider that you will pay for the service before you get it.
- Choose to get services from someone who is not a MaineCare provider.
- Did not follow the rules of your other health insurance and your other health insurance denies your claim.
Chapter 3: For Primary Care Case Management Members

Fast Facts About Primary Care Case Management (PCCM):

In Primary Care Case Management, you must have one Primary Care Provider (PCP) that you see most of the time for your health care. Your PCP can be a doctor, physician’s assistant, nurse practitioner, or a health care clinic.

Your PCP “manages” your care. He or she knows you best and can refer you for special care if you need it. You can also get some services from other providers without a referral from your PCP.

If you do not choose a PCP, MaineCare will choose one for you. You will get a letter in the mail telling you who your PCP will be. It is better if you make this choice because it is important that you choose the PCP that is best for you.

Interpreter Services

If you do not speak English, have limited-English speaking ability, or are deaf or hard of hearing, you can have an interpreter help you. The interpreter will tell your MaineCare provider what you are saying. The provider must let you know you have this right and cannot charge you for this service. If you want a MaineCare paid interpreter at your appointment, you must ask your provider in advance to have one there.

If you prefer, you can have a family member or a friend over age 18 interpret for you. You must give this person permission to go with you to an appointment. MaineCare cannot pay this person. If you want a family member or friend to interpret, you must check with your provider first.

Call MaineCare Member Services if you are having a problem.

Medical Records

Under Maine law, your provider must give you your medical records or a detailed summary of your records. You can ask for your records...
by writing a letter or by signing a release. However, if the provider believes that giving you your records could be harmful to your health, he or she can ask that you choose someone else to get your records.

**How to Enroll in MaineCare Primary Care Case Management (PCCM):**

1. **Choose a PCP**

Members in MaineCare PCCM must choose a PCP. You will get an “enrollment packet”. This packet contains a provider choice form, a provider directory for your area and other important information. When you get this packet:

Read the information in the packet and choose a PCP from the provider directory. You can choose a different provider for each MaineCare member in your family. Follow the instructions in the packet and send back the Provider Choice Form or call MaineCare Member Services with your choice.

After MaineCare gets your PCP choice, they will send you a letter with your PCP’s name, telephone number, and the date you can start seeing him or her. Call MaineCare Member Services if the letter is incorrect.

If you do not respond and choose your own PCP, MaineCare will choose one for you.

2. **Make an appointment with your PCP right away**

Do not wait until you are sick. To get the best care, you should know your PCP and your PCP should know you. You must have an appointment with your PCP before he or she can refer you to a specialist.

**You Cannot Enroll in PCCM if you:**

- Live in a nursing home or ICF-ID (Intermediate Care Facility for people with Intellectual disabilities)
- Have Medicare
- Have other health insurance
- Will have MaineCare for less than 3 months
- Are in the MaineCare Member Restriction Plan
You Can Ask Not To Enroll in PCCM by calling MaineCare Member Services if you:

- Have been seeing a MaineCare provider for a chronic disease or disability and your provider is not part of MaineCare PCCM
- Have a terminal illness and have a provider who is not part of MaineCare PCCM
- Have a language or cultural need that your MaineCare PCP cannot meet
- Have to travel more than 30 minutes to see your PCP
- Are a migrant farm worker or his or her dependent
- Are homeless
- Are getting Hospice care when you join MaineCare
- Are living in jail or a prison
- Are living in a Private Non-Medical Institution, such as a residential care facility
- Are a patient in a hospital on the date you should enroll. You have to enroll in MaineCare PCCM when you leave the hospital

How to change a PCP:

To change your PCP, call MaineCare Member Services. Do not call your DHHS Eligibility Specialist to make this change.

If you have been a MaineCare PCCM member for less than 90 days, you do not need to give a reason for choosing a different PCP.

If you have been a MaineCare PCCM member for 90 days or more, you must have a good reason to change your PCP. Some good reasons to change are:

- MaineCare chose a PCP for you who is not the provider you usually see
- You are moving and need to find a PCP closer to your new home
- You are not happy with the care you get

Once the change is made, you will get a letter from MaineCare Member Services confirming the change.

Appointments - Making them and keeping them
Call ahead for an appointment

Most providers will not see patients who come into the office without an appointment. If you need a ride to a MaineCare covered service, call the transportation agency that is closest to you. You need to call them as soon as possible. Go to Chapter 6 for a list of Transportation Agencies.

Keep your appointments and be on time

Call your provider if you are going to be late. Call your provider if you cannot keep an appointment as soon as you know. MaineCare does not pay providers for missed appointments. Many providers will not see you again if you miss an appointment.

Take your MaineCare card to all of your appointments

If you do not have your card with you, providers may choose not to see you.

Your PCP can choose not to have you as a patient

If your PCP does not want to see you as a patient, he or she will send a letter to you and to MaineCare. Some reasons your provider may not want to see you as a patient are:

- You don’t show up for your appointments and you don’t call ahead to cancel.
- You don’t bring your card to your appointments.
- You don’t get a referral when you need one.
- You do not follow the office rules.

Losing your PCP can create problems for you. There may not be another provider in your area that accepts MaineCare. Your PCP may choose to no longer take MaineCare members.

Services you can get from your PCP or with a referral from your PCP:

- Checkups
- Regular sick care
- Hospital care (inpatient and outpatient)
- Outpatient surgery at a clinic or center
Medical supplies and equipment, such as wheelchairs, hospital beds, and oxygen
- Developmental and behavioral evaluation clinic services
- Speech and Hearing services
- Home Health services
- Care from a specialist like a cardiologist or an ear, nose, and throat doctor
- Physical, Occupational, and Speech therapies
- Eye care (you do not have to call your PCP)
- Chiropractic Services

Your PCP will provide these services or refer you to another provider. Any provider you see must take MaineCare.

You have a right to keep your personal and health information confidential. MaineCare will only share information to pay your provider, to help you get the services you need, or as required by law.

Services you can get without a referral from your PCP:

These are some of the services you can get without first seeing your PCP or getting a referral:

- Behavioral health services
- Substance abuse services
- Pregnancy care
- Lab and x-ray services
- Yearly pelvic exam, pap smear, and mammogram
- Family Planning Services
- Dental services (members age 21 and over are limited to emergency services only)
- Routine eye exam (under age 21 can have a routine eye exam once a year and members 21 and older can have a routine eye exam every three years)
- Eye glasses (restrictions for members age 21 or over).
- Emergency care
- Ambulance services for emergencies
- Rides to medical appointments for services covered by MaineCare

Some services may need a Prior Authorization. If you have questions, ask your PCP or call MaineCare Member Services.

**Getting services from a specialist:**

Before you see a specialist:

- Get a referral from your PCP. If you are already seeing a specialist when you enroll in MaineCare PCCM, you still must get a referral from your PCP.
- Make sure you know the date and time of your appointment with the specialist.
- Check that the specialist is a MaineCare provider.
- Take the referral form to the appointment if your PCP gives you one.
Chapter 4: Your Rights as a MaineCare Member

Fair Hearings

If you disagree with a MaineCare decision to deny or reduce your covered services you have a right to a Fair Hearing, in most situations.

