

Key Information to Apply and Appeal for MaineCare

How to Apply for MaineCare:

You should apply in the manner that is most convenient for you. However, if you experience a long wait on the phone or difficulty with the online application portal, sending a paper application may be best. When sending an application by mail, it is recommended, but not necessary, to send it by certified mail. See the “Tips” page in this toolkit for more help with applying. No matter how you apply, be sure to save copies of your application materials if you can.

1. **You can print off a MaineCare application and mail, fax, or bring it to the Department of Health and Human Services (DHHS).** To print off an application, go to: <http://www.maine.gov/dhhs/ofi/public-assistance/>, download the “MaineCare Application (WORD)” and print it. You can mail your completed application to: Office for Family Independence, State of Maine – DHHS, 114 Corn Shop Lane, Farmington, ME 04938. If you are able to, send it by certified mail and save your receipt. You can also fax it to 1-207-778-8429. Be sure to save your fax receipt. You can also bring it to a local DHHS office—make a note for yourself of the date and time you drop it off.
2. **You can go into any local DHHS office to get an application or ask for help applying.** If you do not know where to find a local office, use this to look them up: https://gateway.maine.gov/dhhs-apps/office_finder/index.asp. If you complete an application at the DHHS office, be sure to save a note for yourself of the date and time you gave it to someone who works there.
3. **You can call 1-855-797-4357, press option 3, and then ask to be sent an application.** Then follow the instructions in “1.” above.
4. **You can apply online.** Go to: <https://www1.maine.gov/benefits/account/login.html> to use the online portal. You should write down your confirmation number. It is also a good idea to print your completed application or take screenshots of it.

What if I am denied?

You can appeal your decision. Be sure to make your appeal within 30 calendar days of the date you were denied. If you win your appeal, you will receive benefits back to the date you applied. If you were eligible before that, you can receive benefits for up to three months prior to the month of your application date, but not prior to July 2, 2018. **It is important to appeal a denial to protect your right to retroactive coverage.**

How to Appeal a MaineCare Denial or Termination:

1. You can call 1-855-797-4357 and press option 2. Say that you want to appeal the MaineCare denial. Save a note for yourself giving the date and time that you called. Be sure to leave your name and your contact information.
2. You can go to any DHHS office and tell them you want to appeal. If you do not know where the offices are, use this to find the one most convenient for you: https://gateway.maine.gov/dhhs-apps/office_finder/index.asp. Save a note for yourself with the date and time that you speak with someone.
3. You can use the “Appeal Letter” form included in this toolkit to file an appeal.
4. You can send a letter to: Commissioner, Department of Health and Human Services, 11 SHS, Augusta, ME 04333. In the letter write that you want to appeal the MaineCare. Be sure to include your name and contact information. (You can also use the appeal letter in this toolkit to do this.)