When MaineCare makes a decision about your services, you will receive a letter explaining the decision. The letter will also tell you how you can ask for a Fair Hearing if you disagree with the decision. You can ask for a Fair Hearing up to 60 days from the date of your letter. After 60 days have passed, you will not be able to request a Fair Hearing. If you ask for a Fair Hearing within 10 days of getting the letter, your current services will continue until a decision is made. If you ask for a Fair Hearing after 10 days have passed, your current services will not continue. To request a hearing, call 1-800-977-6740. TTY users dial 711 (Maine relay). You can write to:

MaineCare Hearings Coordinator
Division of HealthCare Management
MaineCare Services
11 State House Station
Augusta, ME 04333-0011

You could ask your provider to send new information to the Office of MaineCare Services prior to the hearing to show that the services requested are medically necessary. You can bring anyone you choose to the hearing, for example a lawyer, an advocate, or a friend to support you. MaineCare may also choose to bring a lawyer.

At the Fair Hearing, there will be a hearing officer who is not from MaineCare and does not know your case. Staff from MaineCare will explain how and why they made the decision they did. You will get a chance to say why you disagree. The hearing officer will listen to both sides and will recommend a decision.

After the hearing, the DHHS Commissioner’s office will send you and MaineCare a letter explaining the final decision. You have the right to
appeal the Commissioner’s decision by making an appeal to the Maine Superior Court. The Fair Hearing process can take up to 90 calendar days from the date that you appeal.

**Advance Health Care Directive (Living Will)**

An Advance Health Care Directive is sometimes called a Living Will. You write it to tell people what kind of care you want at the end of your life. It is important for your family and caregivers to know what you would like. A Directive can also be used to plan the mental health care you would like if you are unable to make decisions.

The Disability Rights Center has a manual and forms for an Advanced Directive for Planning Behavioral Health Care on their website. Legal Services for the Elderly also has Advance Health Care Directive forms. The phone numbers and websites for both programs can be found in Chapter 6 of this handbook.

**Eligibility**

Every MaineCare member gets a yearly financial review. Some members get a yearly medical review.

When you get your financial review form from your Eligibility Specialist, make sure to return it on time. If you do not, you could lose MaineCare coverage.

**Between reviews, tell your Eligibility Specialist within 10 days of changes that may affect your MaineCare eligibility. These include a change in:**

- Address
- Income
- Assets
- Health insurance
- Household members, including dependents
- Marital status

See Chapter 6 for your local DHHS office address and telephone number.
Full-Cost Purchase Option for Children Under 19

If a child under age 19 loses MaineCare coverage because family income goes up, you can buy MaineCare coverage for up to 18 months or until your child turns 19, whichever comes first. If you want more information about this, call MaineCare Member Services. Ask about the “Full Cost Purchase Option for Children Under 19 Years of Age.” This is also called the Health Insurance Purchase Option (HIPO).

Newborns

After your baby is born, call your Eligibility Specialist as soon as possible so that your baby can be added to MaineCare. Then the baby’s hospital bill can be paid. You also need to apply for a Social Security number for your baby. Call your eligibility specialist when the social security card with the number comes in the mail. You need to show the baby’s birth certificate to your eligibility specialist within one year of getting it.

Your baby can get MaineCare until his or her first birthday even if your income changes.

Preventive Services for Members of All Ages

MaineCare pays for preventive services. These services keep you well and can find health problems before they become serious. Examples of preventive services are:

- Healthy visits (well child exams)
- Lead screenings
- Immunizations (shots) for children and adults
- Pap smears for women
- Mammograms
- Prostate screenings for men
- Annual physical exams for adults

Preventive services for members under age 21

MaineCare supports parents taking their child to get a well-child exam. This exam is called a “Healthy Visit.” It is a visit to the doctor...
that is not for a sickness. Instead, it is for checking the child’s health, getting shots, and taking tests to make sure the child is well. Call MaineCare Member Services if you need help to set up appointments, find a ride, or find a MaineCare provider. Children can also get Optional Treatment Services. Optional Treatment Services are not usually covered by MaineCare, like a helmet for a child who has seizures.

Social Security Number

When you apply for MaineCare, we ask for your Social Security number.

MaineCare uses your Social Security number to make sure we do not mix you up with someone else and to match the information you give us with Maine Employment Security Commission, Social Security Administration, the Railroad Retirement Board and the Internal Revenue Service. We keep this information private.

Transitional MaineCare

If your income goes up because of work or child support, and you are no longer eligible for “regular” MaineCare, you may be able to get up to six (6) months of Transitional MaineCare. Call your Eligibility Specialist for information.

Transportation

MaineCare contracts with brokers to provide transportation to covered services.

The transportation broker in your region will decide if you qualify for transportation services and what type you can have. The brokers do not arrange emergency transportation. In a medical emergency, you should call an ambulance. The transportation broker will choose the least expensive way to get you to your appointment. Examples include a ride with a volunteer driver or agency van, train, bus, or ferry.

Some other examples of ways the broker may get you to your appointments are:

- Paying you for mileage from your home to your appointment and back if you use your own vehicle.
- Paying a friend or family member for mileage from your home to your appointment and back if he/she brings you.
- Giving you a pass or fare if you use public transportation such as a bus, train, or ferry.
- Setting up a ride to your appointment and back with a volunteer.
- Setting up a ride to your appointment and back with an agency.
- If you have special medical needs, setting up a ride to your appointment and back in a specialty vehicle, such as a wheelchair van.
- In certain cases, the broker may set up a ride to your appointment and back with a taxi.

The broker must follow MaineCare rules about what type of transportation they offer you. You must use whatever type of transportation the broker provides unless there is a health reason not to.

**How to get transportation to an appointment:**

- Call your transportation broker.
- For scheduled appointments, you must call the broker at least 48 hours before your appointment. If you do not call in advance, the broker may not be able to arrange transportation.
- If you cancel or change the date or time of an appointment, call the broker right away.
- If you schedule a medical service outside of Maine, call the broker right away. The broker will need time to confirm that MaineCare has given permission for the out of state service.
- If you need to bring someone to help you at your appointment due to a medical need, let the broker know so they can make sure there is room for you and the other person.
- You should make every effort to arrange childcare if you need it. The broker may not be able to set up the trip so that you can bring your children with you.
If you need emergency care, call an ambulance. Emergency care means there is a risk to your life or long term health. Brokers do not arrange emergency transportation.

If you need urgent care, you can call the broker. Urgent care means you need to see your doctor soon, but it is not an emergency. If you need urgent care, the broker will arrange transportation, even if you did not call 48 hours in advance.

What are some examples of when transportation is allowed for urgent care?
- Your doctor tells you to get medical care on the same day you call, or the next day.
- Your doctor tells you to come back for follow-up in two days or less.
- You are released from the hospital.
- Your doctor refers you to a specialist who can see you in two days or less and if you cannot make the appointment within two days, you would have to wait two weeks or longer for an appointment.
- You rescheduled an appointment because the broker caused a delay.

The broker is required to verify appointments. The broker may:
- Call your doctor’s office to confirm your appointment before your trip and after your appointment to confirm that you went to it.
- Ask your doctor if you need to be seen on the same day or next day for an urgent request.

See Chapter 6 for a list of transportation broker addresses and phone numbers.
Medicare

Some MaineCare members are also covered by Medicare. Medicare is not the same as MaineCare. Medicare covers people who:

- Are age 65 and older; or
- Have received Social Security disability benefits for 24 months in a row; or
- Have end stage renal disease.

Medicare has four parts:

- Part A (Hospital Insurance) pays for in-patient hospital care, some skilled nursing facility care, Hospice care, and some Home Health care.
- Part B (Medical Insurance) pays for doctors, outpatient hospital care, and some other medical services that Part A does not cover, like Physical and Occupational therapies. It does not pay for most prescription drugs.
- Part C (Medicare primary care case management) is called Medicare Advantage. These are health plan options that include Part A and Part B covered services and, may include prescription drug coverage, preventive care and other services.
- Part D (Prescription Drug Coverage) covers outpatient prescription drugs through private companies. For more information on Part D, call DHHS Pharmacy Help Desk toll free at 1-866-796-2463. If you are deaf or hard of hearing and have a TTY machine, call 711.

If you have MaineCare and Medicare, Medicare should always pay first. There are several ways that MaineCare and Medicare work together:

- MaineCare members enrolled in both MaineCare and Medicare are called “dual eligible.” For most people in this group, MaineCare pays their Part B premiums and their Medicare co-insurance and deductibles. MaineCare pays for services that are not covered by Medicare.

For more information, call MaineCare Member Services at 1-800-977-6740. If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
For some people with low income, MaineCare pays the Part B premium only.

MaineCare members who are eligible must enroll in a Medicare Part D Prescription Drug Plan.

For more information about Medicare, call 1-800-MEDICARE (1-800-633-4227).

Other health insurance or medical support and MaineCare

What to do if you have other health insurance and MaineCare

When you see your provider, always show all of your insurance cards. Examples of other insurance are:

- Private insurance like Anthem, Aetna, and Cigna
- Medicare
- TriCare

If your other health insurance changes or you lose it, call your Eligibility Specialist. See Chapter 6 for your local DHHS office address and telephone number.

Your other insurance is billed before MaineCare. If you have other insurance that covers what MaineCare covers, then the other insurance always pays first. If your other health insurance does not pay your claims because you did not follow their rules, MaineCare may not pay for a covered service.

When you apply for MaineCare, you are asked to “assign your rights” to other insurance. This means you give MaineCare the right to get money back for services it paid that another insurance or source should have paid.

Examples of payments from other insurance or sources:

- Private insurance payment
- Court ordered medical support from a non-custodial parent
- Workers’ Compensation
- Accident settlements

Your other insurance does not have to pay MaineCare back when MaineCare pays only for your Medicare premium, co-insurance and deductible.
If your child lives with you, and the non-custodial parent can get insurance for the child through work, MaineCare will ask him or her to enroll the child for health coverage. MaineCare can help the other parent apply for the insurance.

We may need your help to get in touch with the non-custodial parent. If you do not help, your child can still enroll in MaineCare but you will not be able to get coverage for yourself. You do not have to help DHHS find the other parent if you think reporting this information would be a threat to you or your family. Let your Eligibility Specialist know if this is a problem for you.

If the non-custodial parent has health insurance for your child, he or she should not drop it even if the child enrolls in MaineCare. MaineCare could hold the non-custodial parent responsible for the medical costs.

**Private Health Insurance Premium (PHIP)**

The PHIP program can help you pay your share of the cost for your work-based health insurance. MaineCare will pay your share of the cost only if it saves the State money. You have to fill out a PHIP application before we can decide this. If you have private insurance available through work, please call Member Services at (800) 977-6740 to learn more about this program. You can also get an application and/or more information online at [http://www.maine.gov/dhhs/OIAS/public-assistance/index.html](http://www.maine.gov/dhhs/OIAS/public-assistance/index.html)

**Estate Recovery**

MaineCare may make a claim on the estate of a member who has died. This is done to recover the cost of services when:

- MaineCare provided benefits for a member after the member turned 55;
  - The member didn’t tell MaineCare about property or assets that would have made the member ineligible for MaineCare;
  - The member was entitled to get benefits under a long-term care insurance policy.
Important things you should know about Estate Recovery:
DHHS will not take or put a lien against your home or property while you are living.
If MaineCare has a claim against an estate, we will not collect from the estate as long as:

- The spouse of the deceased is still living
- The deceased has a child under 21
- The deceased has a child who is blind
- The deceased has a child who is permanently and totally disabled

Before MaineCare begins collecting from an estate, the heirs may ask to make voluntary payments to MaineCare. These payments must be approved by the Department.
If MaineCare is only paying your Medicare costs, then there will be no claim against your estate.

**Hardship Waiver and Claim Reduction:**

Heirs may ask that an estate, or a part of it, be protected from Estate Recovery if it will create an “undue hardship.” This is called a “hardship waiver.” Under certain other conditions, heirs may ask MaineCare not to make a claim or to reduce some or all of the claim. This is called a “claim reduction.”

Heirs must request a hardship waiver or claim reduction within six (6) months from the member’s death or within thirty (30) days from the notice of the Department’s claim, whichever is later.

To find out more, call Member Services at 1-800-977-6740. If you are deaf or hard of hearing and have a TTY machine, call 711. Or, you may contact Legal Services for the Elderly at 1-800-750-5353. If you are deaf or hard of hearing and have a TTY machine, call 1-800-750-5353.
Chapter 5: Benefit Packages

MaineCare Benefit Packages:
The list below shows you who is eligible for each MaineCare benefit package. MaineCare has several different benefit packages that include different covered services. If you are not sure which benefit package you get, call MaineCare Member Services. You should know that:

The benefit package you get depends on your income, age, and medical needs.
You can qualify for only one benefit package at a time.

<table>
<thead>
<tr>
<th>Benefit Packages</th>
<th>Who is Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Children and Young Adults</td>
<td>Newborn through age 20, including members with Katie Beckett</td>
</tr>
<tr>
<td>2 Adults</td>
<td>Pregnant women, the elderly, and the disabled; people age 21 and over who have dependent children living in the home.</td>
</tr>
<tr>
<td>3 This benefit package includes Section 21-Home and Community Services for Members with Intellectual Disabilities or Autistic Disorders and Section 29-Community Support for Members with Intellectual Disabilities or Autistic Disorders</td>
<td>Adults 18 and over who have intellectual disabilities or autism.</td>
</tr>
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<td>Benefit Packages</td>
<td>Who is Eligible</td>
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</tr>
<tr>
<td><strong>4</strong> Home and Community Benefits for the Elderly and Adults with Disabilities</td>
<td>The elderly and adults 18 and over who have physical disabilities and do not live in an institution.</td>
</tr>
<tr>
<td><strong>5</strong> Home and Community Based Services for Adults with Brain Injury</td>
<td>Adults 18 and older with an acquired brain injury.</td>
</tr>
<tr>
<td><strong>6</strong> Home and Community-Based Services for Adults with Other Related Conditions</td>
<td>Adults 21 and older with Cerebral Palsy, Epilepsy, or any other condition other than mental illness that require treatment similar to those persons with Intellectual Disabilities</td>
</tr>
<tr>
<td><strong>7</strong> Special</td>
<td>People who are living with HIV/AIDS, pregnant women who are presumptively eligible, and inmates in jails.</td>
</tr>
<tr>
<td><strong>8</strong> Undocumented Residents</td>
<td>Undocumented Residents</td>
</tr>
<tr>
<td><strong>9</strong> Residents of Nursing Home</td>
<td>People who are residents of a Nursing Home</td>
</tr>
<tr>
<td><strong>10</strong> Residents of Residential Care Facilities</td>
<td>People who are residents of Residential Care Facilities</td>
</tr>
</tbody>
</table>

This chapter gives you information on the covered services for each benefit package. Before you get care, make sure the service you need is in your MaineCare benefit package. You can get more information about the services in the MaineCare Benefits Manual on the web at: [http://www.maine.gov/sos/cec/rules/10/ch101.htm](http://www.maine.gov/sos/cec/rules/10/ch101.htm), or you can call MaineCare Member Services.
There are limits or special rules for most covered services:

- MaineCare covers only services that are medically necessary.
- There may be limits on how many times you can use a service.
- If you are in MaineCare Primary Care Case Management, you may need to see your primary care provider to get certain services. You may also need a referral from your primary care provider before seeing a specialist. Read Chapter 3 on Primary Care Case Management.
- Your provider may need to get prior authorization (PA) from MaineCare before you can get certain services.
- You may need a prescription for certain services.
- You may need to pay a co-pay for some services.
- For certain services, you may need a medical assessment of your ability to take care of yourself and do household tasks.
- Covered services may change.
Benefit Package 1 – Children and Young Adults

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: www.maine.gov/oms/rules/provider_rules_policies.html, or you can call MaineCare Member Services.

This benefit package is for children, birth through age 20. Some of the services below are only for certain age groups. For example, some services are for children birth through age 5 only, and some are for those between ages 18 and 20. This benefit package includes members who have Katie Beckett.

Covered services are found in the following section of the MaineCare Benefits Manual:

- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Ambulatory Surgical Center Services (Section 4)
- Behavioral Health Homes (Section 92)
- Behavioral Health Services (Section 65)
- Chiropractic Services (Section 15)
- Children’s Rehabilitation & Community Support (Section 28)
- Community Support Services (Section 17)
- Consumer Directed Attendant Services (Section 12)
- Dental Services (Section 25)
- Developmental and Behavioral Clinic Services (Section 23)
- Early and Periodic Screening, Diagnosis and Treatment Services (EPSDT) (Section 94)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Hearing Aids and Services (Section 35)
- Health Homes (Section 91)
- Home Health Services (Section 40)
- Hospice Services (Section 43)
- Hospital Services (Section 45)
- Intermediate Care Facility for Individuals with Intellectual Disability (Section 50)
- Laboratory Services (Section 55)
- Medical Imaging Services (Section 101)
- Medical Supplies and Durable Medical Equipment (Section 60)
- Nursing Facility Services (Section 67)
- Occupational Therapy Services (Section 68)
- Pharmacy Services (Section 80)
- Physical Therapy Services (Section 85)
- Physician Services (Section 90)
- Podiatric Services (Section 95)
- Private Duty Nursing and Personal Care Services (Section 96)
- Private Non-Medical Institution Services (Section 97)
- Psychiatric Facility Services (Section 46)
- Rehabilitative Services (Section 102)
- Rural Health Clinic Services (Section 103)
- Speech and Hearing Services (Section 109)
- Targeted Case Management Services (Section 13)
- Transportation Services (Section 113)
- Vision Services (Section 75)  
  Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.
Benefit Package 2 – Adults

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: [www.maine.gov/sos/cec/rules/10/ch101.htm](http://www.maine.gov/sos/cec/rules/10/ch101.htm), or you can call MaineCare Member Services.

This benefit package is for members age 21 and older who have dependent children living in the home; and for pregnant women, the elderly and people with disabilities.

Covered services are found in the following sections of the MaineCare benefits manual

- Adult Family Care Services (Section 2)
- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Ambulatory Surgical Center Services (Section 4)
- Behavioral Health Homes (Section 92)
- Behavioral Health Services (Section 65)
- Chiropractic Services (Section 15)
- Community Support Services (Section 17)
- Consumer Directed Attendant Services (Section 12)
- Day Health Services (Section 26)
- Dental Services (Section 25)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Health Homes (Section 91)
- Home Health Services (Section 40)
- Hospice Services (Section 43)
Hospital Services (Section 45)
Intermediate Care Facility for Individuals Intellectual Disability (Section 50)
Laboratory Services (Section 55)
Medical Imaging Services (Section 101)
Medical Supplies and Durable Medical Equipment (Section 60)
Nursing Facility Services (Section 67)
Occupational Therapy Services (Section 68)
Pharmacy Services (Section 80)
Physical Therapy Services (Section 85)
Physician Services (Section 90)
Podiatric Services (Section 95)
Private Duty Nursing and Personal Care Services (Section 96)
Private Non-Medical Institution Services (Section 97)
Psychiatric Facility Services (Section 46)
Rehabilitative Services (Section 102)
Rural Health Clinic Services (Section 103)
Speech and Hearing Services (Section 109)
Targeted Case Management Services (Section 13)
Transportation Services (Section 113)
Vision Services (Section 75) Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.

For more information, call MaineCare Member Services at 1-800-977-6740.
If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
Benefit Package 3 – Home and Community Services for Members with Intellectual Disabilities or Autistic Disorders and Community Support for Members with Intellectual Disabilities or Autistic Disorders

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: www.maine.gov/sos/cec/rules/10/ch101.htm, or you can call

This benefit package is for members age 18 and over who have intellectual disabilities or autism and who do not live in an institution. There are a limited number of openings. Before a person can get this benefit package, an opening must be available.

Also, the member must have an Individual Plan of Care approved by the State or its agent.

Covered Services

This benefit package includes Section 21- Support Services for Members with Intellectual Disabilities or Autistic Disorders and Section 29- Community Support

Section 21 includes services listed below:

- Assistive Technology
- Career Planning
- Community Support
- Consultation Services
- Communication Aids
- Counseling
- Crisis Assessment
- Crisis Intervention Services
- Employment Specialist Services
- Home Accessibility Adaptation
- Home Support(1/4 hour)
Section 21 and Section 29 cover the following services:

- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Ambulatory Surgical Center Services (Section 4)
- Behavioral Health Homes (Section 92)
- Behavioral Health Services (Section 65)
- Chiropractic Services (Section 15)
- Community Support Services (Section 17)
- Day Health Services (if not living in a PNMI)(Section 26)
- Dental Services (Section 25)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Health Homes (Section 91)
- Home Health Services (Section 40) except for personal care provided by a home health aide
- Hospice Services (Section 43)
- Hospital Services (Section 45)
- Laboratory Services (Section 55)
- Medical Imaging Services (Section 101)
- Medical Supplies and Durable Medical Equipment (Section 60)
- Occupational Therapy Services (Section 68)
- Pharmacy Services (Section 80)
- Physical Therapy Services (Section 85)
- Physician Services (Section 90)
- Podiatric Services (Section 95)
- Private Duty Nursing and Personal Care Services (Section 96) nursing only - no personal care
- Private Non-Medical Institution Services (Section 97)
- Psychiatric Facility Services (Section 46)
- Rehabilitative Services (Section 102)
- Rural Health Clinic Services (Section 103)
- Speech and Hearing Services (Section 109)
- Targeted Case Management Services (Section 13)
- Transportation Services (Section 113)
- Vision Services (Section 75) Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.
Benefit Package 4 – Home and Community Benefits for the Elderly and for Adults with Disabilities

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: www.maine.gov/sos/cec/rules/10/ch101.htm, or you can call MaineCare Member Services.

This benefit package is for the elderly and adults age 18 and older who have physical disabilities and do not live in an institution. Before a MaineCare member can get this benefit package, the Department of Health and Human Services (DHHS), or its contracted agent, must approve an Individual Plan of Care. MaineCare recently added Home and Community Based Benefits for the Physically Disabled to this benefits package.

Covered Services

This benefit package includes Section 19, Home and Community Benefits for the Elderly and for Adults with Disabilities and Section 22, Home and Community Benefits for the Physically Disabled. Sections 19 and 22 services are listed below:

- Adult Day Health
- Assistive Technology Devices and Services
- Assistive Technology- Remote Monitoring
- Assistive Technology- Transmission
- Attendant Care Services
- Care Coordination Services
- Environmental Modifications
- Financial Management Services
- Home Health Services

For more information, call MaineCare Member Services at 1-800-977-6740. If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
• Personal Care Services
• Personal Emergency Response System Services
• Transportation Services
• Respite Services
• Skills Training

In addition, this benefit package also includes the covered services in the following sections of the MaineCare Benefits Manual:

- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Ambulatory Surgical Center Services (Section 4)
- Behavioral Health Homes (Section 92)
- Behavioral Health Services (Section 65)
- Chiropractic Services (Section 15)
- Community Support Services (Section 17)
- Dental Services (Section 25)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Health Homes (Section 91)
- Hearing Aids and Services (Section 35)
- Hospice Services (Section 43)
- Hospital Services (Section 45)
- Laboratory Services (Section 55)
- Medical Imaging Services (Section 101)
- Medical Supplies and Durable Medical Equipment (Section 60)
- Occupational Therapy Services (Section 68)
- Pharmacy Services (Section 80)
- Physical Therapy Services (Section 85)
- Physician Services (Section 90)
- Podiatric Services (Section 95)
- Psychiatric Facility Services (Section 46)
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- Rehabilitative Services (Section 102)
- Rural Health Clinic Services (Section 103)
- Speech and Hearing Services (Section 109)
- Targeted Case Management Services (Section 13)
- Transportation Services (Section 113)
- Vision Services (Section 75) Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.
Benefit Package 5- Home and Community Based Services for Adults with Brain Injury

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: www.maine.gov/sos/cec/rules/10/ch101.htm, or you can call MaineCare Member Services.

This benefit package is for adults age 18 and older with an acquired brain injury. Members in this waiver must meet the criteria to receive services from an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). Members sign a “Choice Letter” choosing community placement rather than an institutional placement.

Covered Services

This benefit package includes the Section 18, Home and Community-Based Services for Adults with Brain Injury. Section 18 services are listed below:

- Assistive Technology Device
- Care Coordination Services
- Career Planning
- Community/Work Reintegration
- Employment Specialist Services
- Home Support Services
- Non-Medical Transportation Services
- Self-Care/Home Management Reintegration
- Work Ordered Day Club House
- Work Support Services

In addition, this benefit package also includes the covered services in the following sections of the MaineCare Benefits Manual:
Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Ambulatory Surgical Center Services (Section 4)
- Behavioral Health Homes (Section 92)
- Behavioral Health Services (Section 65)
- Chiropractic Services (Section 15)
- Community Support Services (Section 17)
- Day Health Services (Section 26)
- Dental Services (Section 25)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Hearing Aids and Services (Section 35)
- Health Homes (Section 91)
- Home Health Services (Section 40)
- Hospice Services (Section 43)
- Hospital Services (Section 45)
- Laboratory Services (Section 55)
- Medical Imaging Services (Section 101)
- Medical Supplies and Durable Medical Equipment (Section 60)
- Occupational Therapy Services (Section 68)
- Pharmacy Services (Section 80)
- Physical Therapy Services (Section 85)
- Physician Services (Section 90)
- Podiatric Services (Section 95)
- Private Duty Nursing and Personal Care Services (Section 96)
- Psychiatric Facility Services (Section 46)
- Rehabilitative Services (Section 102)
- Rural Health Clinic Services (Section 103)
- Speech and Hearing Services (Section 109)
- Targeted Case Management Services (Section 13)
- Transportation Services (Section 113)
- Vision Services (Section 75) Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.
Benefit Package 6- Home and Community-Based Services for Adults with Other Related Conditions

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: [www.maine.gov/sos/cec/rules/10/ch101.htm](http://www.maine.gov/sos/cec/rules/10/ch101.htm), or you can call MaineCare Member Services.

This benefit package is for members age 21 or older with Cerebral Palsy, Epilepsy, or any other condition other than mental illness, that requires treatment similar to persons with Intellectual Disabilities. Members must meet the criteria to receive services from an Intermediate Care Facility- for individuals with Intellectual Disabilities (ICF-IID).

**Covered Services**

This benefit package includes Section 20, Home and Community Based Services for Adults with Other Related Conditions.

Section 20 services are listed below:

- Assistive Technology Device Services
- Care Coordination Services
- Communication Aids
- Community Support Service
- Consultation and Assessment
- Employment Specialist Services
- Home Accessibility Adaptations
- Home Support Services
- Non-Medical Transportation Services
- Non-Traditional Communication Assessment
- Non-Traditional Communication Consultation

For more information, call MaineCare Member Services at **1-800-977-6740**. If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
• Occupational Therapy (maintenance) Service
• Personal Care Services
• Physical Therapy (Maintenance) Service
• Specialized Medical Equipment
• Speech Therapy (Maintenance) Service
• Work Support Services

In addition, this benefit package also includes the covered services in the following sections of the MaineCare Benefits Manual:

- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Behavioral Health Homes (Section 92)
- Chiropractic Services (Section 15)
- Community Support Services (Section 17)
- Day Health Services (Section 26)
- Dental Services (Section 25)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Hearing Aids and Services (Section 35)
- Health Homes (Section 91)
- Home Health Services (Section 40)
- Hospice Services (Section 43)
- Hospital Services (Section 45)
- Laboratory Services (Section 55)
- Medical Imaging Services (Section 101)
- Medical Supplies and Durable Medical Equipment (Section 60)
- Behavioral Health Services (Section 65)
- Occupational Therapy Services (Section 68)
- Pharmacy Services (Section 80)
- Physical Therapy Services (Section 85)
MaineCare Member Handbook

- Physician Services (Section 90)
- Podiatric Services (Section 95)
- Private Duty Nursing and Personal Care Services (Section 96)
- Psychiatric Facility Services (Section 46)
- Rehabilitative Services (Section 102)
- Rural Health Clinic Services (Section 103)
- Speech and Hearing Services (Section 109)
- Targeted Case Management Services (Section 13)
- Transportation Services (Section 113)
- Vision Services (Section 75) Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.
Benefit Package 7 – Special

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: www.maine.gov/sos/cec/rules/10/ch101.htm, or you can call MaineCare Member Services.

This benefit package is for:

- Certain members living with HIV/AIDS
- Pregnant women who are presumptively eligible
- Jail or prison inmates

Covered services are in the following sections of the MaineCare Benefits Manual:

- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Behavioral Health Services (Section 65)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Hospital Services (Section 45)
- Laboratory Services (Section 55)
- Medical Imaging Services (Section 101)
- Pharmacy Services (Section 80)
- Physician Services (Section 90)
- Psychiatric Facility Services (Section 46)
- Rural Health Clinic Services (Section 103)
- Transportation Services (Section 113)
Eligibility for this Benefit Package is determined by the Augusta DHHS office. See Directory of DHHS offices

Certain members living with HIV/AIDS
Some of the services covered include:

- HIV/AIDS Treatment and Counseling (including HAART)
- Medications
- Laboratory and X-ray
- Behavioral Health and Substance Abuse Services
- Physician, Physician Assistant and Nurse Practitioner
- Hospital
- Case Management
- Ambulance

For more information, you can contact MaineCare HIV/AIDS Nurse Coordinator: 1-866-796-2463 ext. 44008 or MaineCare Member Services: 1-800-977-6740; TDD/TTY 711(Maine Relay).

**Pregnant Women Who Are Presumptively Eligible**

This benefit package makes sure that a woman gets prenatal care in the first 60 days of her pregnancy. To get care for the rest of the pregnancy, the woman must apply for MaineCare at her local DHHS office before the 60 days have passed.

**Covered services include:**

- Physician Services
- Rural Health Clinic Services
- Independent Lab and X-ray Services
- Other Pregnancy-Related Services
- Prescription Drugs
- Outpatient Hospital Services

For more information, call MaineCare Member Services at **1-800-977-6740**.
If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
Jail or Prison Inmates

This benefit package is for inmates of the state prison, Long Creek Youth Development Center, Mountainview Youth Development Center, and local or county jails.

Covered services

This package covers only inpatient services in:

- Hospitals
- Intermediate Care Facilities for people with intellectual disabilities
- Nursing Facilities
- Juvenile psychiatric facilities
Benefit Package 8: Undocumented Residents

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: [www.maine.gov/sos/cec/rules/10/ch101.htm](http://www.maine.gov/sos/cec/rules/10/ch101.htm), or you can call MaineCare Member Services.

This benefit package is for people who:

- Are not citizens and have no documents from Homeland Security or are non-citizens
- Are non-citizens

Covered services

The only covered service is emergency medical services, including labor and delivery.

Benefit Package 9: Residents of Nursing Homes

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: [www.maine.gov/sos/cec/rules/10/ch101.htm](http://www.maine.gov/sos/cec/rules/10/ch101.htm), or you can call MaineCare Member Services.

This benefit package is for members living in a nursing home.

Covered services

This benefit package includes Section 67, Nursing Facility Services. These include the cost of the room, food, routine supplies and equipment provided by the nursing home, and nursing care.
In addition, this benefit package also includes the covered services in the following sections of the MaineCare Benefits Manual, if the nursing home is not responsible for providing them:

- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Behavioral Health Services (Section 65)
- Chiropractic Services (Section 15)
- Community Support Services (Section 17)
- Dental Services (Section 25)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Home Health Services (Section 40)
- Hospice Services (Section 43)
- Hospital Services (Section 45)
- Laboratory Services (Section 55)
- Medical Imaging Services (Section 101)
- Medical Supplies and Durable Medical Equipment (Section 60)
- Occupational Therapy Services (Section 68)
- Pharmacy Services (Section 80)
- Physical Therapy Services (Section 85)
- Physician Services (Section 90)
- Podiatric Services (Section 95)
- Rehabilitative Services (Section 102)-restricted coverage based on rules
- Rural Health Clinic Services (Section 103)
- Speech and Hearing Services (Section 109)
- Transportation Services (Section 113)
- Vision Services (Section 75) Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.
Benefit Package 10: Residents of Residential Care Facilities

For all benefit packages, make sure MaineCare covers the service you need before you get care. There are limits or special rules about how to get most covered services in each benefit package. For more information, see the MaineCare Benefits Manual on the web at: www.maine.gov/sos/cec/rules/10/ch101.htm, or you can call MaineCare Member Services.

This benefit package is for people living in residential care facilities that provide assisted living services. Examples of residential care facilities are apartments or small adult family care homes.

Covered services
Covered services are in the following sections of the MaineCare Benefits Manual:

- Advanced Practice Registered Nursing Services (Section 14)
- Ambulance Services (Section 5)
- Ambulatory Care Clinic Services (Section 3)
- Behavioral Health Services (Section 65)
- Chiropractic Services (Section 15)
- Community Support Services (Section 17)
- Dental Services (Section 25)
- Developmental and Behavioral Clinic Services (Section 23)
- Family Planning Agency Services (Section 30)
- Federally Qualified Health Center Services (Section 31)
- Free Standing Dialysis Services (Section 7)
- Hearing Aids and Services (Section 35)
- Home Health Services (Section 40) except personal care
- Hospice Services (Section 43)
- Hospital Services (Section 45)
- Laboratory Services (Section 55).
- Medical Imaging Services (Section 101)
- Medical Supplies and Durable Medical Equipment (Section 60)
- Occupational Therapy Services (Section 68)
- Pharmacy Services (Section 80)
- Physical Therapy Services (Section 85)
- Physician Services (Section 90)
- Podiatric Services (Section 95)
- Early and Periodic Screening, Diagnosis and Treatment Services (EPSDT) (Section 94)
- Private Duty Nursing and Personal Care Services (Section 96) except personal care services
- Psychiatric Facility Services (Section 46)
- Rehabilitative Services (Section 102)
- Rural Health Clinic Services (Section 103)
- Speech and Hearing Services (Section 109)
- Targeted Case Management Services (Section 13)
- Transportation Services (Section 113)
- Vision Services (Section 75) Vision services are only covered if they are provided by an ophthalmologists and optometrists. MaineCare will not pay for optician services. Glasses are not covered.
Chapter 6: Helpful Addresses and Telephone Numbers:

For questions about eligibility, to notify the Office of Family Independence (OFI) of changes, or for general questions, call 1-855-797-4357. You can also go to www.MyMaineConnection.gov to complete your annual review (re-certification) or tell OFI about changes to your address, income, assets, or when people move in or out of your home.

Maine Department of Health and Human Services Offices

<table>
<thead>
<tr>
<th>Augusta</th>
<th>Bangor</th>
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</thead>
<tbody>
<tr>
<td>35 Anthony Avenue Augusta, ME 04333 624-8090 or 1-800-452-1926 TDD/TTY 711</td>
<td>396 Griffin RD Bangor, ME 04401 561-4100 or 1-800-432-7825 TDD/TTY 711</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Biddeford</th>
<th>Calais</th>
</tr>
</thead>
<tbody>
<tr>
<td>208 Graham Street Biddeford, ME 04005 286-2400 or 1-800-322-1919 TDD/TTY 711</td>
<td>392 South Street Calais, ME 04619 454-9000 or 1-800-622-1400 TDD/TTY 711</td>
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</table>

<table>
<thead>
<tr>
<th>Caribou</th>
<th>Ellsworth</th>
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</thead>
<tbody>
<tr>
<td>Skyway Plaza</td>
<td></td>
</tr>
<tr>
<td>30 Skyway Drive, Unit 100 Caribou, ME 04736 493-4000 or 1-800-432-7366 TDD/TTY 711</td>
<td>17 Eastward Lane Ellsworth, ME 04605 667-1600 or 1-800-432-7823 TDD/TTY 711</td>
</tr>
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<tr>
<th>Farmington</th>
<th>Fort Kent</th>
</tr>
</thead>
<tbody>
<tr>
<td>114 Corn Shop Lane Farmington, ME 04938 778-8400 or 1-800-442-6382 TDD/TTY 711</td>
<td>137 Market Street Fort Kent, ME 04743 834-7700 or 1-800-432-7340 TDD/TTY 711</td>
</tr>
</tbody>
</table>

For more information, call MaineCare Member Services at 1-800-977-6740.
If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
<th>TDD/TTY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Houlton</strong></td>
<td>11 High Street, Houlton, ME 04730</td>
<td>532-5000 or 1-800-432-7338</td>
<td>TDD/TTY 711</td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Lewiston</strong></td>
<td>200 Main Street, Lewiston, ME 04240</td>
<td>795-4300 or 1-800-482-7517</td>
<td>TDD/TTY 711</td>
</tr>
<tr>
<td><strong>Machias</strong></td>
<td>38 Prescott Drive, Machias, ME 04654</td>
<td>255-2000 or 1-800-432-7846</td>
<td>TDD/TTY 711</td>
</tr>
<tr>
<td><strong>Portland</strong></td>
<td>161 Marginal Way, Portland, ME 04101</td>
<td>822-2000 or 1-800-482-7520</td>
<td>TDD/TTY 711</td>
</tr>
<tr>
<td><strong>Rockland</strong></td>
<td>91 Camden Street, Suite 103, Rockland, ME 04841</td>
<td>596-4200 or 1-800-432-7802</td>
<td>TDD/TTY 711</td>
</tr>
<tr>
<td><strong>Sanford</strong></td>
<td>890 Main Street, Suite 208, Sanford, ME 04073</td>
<td>490-5400 or 1-800-482-0790</td>
<td>TDD/TTY 711</td>
</tr>
<tr>
<td><strong>Skowhegan</strong></td>
<td>98 North Avenue, Suite 10, Skowhegan, ME 04976</td>
<td>474-4800 or 1-800-452-4602</td>
<td>TDD/TTY 711</td>
</tr>
<tr>
<td><strong>South Paris</strong></td>
<td>243 Main Street Suite #6, South Paris, ME 04281-9901</td>
<td>744-1200 or 1-888-593-9775</td>
<td>TDD/TYY 711</td>
</tr>
</tbody>
</table>
Transportation Brokers

Locate your county or town information on this chart to find out who you should contact for transportation services.

<table>
<thead>
<tr>
<th>If you live in:</th>
<th>You will call:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Androscoggin County – All Towns</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5180</td>
</tr>
<tr>
<td>Aroostook County – All Towns</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5174</td>
</tr>
<tr>
<td>Cumberland County – Brunswick and Harpswell</td>
<td>Your broker is MidCoast Connector. You can call them at: 855-930-7900</td>
</tr>
<tr>
<td>Cumberland County – All Other Towns</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5178</td>
</tr>
<tr>
<td>Franklin County – All Towns</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5180</td>
</tr>
<tr>
<td>Hancock County – Town of Danforth</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5174</td>
</tr>
<tr>
<td>Hancock County – All Other Towns</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5176</td>
</tr>
<tr>
<td>Kennebec County – All Towns</td>
<td>Your broker is Penquis CAP. You can call them at: 844-736-7847</td>
</tr>
<tr>
<td>Knox County – Town of Isle au Haut</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5176</td>
</tr>
<tr>
<td>Knox County – All Other Towns</td>
<td>Your broker is MidCoast Connector. You can call them at: 855-930-7900</td>
</tr>
<tr>
<td>Lincoln County – All Towns</td>
<td>Your broker is MidCoast Connector. You can call them at: 855-930-7900</td>
</tr>
<tr>
<td>Oxford County – Towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham</td>
<td>Your broker is Logisticare at: 877-659-1302</td>
</tr>
</tbody>
</table>
Transportation Brokers (continued)

<table>
<thead>
<tr>
<th>If you live in:</th>
<th>You will call:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oxford County – All Other Towns</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5180</td>
</tr>
<tr>
<td>Penobscot County – Town of Patten</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5174</td>
</tr>
<tr>
<td>Penobscot County - All other Towns</td>
<td>Your broker is Penquis CAP at: 855-437-5883</td>
</tr>
<tr>
<td>Piscataquis County – All Towns</td>
<td>Your broker is Penquis CAP at: 855-437-5883</td>
</tr>
<tr>
<td>Sagadahoc County – All Towns</td>
<td>Your broker is MidCoast Connector. You can call them at: 855-930-7900</td>
</tr>
<tr>
<td>Somerset County- All Towns</td>
<td>Your broker is Penquis CAP, you can call them at: 844-736-7847</td>
</tr>
<tr>
<td>Waldo County – All Towns</td>
<td>Your broker is MidCoast Connector. You can call them at: 855-930-7900</td>
</tr>
<tr>
<td>Washington County – All Towns</td>
<td>Your broker is Logisticare. You can call them at: 855-608-5176</td>
</tr>
<tr>
<td>York County- All Towns</td>
<td>Your broker is LogistiCare at: 877-659-1302</td>
</tr>
</tbody>
</table>
Other Important Numbers

**Consumers for Affordable Health Care; health care or coverage questions**
12 Church Street, PO Box 2490
Augusta, ME 04338-2490
Phone
1-800-965-7476 TTY 877-362-9570
[www.mainecahc.org](http://www.mainecahc.org)

Consumers for Affordable Health Care’s Helpline can help you find health coverage you can afford, enroll in MaineCare related programs, understand your health coverage, file an appeal or mediate a dispute, or find programs to help with health care and drug costs. They do not sell insurance. They are a non-profit organization, not a government office. All calls are confidential.

**Disability Determination Services; information on Social Security disability determination**
Department of Health and Human Services
116 State House Station
Augusta, ME 04333
377-9500 or 1-800-452-8718
TDD/TYY 711

The Medicare Part D Unit of Legal Services for the Elderly provides help to people of any age who have Medicare and either MaineCare or the Medicare Savings Program but are having trouble getting their prescription medications. There is no cost for this help. Call toll-free 1-877-774-7772 between 9 am and Noon or 1 to 4 pm. Monday through Friday.

**Disability Rights Center**
24 Stone Street, Suite 204
Augusta, ME 04330-5209
Phone for voice or TTY:
(207) 626-2774
1-800-452-1948

For more information, call MaineCare Member Services at **1-800-977-6740**.
If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
Legal Services for the Elderly
For help with legal matters call 1-800-750-5353. They will help you or send you to a local office. If you are deaf or hard of hearing and have a TTY machine, call 1-800-750-5353. You can also visit their website at: http://www.mainelse.org.

**Augusta**
5 Waban Street  
Augusta, ME 04330

**Bangor**
450 Essex Street  
Bangor, ME 04401

**Lewiston**
8 Falcon Road  
P.O. Box 659  
Lewiston, ME 04243

**Scarborough**
136 US Rte. 1  
Scarborough, ME 04074

**Presque Isle**
33 Davis Street  
P.O. Box 1288  
Presque Isle, ME 04769

**Long Term Care Ombudsman**
Phone for voice or TDD/TTY  
621-1079 or 1-800-499-0229
### Maine Area Agency on Aging
The five Area Agencies on Aging in Maine are the central resource for elder services. They can help you either directly or by referring you to the appropriate agency in your area.

Call 1-877-353-3771 from anywhere in Maine to contact the Area Agency on Aging that serves the town you live in.

#### Aroostook Area Agency on Aging
(Aroostook County)
One Edgemont Drive, Suite B, PO Box 1288
Presque Isle, Maine 04769
Voice 207-764-3396
TTY 207-992-0150
Toll Free 1-800-439-1789
Office Hours……..8am – 4:30pm, Monday – Friday

#### Eastern Area Agency on Aging
(Hancock, Penobscot, Piscataquis and Washington Counties)
450 Essex Street
Bangor, Maine 04401-3937
Voice 207-941-2865
TTY 207-992-0150
Toll Free 1-800-432-7812
Office Hours 8am – 4:30pm, Monday – Friday

#### SeniorsPlus
(Androscoggin, Franklin and Oxford Counties)
8 Falcon Road
Lewiston, Maine 04240
Voice 207-795-4010
Toll Free 1-800-427-1241
TTY 207-795-7232
Office Hours 8am – 5pm, Monday – Friday
| **Southern Maine Area Agency on Aging**  
| (Cumberland, except Brunswick and Harpswell, and York Counties)  
| 136 U.S. Route 1  
| Scarborough, ME 04074  
| Voice 207-396-6500  
| Toll Free 1-800-427-7411  
| TTY 207-883-0532  
| Office Hours 8am – 4:30pm, Monday – Friday  
| **Spectrum Generations (formerly Senior Spectrum)**  
| (Kennebec, Knox, Lincoln, Sagadahoc, Somerset and Waldo Counties, Brunswick and Harpswell)  
| One Weston Court, PO Box 2589  
| Augusta, Maine 04338-2589  
| Voice 207-622-9212  
| Toll Free 1-800-639-1553  
| TTY 207-623-0809  
| Toll Free TTY 1-800-464-8703  
| Office Hours 8am – 4:30pm, Monday – Friday  
| **Maine Breast and Cervical Cancer Program**  
| 1-800-350-5180  
| **Maine Equal Justice Partners; legal aid**  
| 126 Sewall Street  
| Augusta, ME 04330  
| (207) 626-7058 or 866-626-7059  
| e-mail: info@mejp.org  
| **Maine Warm Line**  
| A 24/7 peer to peer support line. Toll Free: 1-866-771-WARM (9276)  
| **Medicare**  
| 1-800-772-1213 Website: www.Medicare.gov  

For more information, call MaineCare Member Services at **1-800-977-6740** If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
Pine Tree Legal Assistance
You can visit their website at: http://www.ptla.org

Augusta
39 Green Street
P.O. Box 2429
Augusta, ME 04338
623-7777
TTY 623-7777

Bangor
115 Main Street, 2nd Floor
942-8241
TTY 942-1060

Lewiston
37 Park Street, Suite 401
Lewiston, ME 04243-0398
784-1558
TTY 828-2308

Machias
13 Cooper St
P.O. Box 278
Machias, ME 04654
255-8656
TTY 255-6179

Portland
88 Federal Street
P.O. Box 547
Portland, ME 04112
774-8211
TTY 828-2308

Presque Isle
373 Main Street
Presque Isle, ME 04769
764-4349
TTY 764-2453

Social Security Office
1-800-722-1213 Website: www.ssa.gov

For more information, call MaineCare Member Services at 1-800-977-6740.
If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
Helpful Websites

<table>
<thead>
<tr>
<th>MaineCare Services</th>
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<tbody>
<tr>
<td><a href="http://www.maine.gov/dhhs/oms/member_index.html">http://www.maine.gov/dhhs/oms/member_index.html</a></td>
</tr>
<tr>
<td>• Read about benefits in the MaineCare Benefit’s Manual</td>
</tr>
<tr>
<td>• Find out about policy and benefit changes</td>
</tr>
<tr>
<td>• Find links to other DHHS websites</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>My Maine Connection</th>
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</thead>
<tbody>
<tr>
<td><a href="https://www.maine.gov/benefits/accounts/login.html">https://www.maine.gov/benefits/accounts/login.html</a></td>
</tr>
<tr>
<td>At My Maine Connection, you can apply for:</td>
</tr>
<tr>
<td>• Food Supplemental Nutrition Assistance Program (SNAP)</td>
</tr>
<tr>
<td>• Temporary Assistance for Needy Families (TANF)</td>
</tr>
<tr>
<td>• Child Care Subsidy</td>
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<table>
<thead>
<tr>
<th>Health PAS-Online MaineCare Member Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://mainecare.maine.gov/Memberdefault.aspx">https://mainecare.maine.gov/Memberdefault.aspx</a></td>
</tr>
<tr>
<td>Here, you can:</td>
</tr>
<tr>
<td>• Request a letter of creditable coverage</td>
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<tr>
<td>• Request a member claims history reports</td>
</tr>
<tr>
<td>• Look up a provider using the provider directory</td>
</tr>
<tr>
<td>• Read frequently asked questions about MaineCare</td>
</tr>
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</table>

Find links to important MaineCare sites

<table>
<thead>
<tr>
<th>Maine Centers for Disease Control and Prevention</th>
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<tbody>
<tr>
<td><a href="http://www.maine.gov/dhhs/boh/index.shtml">http://www.maine.gov/dhhs/boh/index.shtml</a> Maine Center for Disease Control &amp; Prevention website has information about staying healthy and preventing illness.</td>
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<tr>
<th>Raising Readers</th>
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<tbody>
<tr>
<td><a href="http://www.raisingreaders.org">www.raisingreaders.org</a> Raising Readers encourages reading aloud to young children by providing Family Practice and Pediatric providers in Maine new books to give at well child visits from 2 months to 5 years.</td>
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<tr>
<th>TEXT4BABY.org</th>
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<tbody>
<tr>
<td><a href="http://www.text4baby.org">http://www.text4baby.org</a> or text BABY to 511411 -Get texts about your baby timed to your due date.</td>
</tr>
</tbody>
</table>

For more information, call MaineCare Member Services at 1-800-977-6740 If you are deaf or hard of hearing and have a TTY machine, call Maine Relay 711.
Chapter 7: Terms and Definitions

B
Benefit Package
A package of covered services available through MaineCare.

C
Co-pay, Co-payment
The amount some MaineCare members have to pay to the provider at the time the service is provided.

Cost of Care
The amount some members pay for their care in a facility, like a nursing home or for a waiver program.

Covered Services
Services paid for by MaineCare, such as doctor’s visits, hospital visits, and medications.

D
DEL (Drugs for the Elderly and Disabled)
This benefit helps disabled and elderly people get prescription drugs at a reduced price. It is not MaineCare.

Dirigo Choice Health Plan
A health plan offered by employers.

Dual Eligible
MaineCare members that are eligible for MaineCare and Medicare.

E
Eligibility Specialist
A staff person at DHHS (Department of Health and Human Services) Office of Family Independence (OFI) who reviews applications and decides if you are eligible for MaineCare. This person may also decide if you are eligible for other Department programs like Supplemental Nutrition Assistance program (SNAP) formerly known as Food Stamps.

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Emergency
An emergency is any physical or behavioral health problem that an ordinary person would think could cause serious harm, or death, if not treated quickly.

EPSDT
Early and Periodic Screening, Diagnosis and Treatment Services (EPSDT) Services for members under age 21 that are not usually covered by MaineCare but can be covered if certain conditions exist.

K
Katie Beckett
Under this program, children with special health needs can have MaineCare, even if their family income is higher than MaineCare’s usual standards.

M
MaineCare
MaineCare is a name for Maine Medicaid. It is a partnership between the federal and state governments. The Maine legislature makes some decisions about eligibility and coverage.

Maine Rx Plus
This benefit helps people get prescription drugs at a reduced price. It is not MaineCare.

Medicaid
A public health insurance program. It is jointly funded by federal and state governments and administered by the states. In Maine, it is called “MaineCare.”

Medical Assessment
A set of tests and measures, the results of which are used to decide if a member needs certain services.

Medicare

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The health insurance program managed by the Social Security Administration for individuals age 65 and older, people who have received Social Security disability benefits for 24 months in a row, or people who have end stage kidney disease (renal failure.)

Member
A person enrolled in MaineCare.

Member Services
Answers questions for people enrolled in MaineCare

Prior Authorization (PA)
A process by which services are pre-approved by MaineCare.

Primary Care Provider (PCP)
A doctor, physician’s assistant, nurse practitioner or a health care clinic that you choose to manage your health care.

Provider
A person or agency that provides medical care.

Primary Care Case Management (PCCM)
Services and treatments provided and coordinated by a primary care provider, MaineCare, and others.

Referral
Approval from your primary care provider to get care management services from another provider or specialist.

Social Security Disability Income (SSDI) and Supplemental Security Income (SSI)
The Social Security Administration programs that provide cash benefits for low-income people who are disabled or age 65 and over.
Specialist

A health care provider who deals with one area of health care, such as a cardiologist (heart doctor).

NOTES

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